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Introduction

In the modern world of business, human resources considered the most extremely important factor to determine the company success or failure. When it comes to the human resource management, the policies, and procedures that an organization implements can be the deciding factor in whether that organization is successful or merely scrapes by to stay in business.

Any organization must have human resource policies in place to protect workers' health, well-being and to design a structure that will function best for the business where human resources policies are continuous guidelines about the approach that the organizations intend to take in managing its employees. A company's HR policies can be criticized in a variety of ways, but some typical ones include staff retention, customer service procedures, technology usage, and employee performance reviews.

Making a more complete benefits package is one strategy to increase employee retention. Health insurance, paid time off, and retirement savings plans are examples of good strategy for achieving this goal. Establishing a merit-based system for promotions and raises is another strategy to increase employee retention. This would guarantee that workers believe their efforts are appreciated by the organization and that they are being rewarded for their hard work.

Resource managers in various matters related to employment and clarify the intent of the organizations in various aspects of human resources management, like recruitment, promotion, compensation, training, etc.

A good human resource policy also provides general guidance on the approach taken by the organization, and thus by its employees, in relation to various aspects of recruitment. The process precisely clarifies the action to be taken according to the policies. A regular feedback

policy might help to enhance customer service procedures. Customer input in the form of surveys or other means could be used for this. Technology has the potential to enhance customer and employee communication. By putting in place a customer relationship management system, this might be accomplished. Making employee performance reviews more objective would help them perform better. This could be accomplished by utilizing a rubric or by having the employee be evaluated by several persons. Each organization has a different set of circumstances and thus develops an individual set of HR policies. The site in which the organization operates will also determine the content of its policies.

Starting pay information should be included when generating job listings. Potential employees will benefit from knowing what to anticipate in terms of pay thanks to this. A company-wide guide for health, safety, and welfare should also be developed. Information on staying healthy, managing stress, and preventing accidents and injuries should all be included in this manual.

Choosing company and critique of its current HR Policies

Choosing company

In today's business world, human resource policies are essential for any company to ensure the safety, health, and wellbeing of employees, as well as to create a more effective workplace. There are a variety of different HR policies that companies can put into place, and the ones that are most effective will vary depending on the specific needs of the company. In this report, we will be critiquing the HR policies of a XYZ company and proposing new policies that we believe would be more effective (the name of the company is hidden for privacy concerns). We will also be including starting salary information for three newly created positions, as well as a health, safety, and wellbeing guide for the company.

Critique of the current company's HR Policies

One of the most important aspects of any human resource policy is employee retention. To keep talented and valuable employees, it is important to have policies in place that encourage them to stay with the company. Some ways to do this include offering competitive salaries, providing opportunities for career growth, and creating a positive work environment.

Another important aspect of HR policies is customer service. To maintain and attract new customers, it is essential to have policies that ensure that they are receiving the best possible service. This can include things like providing training for customer service representatives, having a complaints procedure in place, and offering incentives for good customer service.

Technology is also an important part of HR policies, as it can help to improve communication between employees and managers. By using things like email, instant messaging, and video conferencing, employees can stay in touch with each other and with management, even if they are not in the same physical location. This can help to improve morale and make the workplace more efficient.

Finally, employee performance appraisals are an important part of any human resource policy. By setting up a system to appraise employees on a regular basis, companies can ensure that they are meeting their goals and that employees are being held accountable for their work. This can help to improve productivity and motivation in the workplace.

XYZ is a company that has been in the news recently due to the policies it has in place for its human resources. The way XYZ handles temporary employees, also referred to as "contingent workers," has been the subject of criticism. As a result of the fact that XYZ does not consider these workers to be employees of the company, they are not eligible for the benefits provided to

full-time workers. This has resulted in some people having negative things to say about XYZ, with some arguing that the company does not treat all its employees in an equitable manner. XYZ has made the announcement that it will be changing its policies regarding contingent workers as a direct response to the criticism that has been leveled against the company. All contingent workers will be eligible for the same benefits as full-time employees beginning January 1, 2020. This change will take effect immediately. This consists of benefits such as paid time off, parental leave, and health insurance. XYZ has also stated that it will collaborate with the staffing agencies that it uses to ensure that these employees are paid a wage that is appropriate for their position.

Although XYZ 's policies regarding contingent workers were far from ideal in the past, the company has made efforts to improve these policies in response to feedback that was provided. This demonstrates that XYZ is willing to pay attention to the opinions and suggestions of its staff members and act accordingly. In general, XYZ 's policies regarding its human resources department are solid; however, there is always room for development.

Proposed New HR Policies

There are a variety of different ways to improve employee retention, but one of the most effective is to offer competitive salaries. This means that employees will be less likely to leave the company in search of higher pay elsewhere. To attract and retain the best talent, it is important to offer salaries that are competitive with other companies in the same industry. Customer service is another important aspect of HR policies, and one way to improve it is to provide training for customer service representatives. This will ensure that they are able to effectively handle customer inquiries and complaints. It is also important to have a complaints procedure in place so that customers know how to get in touch with someone if they are not happy with the service they have received. Incentives can also be offered for good customer service, such as discounts or coupons.

Technology can also be used to improve communication between employees and managers. By using email, instant messaging, and video conferencing, employees can stay in touch with each other and with management, even if they are not in the same physical location. This can help to improve morale and make the workplace more efficient.

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Following is the core proposed improvement for the new HR policies for XYZ company:

1. Increasing the number of opportunities for employees to advance their careers is one strategy that can be used to improve employee retention. This could include providing financial assistance to employees so that they can attend conferences or classes that are

relevant to their field of work. It may also include the provision of mentorship programs or opportunities to work alongside employees with greater levels of experience. A company can demonstrate its dedication to the improvement and progression of its workers by making financial investments in those workers.

2. Training employees on how to interact with challenging customers is another approach that can be taken to improve the quality of customer service practices. Activities such as role-playing, or simulations could fall into this category. It could also include allowing employees the opportunity to observe customer service representatives who are particularly skilled at defusing tense situations and then learning from their experiences.
3. The use of technology is also able to help improve the communication between different offices. For instance, Google Hangouts is a platform that can be utilized to carry out either audio or video conferencing. Connecting employees who are working in different locations can be facilitated using this method. Another option is to use a chat tool like Slack. Employees could ask quick questions or share information with one another without disrupting their current workflows by using this method.
4. It is essential to create new employee performance evaluations or to update the ones that already exist. Performance evaluations should be conducted in a manner that is impartial and objective, and they should place equal emphasis on both the employee's strong and weak points. The employees can use this information to assist them in goal setting and to improve their performance overall.

Job listing

Secretary

Salary: \$30,000 per year

The secretary's role and responsibility in any corporate organizations are to be the processing processor of the business conference as well as meeting. They have the responsibility to manage and arrange the meetings. Some of the roles are AGMs and retains 12 confirmed records of the group's process as well as choices: the minutes of the conference. The key responsibilities are responding to calls, taking reports, and managing messages, maintaining records and managing meetings, typing, planning, and collating statements, filing, making and servicing conferences, maintaining databases, prioritizing workloads, performing new ideas and organizational practices, liaising with related companies and clients, organizing mailshots and related publicity duties, logging or processing bills or payments, and working as a receptionist as well as attending and greeting customers.

Marketer

Salary: \$40,000 per year

Marketing is a collection of pursuits based on planning, teaching, delivering, and trading contributions that have significance for others. The purpose of marketing is to deliver benefit to clients, whom the company tries to recognize, please, and learn in business. There are mainly three roles that a marketer has. Those get their attention, help them figure out if it's a fit and lower the risk of taking the next step. The key responsibilities of a marketer must oversee and develop business campaigns, conduct analysis as well as interpreting data to recognize and distinguish viewers, sponsor concepts and plans, promotional pursuits, compile and administer financial and statistical data, writing and improving creative report.

Operations Manager

Salary: \$50,000 per year

Operations managers are accountable for handling projects that are the elements of good production and good services. Their primary duties involve handling both the services method, comprising design, preparation, administration, product development, and services approach. Operational Efficiency involves administration, mechanical, troubleshooting, reserve and other co-operations to determine the fit various components. Operations supervisors are a significant portion of an organization's upper-level administration company, and their main purpose is to guarantee that their businesses hit development targets as well as sales purposes. The five key responsibilities of operations managers are planning, organizing, staffing, leading, and controlling. There are various ways that they follow to manage various operations. Those are standardized the process as well as bring it out, use devices completely, keep material flowing, keep the method simple, fence against variability, do not drop infancy with technology, control the supply chain, enhance the property.

Health, Safety and Wellbeing Guide

The following is a health, safety, and wellbeing guide for the company:

1. Employees should wash their hands regularly and avoid touching their face.
2. Employees should maintain a social distance of at least six feet from other people.
3. Employees should stay home if they are feeling sick.
4. Employees should wear a face mask or other protective gear when in public.
5. Employees should get a flu shot every year.
6. Employees should eat healthy foods and exercise regularly.
7. Employees should avoid smoking and using other tobacco products.
8. Employees should limit their alcohol consumption.
9. Employees should get enough sleep every night.
10. Employees should take breaks during the day and relax when they can.

conclusion

Human resource policies are essential for any company in order to ensure the safety, health and wellbeing of employees, as well as to create a more effective workplace. There are a variety of different HR policies that companies can put into place to enable it to demonstrate to its workers that it is dedicated to the expansion and improvement of their skills by putting these policies into effect. These policies may also assist in enhancing the level of communication and collaboration that already exists within the organization.

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