COVER PAGE AND DECLARATION

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Introduction:

Much has been written and disputed in the literature on the area Human Resource Management (HRM) is the management of human resources. substance, techniques and applications, as well as its limitations and extent Similarly, there have been a number of disagreements recently about the Human Resource tasks and responsibilities Management departments in organizations. In the 1970s, the primary purpose of personnel managers was not to manage people, and management's primary focus was not employee welfare, rather than acting as tough and unyielding negotiators, Always ready to be tough on labour unions. This, however, has produced a schism between management and its employees. In terms of financial and professional concerns, Employees are required to seek aid from unions. Employees were plainly left with no choice but to support their union's leadership and resist management, This leads to low productivity and renders corporate goals unattainable.

1-

A- HR Process Critical Review and Evaluation

Human resource operations encompass a variety of functions. They are utilised to achieve corporate goals and efficiently manage the firm's activities. Employee retention, performance management, employee compensation, and human resource planning are all part of the human resource procedures. Almarai firm's human resource approach focuses on employee welfare, providing excellent products to customers, and staff involvement.

The human resources process is defined as follows:

- **Human Resource Planning**

This includes workforce forecasts and planning. It encompasses the layoff, promotion, and assessment processes. There are several stages involved in staff management at Almarai.

- **Recruitment**

This is a method to entice potential individuals to apply for a position in the organization. For selecting the finest applicant for the organization, the company employs fresh and sophisticated ways.

Selection

It is referred to as the filtering process. When potential applicants submit their CVs and bio data to job boards, the company's management staff screens the candidates based on the selection criteria.

- **Training and development**

Non-technical personnel are offered training and development programmers to help them manage the firm's general operations.

- **Benefits Administration and Employee Remuneration**

It is a procedure that involves the administration of choices about perquisites, incentives, wages, and compensation. Employees of the company are provided incentives and bonuses to make it easier for them to work efficiently.

- **Performance Management**

This enables businesses to provide rewards, encourage, and teach their personnel. Almarai Company's organizational goals are effectively attained through improving workers' working capabilities.

- **Employee Relation**

Human resources are involved in maintaining employee interactions at the Almarai Company. It is accomplished through teambuilding exercises. Workers at the company are permitted to work in groups to participate in conversation and deepen their ties. This is beneficial to the organization in terms of growth. Employee interactions must be managed in order to achieve corporate goals on time.

Role incompatibility

The notion of a human resource manager acting as a business partner implies that he or she should be on management's side, As a result, employees should advocate for themselves. This situation exacerbates employees' sentiments of isolation and neglect, This can result in disputes and disagreements.

Uncertainty about one's role

The idea that a human resource management should be a generalist while also being a specialist In terms of ability to undertake specific human resource activities, there is a lot to be desired the type of training required for human resource activities that is both relevant and efficient

Subjectivity

Teamwork, 360-degree assessment, as well as well as performance-based pay increments and the utilization subjective value assessment about individuals, may instead de-motivate certain workers and promote counter-productive behaviors Rent-seeking or a 'simply satisfy the boss' mindset are examples.

No advancement for the first five years; lowest pay in comparison to comparable firms Their techniques are way back so you don't grow and if you say anything about it, you get in their or your manager's bad book and get a bonus cut or a bad performance remark or some warning restrictions on even tea/coffee timing feels like a school that is 8-5 many managers send work to their relatives in their own countries which results in employees doing something less meaningful no advancement No bonus (since you don't know what you're talking about) if you speak out against HR practices, you receive a warning letter if you quit the firm Try to save whatever penny you can and even make you pay the corporation.

2:
   B- STAFF RETENTION POLICY
POLICY STATEMENT

This policy's objective is to develop a strategy for reducing employee turnover and retaining an engaged and productive workforce.

RESPONSIBILITIES AND ROLES

- **Turnover and Retention Analysis**

a. Human Resources conducts a quarterly assessment of turnover statistics to identify and resolve patterns or areas of concern.

b. The Department Director or a designee conducts stay interviews to find out what workers think about their jobs.

Stay interviews are held at least once a year for existing workers and twice during the new recruit orientation session. Human Resources is tasked with analysing the results.

Recruiting/Selection:

a. In consultation with Human Resources, the Department Director or designee specifies the skills, talents, and competencies necessary to successfully perform a role.

b. Human Resources directs recruiting efforts to places and resources where applicants are most likely to be located.

c. Human Resources teaches Department Directors or their designees in successful interview procedures and creates interview questions to identify on-the-job behaviors that are consistent with the City's values and purpose.

d. During the hiring process, the Department Director or designee delivers a realistic work preview to describe the features of a position, such as job tasks, expectations, and daily activities.

e. The Department Director, or a designee, chooses the candidate(s) who are most qualified for a position and whose behaviors are consistent with the City's values.

f. As an incentive to recruit and retain management level personnel, the City may award personal leave hours to employees in positions allocated to Range 620 or higher on the Classification and Compensation Schedule, up to 40 hours each fiscal year.

1. Personal leave hours take precedence over the personal day mentioned in the Personnel Policy Manual.
2. Personal leave hours must be spent by June 30 of each year and cannot be carried over to the next year.
3. There is no monetary compensation for unused personal leave hours.
4. Personal leave hours combined with service award leave personal hours may not exceed 40 hours per fiscal year.

III. Management and Communication

a. The Department Director or designee conveys to workers the City's purpose, vision, and values.

b. The Department Director, or designee, conveys how each employee's job duties and unique contributions connect to the purpose and goals of the City.

c. The Department Director or designee fosters a listening culture by giving workers their full attention during talks and asking probing questions in order to foster a culture of increased respect for people and teams.

d. The Department Director, or designee, is impartial; someone staff can rely on to show justice, empathy, and solid limits.

a. The Department Director or designee establishes and communicates high expectations.

f. The Department Director or designee determines the team's values or standards of operation.

IV. Employee Development

a. The Department Director, or designee, implements the on-boarding programme to educate new workers about the City and department services, as well as to provide employees a feeling of belonging and connection to the City.

b. The Department Director, or a designee, gives initial on-the-job training with specific time periods for learning the fundamentals of the work, and outlines how performance is evaluated and measured.

c. Annual performance reviews and career development sessions with workers are conducted by the Department Director or designee.

d. Human Resources trains Department Directors or their designees on how to successfully deal with employee performance and/or misbehavior concerns.

e. Access to training and on-the-job skill development is provided by the Department Director or designee.

f. The Department Director or designee encourages workers to enrol in the Tuition Reimbursement Program of the City.

C- Customer Service Policy longer versions

The purpose of this policy is to ensure that all workers understand the value of delivering exceptional customer service and how they may contribute to a pleasant customer experience.

Scope: This policy applies to all workers who interact with consumers, including customer service representatives, managers, and supervisors.

Policy: It is [Company Name's] policy to give the finest possible customer service. To do this, we developed this Customer Service Playbook, which details our customer service philosophy and expectations. The Customer Service Playbook is an ever-evolving document that will be updated as our team expands and develops. We urge all team members to examine the Customer Service Playbook on a frequent basis and to recommend ways to improve our customer service.

Customer interactions must be as follows:

- punctual
- professional
- courteous
- considerate of the customer's time
- attentive to the customer's concerns and requirements

As customer service representatives, we will:

- instil a customer-centric culture all through the organization by living and living up to our customer service guarantee
- want to deliver a seamless by always putting the consumer first and first, the client, and making doing business with us simple
- be proactive in issue resolution
- hold one another accountable for delivering on our customer service promise
- We are always improving our customer experience by asking input, monitoring outcomes, and making adjustments based on what we discover.

Guidelines for Service Standards

Telephone:

- All calls will be answered within [X] rings, and if we are unable to answer, the call will be sent to voicemail.
- Every [X] hours, voicemails will be examined and returned within [Y] minutes.
- In the event of a large amount of calls, consumers will be offered the choice of leaving a voicemail or receiving a callback.

Email:

- All emails will be responded to within [X] hours.
- If an email is not responded to within [X] hours, the client will receive an automatic reply informing that their e-mail was received and is being worked on

Live Chat:

- If we are unable to answer within [X] minutes, the client will be offered the choice of leaving a message or receiving a callback.

In-Person:

- We shall welcome all clients within [X] seconds of their arrival and will professionally and courteously answer any queries.
- We will give support in a quick and efficient way, and we will do everything in our power to remedy any difficulties that the client may be experiencing.

Internal communication

- Any customer service concerns that cannot be handled by customer service agents must be reported to supervisors. If a customer support professional is unable to address a problem, it will be escalated to their supervisor.
- The [name] system will log and track customer concerns.
- The customer will receive a resolution within [X] hours.

Complaint Handling Procedure

There will always be times when a consumer is disappointed with the service they received. We strive to handle any issues as promptly as possible and to the satisfaction of the client. Our complaint management method is as follows:

- All client complaints must be recorded on a customer complaints form by the receiving member of staff.
- The customer complaints form must be immediately forwarded to the customer service manager.
- Within [X] working days, the customer service manager will acknowledge receipt of the complaint in writing, attaching a copy of this procedure. They will also investigate the complaint and make a decision on the best line of action.
- If the complaint cannot be resolved within [X] working days, the customer service manager will write to the client again, containing a copy of this protocol and indicating when a complete answer may be expected.
- The customer service manager will guarantee that all concerns are addressed quickly and satisfactorily.
- The customer care manager will examine all customer complaints on a [daily/weekly/monthly] basis.
- Customer complaints will be utilized to highlight areas where our service may be improved.
- Please contact the Customer Service Manager if you have any queries regarding this procedure. Thank you for your assistance.

Constant Feedback Culture

- Customers are the lifeblood of our firm; without them, we would not exist. As a result, we aim to maintain a client-focused culture throughout our organization that prioritizes clients and cherishes their comments. This entails learning from both customer success and failure tales.

That's why:

- We always encourage consumer comments, whether favorable or bad. We want to know what we're doing correctly and wrong so that we can keep improving our client service.

- To get input from our customers, we conduct customer surveys.

- We promote open dialogue between consumers and customer support representatives.

- We want our clients to feel comfortable approaching us with any problem or concern.

- All input is taken carefully and used to enhance our customer service. We aim to be the best we can be for our consumers, and their feedback is critical to that objective.

- Thank you for taking the time to read this Customer Service Playbook; we I hope you find it helpful.

- Please do not hesitate to contact us. If you have any questions, please contact us. Do you have any queries or suggestions? Thank you one again..

c- Using Technology to Improve Workplace Communication

While technology, when applied correctly, poorly, may impede communication, when properly applied, It has the potential to enable highly efficient and clear communication..

" We've become accustomed to having a tool for every task.," said Anna Pickard, a creative director at Slack, " However, this requires a lot of context hopping and time waste attempting to recall what you were doing before leaping from here to there do the last thing you did before the next important item you had to do."

She continues to suggest that all firms think about categorizing their equipment, determining which are time wasters and which are efficient, as well as how and in what circumstances They ought to be utilized. When technologies such as Slack, messaging apps, and even email are excellent, it's crucial to understand when to set up a face-to-face encounter or To maintain an email chain, simply pick up the phone from droning on or to prevent IM discussions from disrupting your entire day.

Here are a few examples excellent manner in which technology is used increasing workplace when appropriate communication thinking Rules are followed.

Bringing Employees from All Over Together

Because there are there more people working? from home at least some of the time, and because many businesses have multiple offices, and technologies such as as Skype is becoming increasingly important, Slack and other popular tools aid with team communication. The ability to participate in a video conference call and speak It is not simply terrific to sort things out with a teammate halfway around the world.

, but it also reduces the likelihood of misinterpretation, which can be costly in terms of money and time. When a group is large and dispersed, Leaders must provide the necessary technologies to enable their staff to connect at the proper times.

Conversation Recording

Chat logs are extremely beneficial to teams can be referred to in the future period. Rather of depending on memories number of phone calls or meeting teams, notes may now just scroll ahead to retrieve what they discussed with bosses and coworkers days before The purpose is to guarantee that the tools are used. correctly and that talks are separated so that more people may participate talks do not bury essential data that team members may need to refer to later. Leaders can guarantee that paperwork is completed is successful because it defines what may and cannot be said in specified tools.

Project Planning

Basecamp and comparable project management applications tools are examples of technology, Allow leaders to have a central center of project activity that everyone participates in can access from anywhere. This makes it simpler than ever to keep track of projects, understand what's coming up in the future, and log comments and concerns in one convenient location. The key to making these tools useful is to tailor their functionality to your company's needs. Even the greatest project management solution will be useless unless the process and flow are developed and effectively conveyed to teams.

When technology is utilized strategically to increase communication in the workplace, it may have remarkable consequences for team productivity. The trick is to understand when and how to utilize technology and when it's better to pick up the phone or visit a coworker's desk. Technology should never be utilized as a shortcut, and significant attention should be given to how technology is implemented into business planning.

Point Park University's online Master of Communication degree can help you improve professional communication. This degree focuses on The fast evolution of our communication methods, as well as the technology that is propelling that shift. If you mix theory and practice, you'll be ready to face the challenges of communication growth head on.

d- employee performance appraisals

Communication is essential in performance evaluations. It is critical to explain objectives and effectively convey at all levels during performance evaluations. It should be completely reflected in the final processes, including the dissemination of printed materials. Employee assessment revision letters are frequently the last stage in performance appraisals.

By this point, HR has received all of the managers' suggestions; HR has worked with management on the adjustment % and finalised everyone's figures. This must now be communicated to the individuals. Typically, this letter would have the following components:

– • A welcome/introductory message for the lette

– Designation

-related information

 • A congratulatory remark if there is a promotion

- A warning on salary revisions

• Percentage increase

• Any base adjustments

 • Bonus message

 - Closing message

•If you have a non-performer and want to create performance development goals for them, make sure you define them clearly, along with the dates.

While the factors listed above might vary, they will vary from person to person..

3:

By this point, HR had received all of the managers' proposals; HR had collaborated with management on the adjustment % and completed everyone's figures. Individuals must immediately be informed of this. This letter would typically have the following elements:

- A greeting/introduction to the letter

 - Information on the designation

If there is a promotion, a note of congratulations should be included.

- A warning on salary revisions

• Any percentage increases

• Any base adjustments

• Any bonus messages

– Closure message

• If you have a non-performer and want to create performance development goals for them, make sure you define them clearly, along with the dates.

While the factors listed above might vary, they will vary from person to person. A revision letter for a star performer, for example, would be different from one for an average performer or non-performer.

Secretaries and administrative assistants are the foundation of the workplace operation. They type and format papers., make appearances, and keep track of paperwork. They answer phones and route calls., and participate in Staff gatherings In some offices, they may do basic accounting responsibilities and take money from clients and customers.

Duties and Responsibilities of an Administrative Assistant

Administrative assistants' tasks vary based depending on the sort of workplace where they work, however some frequent roles include:

• Take messages and answer phones.

• Create documents.

• Create Presentations on slides

• Make spreadsheets.

• Maintain databases.

• Create and/or manage websites.

• Carry out basic bookkeeping.

• Serve as a secretary, organizing staff activities such as awards banquets and fundraising events, scheduling client meetings, and coordinating coworker schedules.

Administrative Assistant Salary

The kind of the firm where an administrative assistant works, as well as the breadth of tasks, might influence salary. Those who serve as executives are paid the most.

- Median Annual Salary: $40,990 ($19.71/hour)
- Top 10% Annual Salary: More than $67,510 ($2.46/hour)
- Bottom 10% Annual Salary: Less than $26,880 ($12.92/hour)

B-marketer

 Social networking has created a new area of human activity, establishing new marketing and media jobs and new professional opportunities development.

If you work in this profession, you will most likely be maintaining social media accounts across numerous platforms, developing publicity campaigns that will be promoted through social media platforms, or creating interactive online content.

Although unconventional job names might be perplexing at first, they provide significant information about a potential employer. A corporation seeking a social media guru, interactive media czar, digital media ninja, content swami, or brand advocate suggests the post is for someone with expertise who enjoys experimenting creatively.

The employees may be constructing an image in order to attract applicants who are lively and imaginative, even humorous. If being referred to as a maven or a rock star turns you off, you're probably not a good fit for that company's culture or goal.

- Begin your job search in social media by looking for positions that involve phrases like digital media, online community, social marketing, engagement, or social media in general.
- Candidates for social media roles are frequently sought after for their knowledge and expertise with key performance indicators (KPIs), writing, and customer service.
- Salary ranges for regular social media occupations range from $40,000 to $90,000 per year.

c- Operations manager

develop an organization's financial strategy and manage its budgetary priorities. They are at the top of the organisational structure and collaborate with the other C-level executives to define and realise the company's objectives.

A person typically obtains the title of CFO after accumulating at least 10 years of experience in progressively more management accounting or finance jobs. operations manager frequently hold higher degrees, such as an MBA. They may be certified public accountants (CPAs) or certified management accountants (CMAs) due to professional licensing or certification (CMAs).

Operations manager must be able to carry out the following responsibilities:

- Accounting and financial divisions and functions must be directed.
- Analyze operations and look for ways to improve efficiency.
- Budget proposal management, preparation, and reporting
- Identify fresh business possibilities
- Monitor and maintain finance information technology systems in collaboration in collaboration with the CTO (chief technology officer)and IT (information technology) workers.]
- Hire and supervise financial workers
- Ensure ensure all legal and insurance obligations are satisfied

The salary of a operations manager varies according on geography, experience level, and the size of the firm for which they work. operations manager in Fortune 500 organisations, for example,

will earn more than those at smaller companies and startups. Regardless of these qualifications, CFOs typically make well into the six figures, as illustrated below:

Annual Median Salary: $395,004

Annual Salary in the Top 10%: $599,535

Annual Salary for the Bottom 10%: $214,795

4- Health and safety policy

Creating the atmosphere Daly Response Alarm Systems provides and installs intruder alarms in residential and commercial properties. Manager John Daly employs 22 individuals, including office workers and engineers who work remotely. Cleaning is done on a Rota basis by the office personnel.

Using the HSE's form, John created his own health and safety policy statement.

He next considered what he should include in his policy, such as remote working, personal safety equipment, employee consultation, and training, among other things. He determined that he and his assistant manager were the most qualified (experienced and skilled) persons to be in charge of health and safety concerns. At a staff meeting, John delivered the policy statement and resolved to evaluate and amend the policy every year or as soon as there is a substantial change in the workplace.

Our health and safety policy is to:

Daly Response Alarm Systems

Our health and safety policy is to:

- prevent accidents and cases of work-related illness
- manage health and safety risks in our workplace
- provide clear instructions and information, as well as adequate training, to ensure employees are competent to do their work
- provide personal protective equipment
- consult with our employees on matters affecting their health and safety
- provide and maintain safe plant and equipment

Part 2: Responsibilities for health and safety

1- The ultimate and overall responsibility for health and safety:

John Daly (Manager)

2 Day-to-day responsibility for ensuring that this policy is followed:

Phillips, Paul (Assistant manager)

3- The following individuals are responsible for maintaining/improving health and safety standards.

have responsibility in the following areas:

- John Daly and Paul Phillips safety, risk assessments, employee consultation, accidents, first aid, and work-related illness
- John Daly - monitoring, accident and ill-health investigation, emergency procedures, fire and evacuation • Paul Phillips - equipment maintenance, information, instruction and supervision, training

4- All employees should:

- work with supervisors and managers on health and safety issues;
- take reasonable care of their own health and safety; and report all health and safety problems to the appropriate person (as detailed above).

Part 3: Arrangements for health and safety Risk assessment

• We will perform necessary risk assessments and take action; we will evaluate risk assessments when working habits or conditions change; and we will review risk assessments when working habits or conditions change.

Training

• We will offer health and safety training to all employees and subcontractors (including working at height, asbestos awareness and electrical safety).

• Personal protective equipment will be provided.

• We shall make appropriate provisions for workers who work remotely.

Consultation

• We will discuss with personnel on health and safety issues when they occur on a regular basis, as well as officially when we evaluate health and safety.

Evacuation

- We will ensure that escape routes are clearly marked and maintained clear at all times.
- Evacuation plans will be evaluated on a regular basis and modified as needed.

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