COVER PAGE AND DECLARATION

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E-SIGNATURE: _____

DATE: _____

EIU Paris City Campus
Address: 59 Rue Lamarck, 75018 Paris, France | **Tel:** +33 144 857 317 | **Mobile/WhatsApp:** +33607591197 | **Email:** paris@eiu.ac

EIU Corporate Strategy & Operations Headquarter
Address: 12th Fl. Amarin Tower, 496-502 Ploenchit Rd., Bangkok 10330, Thailand | **Tel:** +66(2)256923 & +66(2)2569908 | **Mobile/WhatsApp:** +33607591197 | **Email:** info@eiu.ac

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Introduction:

Based on my appointment as a consultant by X Company to create a report to review its human resources policies, as well as access to human resources needs and assess the health and safety of all employees. During the working paper, the issue of X Company will be addressed, which is a manufacturer of electronic products whose activity is based on the manufacture of various types of sound-based electronics such as headphones, earphones, and wireless speakers, in addition to a variety of accessories for mobile phones. X Company has a huge user base and demand their products are high within a highly competitive market. Therefore, it is imperative for the company to work on improving performance by working on improving recruitment processes and developing employees to achieve the value they add to the company. The company aims to lead with its brand in the field of electronics in the market. We find that human capital management is nothing but an accumulation of the applications used by the company to develop, manage, employ and improve employees to improve the company's practice and performance in a more reliable way. Managing employees effectively and hiring cadres with appropriate talents that have all the required skills are indicators of an effective human capital management that manages employees effectively. There are various administrative practices that are enhanced by the Human Capital Department within the company, which include work force planning, recruitment and training processes, performance management, workflow management, analysis and reporting, benefits management and retirement services.

Human capital is managed within the company with the aim of maintaining competitive advantage, improving business, value proposition and economics of human capital. Human capital monitoring initiatives are influenced by effective human resource management, which are strategic processes such as Six Sigma, improving performance culture and talent management, as well as designing a new business model and reshaping and engineering functional disciplines such as marketing and sales. The human resource management system deals with all human resources within the organization. The organization is able to implement human capital management practices, the most important of which are organizational values, visions, goals and strategic objectives, data management and support in general. We also find that human resources policies are a general statement presented with special instructions for decision-making for the company's employees in everything related to any course of action.

1. Company's HR policies:

For X Company, the main human resource management policies to be implemented and followed within the company will include requirements and selection policies, employee relations, health and safety, training and development policies, employment policy, equal employment opportunity and testing policy. The policy on training, development and employee performance improvement policies is included in addition to compensation and benefits policies, working time and overtime policies, problem-solving policies, communication, conflicts of interest, email, health and safety, as well as policies related to discipline, company safety, internet use, alcohol and drug use. The policies followed for human resource management include a range of different functions such as recruitment, training, development, compensation, promotions, working conditions, transportation, welfare, employee services, as well as industrial relations.

The policies of human resources management for X Company have different types of components, as follows:

- Recruitment suit and records
- Employment Policies
- Payroll
- Employee benefits
- Employee behavior
- Workplace Instructions
- E-politics

An employment policy is a policy used to guide new employees and to comply with employment laws and hiring practices. As for the employment status and records, it is a set of policies that are required to conduct various types of issues such as defining employment classifications and linking them to personnel files and the necessary guidance towards performance review and background checks. We find that the employee benefits policy determines the benefits enjoyed by the employee, such as vacations, holidays, insurance, employee reimbursements, compensation and insurance. The payroll policy is linked to wage management, including time control, salary deduction, and employee advance payment. Workplace guidelines and policies vary according to different situations, and the main purpose of this policy is to provide guidance regarding record

keeping, use of enterprise assets, and limitation of certain working arrangements. The human resources policies for employee behavior maintain the behavior of the employer and the employee's behavior. We find the importance of controlling the employee's behavior in terms of abuse, harassment, smoking and workplace violation. Electronic policies are defined as a set of guiding principles that are concerned with dealing with the information technology of the organization, as it defines the acceptable activities, prevention and use of e-mail, the Internet and social networks.

2. Propose New HR Policies:

2.1 Improve Employee Retention:

This practice is followed by organizations with the aim of retaining their employees, we find that according to business experts, the process of employee retention is a practice implemented by companies with the aim of influencing working employees to stay in the company and maintain the work environment.

There are multiple strategies that employers use in order to retain employees. Here are some of them that X Company can follow:

Hiring effective employees:

The company should hire skilled and effective individuals who have the ability to manage the company's culture. The employees should perform well individually and similarly within the work team.

Applying the right culture:

This is very important for the understanding and practice of employees in a way that helps to establish a strong bond between employees and the company. The strict culture within the workplace leads to influence and uncertain relationships between employees and employers.

Providing training:

One of the effective strategies for retaining employees is to provide their own training that provides future growth and opportunities for promotions by upgrading their skills.

Pay well and offer direction:

The best practice for retaining employees in a company is to pay well. Although there are many issues that employees confront at work, the high salary will always retain them in the field. Giving employees the right direction will enable them to handle stressful situations, which aids in employee retention.

Be more adaptable:

Being more flexible entails not applying strict timing of office-in and deadlines, as well as flexibility in the company's strict cultural practices. Employees will be more satisfied with the company's flexible arrangements.

Determine candidates:

Identifying candidates is also a better practice for organizational employee retention. The manager will use this method to determine whether an employee intends to stay or leave the organization. Identifying potential employees will also aid in the formation of a stronger team in the workplace.

Wellness services:

Offering wellness programs is another effective way to increase employee retention. Offering wellness will include a variety of offers such as health insurance, free health screenings, and so on. These strategies will help X company retain employees in their organization.

2.2 Effective customer service practices:

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- In order to improve customer service, a corporation must first have a strong staff base that will contribute to achieving the highest standards of performance.

- A greater level of customer service can be provided by regulating employee expectations. Following the objective is made easier when we receive the services' estimated results.

- Always engage the customer, if we were just getting to know them. It will support the development of a successful relationship between the business and the client.

- Customers' intended outcomes can be followed by effectively gathering data from them. It aids in developing an organization's platform for customer relationship management.

- Implementing efficient customer service procedures will also benefit from customer meetings. The client meeting helps to clarify the genuine desire and project change requirements.

- Another strategy for implementing successful customer service procedures in the company is to keep the focus on client happiness.

2.3 Use of technology to improve interoffice communication:

Since many firms have many offices and an increasing number of them work remotely, technology like Skype, Slack, and other well-known platforms keep teams connected (CHERINET, 2019). Not only is it incredible to have the ability to get on a video conference and resolve issues with a colleague on the other side of the world, but it also reduces the likelihood of misinterpretation that could end up being costly in terms of time and money. If a group is large, developers should provide the appropriate technology to enable employees to interact at the appropriate times.

Groups have access to some of the best documentation possible because to chat logs that can be reviewed later. Groups can now simply glance up to approach the topics they previously discussed with managers and collaborators, as opposed to relying mostly on the recollection of calls or notes from meetings. Pioneers can have a central point of task action that everyone can refer to from wherever they may be thanks to technology, such as Basecamp and other project managers' programs. This makes it easier than ever before to follow projects, discover what is coming up next, and report comments and complaints in one easily accessible place. When technology is

intentionally used in the workplace to enhance communication, it may have remarkable effects on team productivity.

2.4 Create/Revise employee performance appraisals:

A consistent method of surveying an employee's performance is through performance appraisal (Sharma & Sharma, 2017). It is usually overseen by a fast administrator who, during the assessment cycle, reviews the employee's successes, performance, and areas that require improvement and helps map out the future course.

AN IMPACTFUL APPRAISAL SYSTEM

PLANNING
MONITORING
REWARDING
PERFORMANCE MANAGEMENT
DEVELOPING
RATING

In performance reviews, communication is crucial. Setting expectations and communicating more effectively during all stages of performance reviews is fundamental. Paper dispersion should also be taken into consideration in the final phases. Usually, the employee appraisal correction letter represents the most recent development in performance reviews. HR has completed everyone's figures and has all of the supervisors' ideas. HR has also worked with the administration to determine the amendment rate. This needs to be shared with the public right now. A celebrity entertainer's modification letter would differ from those of regular entertainers and no entertainers. HR should take great care to make sure the message is effectively delivered and received from a favorable standpoint by all parties. The employees must receive the letters, which they must

painstakingly compose. This calls for much effort. The appraisal measure as a whole has advanced much, though. The time required to do this project properly should essentially come from HR.

The following are best practices for employee performance reviews:

- Make sure the information being transferred and presented in the letter has a clear purpose and has an impact.
- Declare the pay modification, the percentage increases, and the final amount with authority.
- When there are promotions, the corporation should give out things like chocolates, coupons, and gift cards.
- It will be preferable to obtain the employee's signature on the copy in order to confirm their agreement.

If the expectations are too high, the circumstances are unfavorable, and there is not regular communication between the manager and his or her subordinates, performance appraisal systems may prove to be quite demoralizing for some associations. Although many performance management systems and appraisal frameworks include many highlights, this does not necessarily translate into success. The manner of providing critique should alter as conditions change and as associations get better. Instead of allowing the executives to evaluate a worker's level of dedication, the assessment structure's primary goal is to aid in employees' growth. Making feedback more often than having an audit just once a year, training managers to lead interesting appraisals, and including employees in their own appraisal cycle are just a few of the strategies that succeed. These are a few items that, regardless of the association's concept, actually have results.

3. Create job listing:

3.1 Secretary:

In any corporate setting, the secretary's job description and responsibilities include processing both business conferences and meetings. It is their duty to plan and coordinate the meetings. Some of the functions include AGMs, which maintain verified records of the group's deliberations as well as processes: the meeting minutes. Responding to calls, managing messages and reports, keeping records and running meetings, typing, and managing meetings are the main duties. Organizing mail-shots and related publicity tasks, making and servicing conferences, planning and compiling statements, filing, making and maintaining databases, prioritizing workloads, collaborating with related businesses and clients, logging or processing bills or payments, serving as a receptionist, and attending to and greeting clients are all examples of tasks that may be performed. In Europe, a secretary can expect to make more than 2,200 EUR every month.

3.2 Marketer:

Marketing is a group of activities based on organizing, imparting, providing, and exchanging contributions that are valuable to others. The goal of marketing is to benefit customers, who the business seeks to identify, appease, and educate on how to do business. A marketer mostly performs three responsibilities. These catch their attention, assist them in determining whether it is a fit, and reduce the danger of moving forward. A marketer's primary duties include managing and creating business campaigns, conducting analyses and interpreting data to identify and categorize viewers, sponsoring concepts and plans for promotional endeavors, compiling and managing financial and statistical data, and writing and enhancing creative reports. A marketer in Europe can expect to make more than 5,400 EUR a month.

3.3 Operation manager:

Projects that are necessary for high-quality production and services fall within the purview of operations management. Handling the services method, which includes design, preparation, administration, product development, and services approach, is one of their main responsibilities. To assess how well different components fit together, operational efficiency entails cooperation from the administration, mechanical, troubleshooting, reserve, and other departments. Hardware,

systems software, and application software fall under these categories. The primary goal of operations managers, who make up a sizeable amount of an organization's upper-level management team, is to make sure that their companies achieve both their growth and sales objectives. Planning, organizing, staffing, leading, and controlling are the five main duties of operations managers. They use a variety of techniques to manage various processes. Standardize the process and implement it, fully utilize technology, maintain material flow, make the process straightforward, guard against variability, maintain technological nascence, manage the supply chain, and improve the property. As an operations manager, a person in Europe may expect to make about 53,000 EUR annually.

4. Create a health, safety and wellbeing guide:

The improvement and maintenance of employees' physical, mental, and cultural well-being are all parts of health and safety (Sorensen et al., 2018). By examining the hazards and opportunities of the physical situation, it aims to reduce damage, illness, and injury at work. Reduced physical work risks can also lessen the importance that employees may project at work. For this firm, efforts to maintain and improve employee safety, health, and welfare have been more heavily concentrated on fusing the challenging and efficient approaches. Experts in human resources are aware that the heart of any successful company, especially during lean financial times, is its people or human capital. People exhibit innovation and creativity, but financial records rarely acknowledge these hidden contributions. Human capital, unlike basic capital, never specifically refers to the company. Except in cases where businesses come up with plans to keep them, anyone can leave an opportunity at any time.

Every aspect of an association's operations, from technology and item planning to distribution organizations and administration delivery, is supported by its human capital. Given the critical role that human capital plays in a company's ability to compete in the global economy, HR professionals are constantly searching for better ways to unlock this potential. Improving the well-being and health of your employees is one way to give your association a competitive edge. The most current research demonstrates the link between human capital valuation, workplace behavior, and health. Set stated plainly; employee work behavior, participation in the workplace, and hands-

on execution are directly impacted by representative health status. In this way, developing healthier representatives will result in a workforce that is more advantageous.

Work, health, and wellbeing are all interdependent (Chenoweth, 2011). Take note of the distinction between the logical and clinical definitions of work-related problems. Work increases to the number of chronic illnesses. Businesses are embracing a well-being goal, which may have a greater influence on employee dedication and profitability than more specialized definitions of health. Businesses use both objective and subjective metrics. Calculations track the accomplishments and results of the firm in relation to these goals. The value of moderators is a topic of debate. Subjective metrics are frequently heavily weighted depending on the complexity of financial projections and the business culture. Amazing resources are available to collect worker health data from various sources. The collection, analysis, and use of population information for supporting population and individual health are being disrupted by innovation. Unsatisfactory whether wearable technology would encourage better behavior.

The health effects of these employment characteristics on employees include unhealthy lifestyles, substance use disorders, mental health problems, depression, metabolic disorders, malignancies, and persistent infections (McLellan, 2017). Chronic fatigue can result in diminished professional performance, work absences, or total impairment. However, 84% of the normal workforce suffers from at least one chronic ailment or is obese. No biomedical factors, including mental flexibility, psychophysical work resistance, job requests, boss revisiting work projects, and prosecution, affect work skills regardless of health status. After excellent health, worker prosperity combines elements of personal pleasure like joy, financial security, job and retirement security, a sense of purpose, equity, and value. The effect of labor on the social determinants of health becomes even more obvious with this broader focal point. Proportions of prosperity are an emotional, personal, and representational measure of success as contrasted to measures that are population-driven, such as health care costs, biometrics, infection weight, and way-of-life dangers. From a commercial perspective, success might be a key factor in determining dedication and effectiveness, ostensibly being more important to a firm than a way of life and biometrics.

Employers are required to comply with the requirements of X company and provide work conditions and job responsibilities that are free from known risks that could result in serious injury or death. The "hierarchy of controls," which emphasizes the elimination of risks and engineering

restraints over specific protective equipment, is what X Company mandates be used in safety and health programs. This hierarchy of controls lowers the likelihood of occupational damage.

The model for occupational health services:

The prevention and control of illnesses and injuries related to the workplace will be a part of X Company's occupational health services model. Depending on the employer, they offered a policy of fit-for-duty analysis to determine a person's capacity to do a job safely without putting their coworkers, as well as those with or without reasonable accommodations, in direct and urgent danger (Rantanen et al., 2017). These assessments established a baseline for health status, clarified substance use, and perceived exposure to work dangers to support harm-prevention strategies.

Health Promotion and Disease Prevention:

Significant evidence links poor biometrics and dangerous health practices to chronic illness, high drug expenses, and low productivity. The majority of businesses with more than 500 employees now provide workplace wellness programs. These programs are designed to support healthy behaviors, such as weight management regimens, medication testing, on-site health activities, and health training and guidance (Lavie et al., 2018). Through assistance requests, computerized medical studies, questionnaires, biometric tests, injury records, and wearable technology, X Company gathers information on its employees' health, safety, and fertility. However, locating and using specific data raises concerns about perception, security, and privacy. Companies are required to record employees' work-related health issues in accordance with X Company and applicable workers' pay regulations.

Using technology:

A massive industry has developed around wearable gadgets meant to encourage and maintain better lifestyles (Giddens, Leidner & Gonzalez, 2017). Some businesses have integrated wearable devices in their wellness initiatives even though the long-term effects of these gadgets are still unknown and may even be hazardous. Certain medications may increase wealth and maybe lead to better health outcomes and employee satisfaction. However, the diversity and creativity of approaches complicate any straightforward solution based on their efficacy.

Conclusion:

By completing this assignment, I gain experience creating human resource policy guides, analyze the human resources needs of X Company, and examine the general health and safety of this company's personnel. In the first section of this assignment, I provide a description of X Company's corporate data and some HR policy recommendations. In the subsequent stage of this assignment, I suggest new HR policies for various types of aspects, including employee retention strategies, techniques for effective customer service practices, utilization of technology that is necessary to improve interoffice communication, and creation or revision of an employee performance appraisal plan for the business. I write a job post for the positions of secretary, marketing, and operation manager in the third section of the assignment, along with details on starting pay. I offer some recommendations for this company's employee's health, safety, and general wellness in the final section of the assignment. The understanding of managing human resources and formulating HR policy is fully provided by this assignment.

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