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COVER PAGE AND DECLARATION

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Student's Full Name:	Mohammed Atif Mansour Al Gohary
Student ID:	EIU2021046
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E-SIGNATURE: _____ Mohammed Atif _____

DATE: _____ May 04, 2023 _____

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:

Human Resource Management was originally known as personnel or people management. In the past, its role was quite limited. Within any company or organization, HRM is a formal way of managing people. It is a fundamental part of any organization and its management, the main responsibilities of the personnel department include hiring, evaluating, training, and compensation of employees, the human resources department deals with any issues facing the staff in their working capacity within an organization. HR is concerned with specific work practices and how they affect the organization's performance, currently, anything related to managing people within a company or organization. include decisions, strategies, principles, operations, practices, functions, activities, and the methods used to manage employees are competence of HR dept.

➤ **Chapter 1:**

- **HR policy of company along with critique and suggestion:**

The point of HR programs is to give a frame for an associations so leaders can make a right opinions and ensure people are treated equitably, administering effective HR programs can demonstrate that you are suitable to meet ethical, diversity and training conditions, the rudiments of HR policy for Pepsi company was comprehensive on all crucial rudiments except the below mentioned criteria's which it having some reviews will view it in below table along with my suggestions to follow.

SR	Criteria	Critique	Suggestion
1	<p>Respect for Human Rights: It's an important value of the Pepsi Company and always we strive to achieve and promote mortal rights in agreement with common Principles on Business and Human Rights in our connections with our workers, suppliers.</p> <p>as per the International Bill of Rights and the International Labor Organization's 1998 Declaration on Fundamental Principles and Rights at Work, the Company also trying to algin the independent bottlers and suppliers to uphold these principles and urges them to borrow analogous programs within their own businesses.</p>	<p>Company should not urge the independent bottlers and suppliers to follow her structures of human rights, but it should observe it very strictly if they are following that or not.</p>	<p>They should someone from HR dept to check them regularly and send the report to head office.</p>

2	<p>Diversity and Inclusion: We value and advance the diversity and addition of the people with whom we work, and we're committed to equal and are intolerant of demarcation and importunity.</p> <p>We work to maintain workplaces that are free from demarcation or importunity on the base of race, coitus, color, public or social origin, race, religion, age, disability, sexual, exposure, gender identification or expression, political opinion or any other status defended by applicable law.</p>	<p>When diversity and addition enterprise are weak, one-off politic approaches without strategy or follow-up and little depth, the result is some original success followed by an immediate flat line or retrogression like the communication through the same language can bring people together, It's one of the significant bonds that people partake with others but can, unfortunately, also be a cause of rejection, this person-language bond generally occurs when people speak multiple languages but has a preference for one singular language over the others in inside company, which can make others feel barred.</p>	<p>Company needs struct the whole employees from top to bottom to speak one language which it will be common for everyone.</p>
3	<p>Safe and Healthy Workplace: The safety and health of our employees is of paramount importance; our policy is to provide a safe and healthy workplace and comply with applicable safety and health laws and regulations.</p>	<p>There are less communication and training on the procedures on fire situation and earthquake.</p>	<p>HR dept should take the initiative to give training to staff on these situations or other.</p>

4	<p>Workplace Security: Security safeguards for employees are provided against the intimidation and other unsafe or disruptive conditions due to internal and external threats.</p>	<p>Company needs to ensure all employees are understanding the safety is a daily initiative that needs to be on their mind if companies are to maintain an acceptable level of incident prevention, otherwise workers and management will try harder to meet predefined goals and relax their efforts once achieved.</p>	<p>Need to remind the employees about safety benefits through training or instructions board or stickers in their workplace.</p>
5	<p>Work Hours, Wages and Benefits: In accordance with terms of applicable collective bargaining agreements, we work to ensure full compliance with applicable wage, work hours, overtime, and benefits laws.</p>	<p>There are work time for some dept's like top managers, finance, IT but not for sales team and supply chain which it will affect their productivity.</p>	<p>Need to arrange work hours physically for them not only mention in their contract and strictly ensure they are not work after limit time.</p>
6	<p>Healthy Lifestyles: We are committed to providing transparent nutrition information of a range of beverage to enable consumers to make informed choices consistent with a healthy lifestyle.</p>	<p>It is not mentioned on bottle it is not allowed for specific age or specific diseases patient.</p>	<p>Advice the management to mention those instructions.</p>
7	<p>Guidance and Reporting for workers: No conflict arises between the language of the policies and the laws, customs and practices in organization, anyone has questions about this</p>	<p>The purpose of disciplinary action is to correct, not to punish, each employee is expected to maintain standards of performance and conduct start from employees to higher</p>	<p>Need to train employees to be self-discipline inside and outside as well.</p>

<p>policy or he would like to report an implicit violation of this policy, he should raise those questions and enterprises with concern department like Human resources, the Legal department or Strategic Security, workers can also report suspected policy violations if he feels about so.</p>	<p>management and to comply with applicable policies, procedures, and laws and when an employee does not meet the expectations set by the supervisor or other appropriate authority, counseling or disciplinary action may be taken to address the employee's behavior.</p>	
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➤ **Chapter 2:**

1. The following is the employee retention and how to improve it:

1.1. Definition: Staff retention is about finding the best employees for the job either internal or external of organization and finding ways to retaining them and the purpose of this policy is to define the framework that complete care agency has in place to promote staff retention.

1.2. Purpose: To build a good team having loyalty and cohesion in the workplace and they are having trust to Organization.

1.3. Objectives:

- 1.3.1. Retention of skilled employees is a challenge faced by organization.
- 1.3.2. The organization need to manage employee turnover inside.
- 1.3.3. Staff retention needs to be seen as a strategic human resource issue.
- 1.3.4. To ensure that the organization is delivering a high quality, safe and effective service for Service Users.
- 1.3.5. To ensure that staff feel valued, empowered, and invested in to deliver a high-quality service.
- 1.3.6. To ensure that it provides a culture which it is focused on health and wellbeing of staff.

1.4. Legal Framework:

- 1.4.1. The Care Act 2014.
- 1.4.2. Employment Rights Act 1996.
- 1.4.3. Equality Act 2010.
- 1.4.4. The Health and Social Care Act 2008.

1.5. Scope of applicability: The following roles for all staff.

1.6. Policy: the fundamental priorities in staff retention as following:

- 1.6.1. Identify and quantify staff retention as a key policy objective for organization and support and train managers to achieve that objective.
- 1.6.2. Ensure that managers are supervised, and performance managed against reasonable staff retention targets.
- 1.6.3. Be committed to promoting a culture and healthy working environment that considers the health and wellbeing of all staff.
- 1.6.4. The management will provide opportunities for staff to have a voice and promote active engagement for all stakeholders and all communications will be clear and accessible to ensure that staff are kept fully informed.
- 1.6.5. The management will ensure that all staff are accountable for their practice, that they understand their role and they will be accountable for their actions, decisions, and behaviors.
- 1.6.6. To promote an environment that has positive working conditions and delivers healthy workplace initiatives, it will be increase the productivity, lower sickness levels, improved job satisfaction and improved retention rates along with staff rewards package which will be subject to ongoing review to ensure that it remains suitable.

1.7. Control, Reporting and Auditing: The management and staff retention enterprise are subject to sound and responsible operation practices. these will be achieved through the Human resources who'll review staff development reports, checks and any other information.

1.8. How to improve the employee retention:

- 1.8.1. Salary surveys will be used to benchmark salaries and benefits accurately with at least one standard salary survey for all staff categories per annum.

- 1.8.2. Add a perks and benefits package as per market trend.
- 1.8.3. Create incentive program to motivate the employees.
- 1.8.4. Start to internal recruitment.
- 1.8.5. Train the employees to make balance between work and life.
- 1.8.6. Promote the leadership and the middle management and supervisory personnel develop a culture of caring, knowing and interest as a strength that adds significantly to retention and well-being of employees.

2. Customer service practices and policies and how to make more effective: Customers expect instant resolution of their queries and want an exceptional experience when interacting with any a brand which it means that your business needs to gear up and educate all your service reps on how to adequately treat a customer and the customer service policy does exactly that.

2.1. Definition: It is a set of procedures that guide the overall of how to treat the customers and satisfy them in any situations under any pressure.

2.2. Purpose: To build the trust between customers and company.

2.3. Objectives:

- 2.3.1. knowledge where the weakness and fix it.
- 2.3.2. For training and improve the skills of our employees.
- 2.3.3. Increase customer retention.
- 2.3.4. Remove potential causes of customer dissatisfaction.
- 2.3.5. Improve the time aspect and deliver fast solutions.

2.4. The Policy:

- 2.4.1. Anticipating the needs of our customers and planning accordingly.
- 2.4.2. Listening carefully and considering their requests and concerns.
- 2.4.3. Communicating honestly, courteously, and knowledgeably.
- 2.4.4. Providing follow-through for our customers promptly, responsibly, and efficiently.
- 2.4.5. Serving with high ethical standards.
- 2.4.6. Respecting all type of customers.

2.5. Control, Reporting and Auditing: by direct supervisor, line managers and HR dept.

2.6. how to make more effective:

- 2.6.1. Improve the Communication skills of employees to understand the problem, identify the cause, propose a solution for it.
- 2.6.2. Improve the follow-up process and explain to employees how it will make our customers are happier and satisfy of our company service.
- 2.6.3. Bring educate videos of how to deal professionally with complaints along with customer temperaments and tips.
- 2.6.4. Explain to employees the importance of gathering feedback and suggestions then ask your employees share customer feedback with his direct manager through Forms or emails, etc.
- 2.6.5. Recording the customers calls for training purpose.
- 2.6.6. Monitoring employee's performance.

3. Using the current technology to improve interoffice communications: Earlier, using technology was very less as line manager or staff manager need to meet physically with his team once in week or a month and it was additional cost to company due some of them are in other countries or emirates and need to travel on board or throughout vehicles , also need to book in hotels either rooms or conference room and it was waste / spend more time for them as they need to arrange themselves before one day of meeting or leave everything if the meeting is emergency , tired if a long driving ,ETC... but currently and after pandemic the technology has save more time and cost and many of applications and programs are available and become easy to management or managers to meet visually the employees either daily or weekly once through any portal like teams application , zoom meeting, and makes videos or presentation for any updates then share it with them, also they can use any of human resource information systems like Secure time ,Draw inbox or those are perfecting the performance discipline of workers because it gives the capability to track current labor force tasks, timing and status insure timely and complete perpetration of planned/ obligatory HR procedures by workers ,also it help them to communicate easily with HR dept in terms of punch in/out , applying for sick leave or annual leave, chat with HR for any queries or request , therefore, ameliorate overall staff's performance disciplines, avoid labor legislation violations and possible fiscal

warrants, labor force information storage makes the HRIS is very useful and more helpful.

4. Employee performance appraisal:

4.1. Definition: The performance review is a two- way, personalized discussion between a director and employee about performance impact, development, and growth. It's a critical element of an association's overall performance operation strategy, earlier, performance reviews were doing in once a time in year end and have concentrated on employee performance during the year but presently, the modern performance review is every quarter or after H1 and focus on driving and improving the performance if needed and final appraisal will be in after H2 of the year.

4.2. Purpose: it is a one of the most important parts of the organization (Lawrie, 1990) to evaluate the employees' performance and provide value to them and organization as well to how we coach, reward, and motivate them thought out the constructive feedback.

4.3. Objectives: This policy applies to all employees and provide guidelines for managers on how to lead their teams and assess employee performance as following:

- 4.3.1. Employees understand exactly where they are standing and what they must do to improve.
- 4.3.2. Managers provide real-time coaching and help overcome obstacles.
- 4.3.3. Organizations benefit from a constant flow of data on individual and team performance.

4.4. Performance Appraisal Legal Considerations:

- 4.4.1. Ensure the employees knows the purpose of the appraisals and having clear information and what is his goals which it will appraise him about it.
- 4.4.2. All organizations were required to create performance review systems.
- 4.4.3. Training must be offered for all persons giving performance evaluations.
- 4.4.4. The appraisals must provide information that can be used for decision making, such as pay decisions and promotion decisions.
- 4.4.5. The system must be based exclusively on the actual performance and critical elements of the job.

4.4.6. They must be conducted and recorded at least once per year.

4.5. The Policy:

- 4.5.1. Managers should come prepared with data from a variety of sources such as recent recognition, 360-degree feedback, talent review ratings, one-on-one notes, goal progress, ETC...
- 4.5.2. Every statement made should be fueled by data—not by the manager’s opinion.
- 4.5.3. Ensure the employee understand his job responsibilities which is alignment to organizational goals and visions.
- 4.5.4. Employees need to provide their action as per timely work feedback.
- 4.5.5. Recognize and reward the work in financial or non-financial ways to motivate the employees.
- 4.5.6. It should be Two-way conversations physically or visually.
- 4.5.7. The discussion should be Transparent and collaborative.
- 4.5.8. Review earlier performance and how to impact, development, & growth in future and conclude with next steps and follow-up before the next discussion.
- 4.5.9. Informing the employees, the Changes, or key messages from senior leadership.
- 4.5.10. Ensure all employees knows the time of their appraisal either held quarterly or yearly and as per milestone.
- 4.5.11. Having Customer feedback.
- 4.5.12. Appraisers were given written instructions on how to complete the appraisal for employees.
- 4.5.13. Upper management reviewed the ratings before final conducted.
- 4.5.14. Managers should Keep logs with important incidents about each one of his team members.
- 4.5.15. Managers should identify a team member’s training needs in a specific area, and they discuss this with their team members during performance reviews, that way, they can set up an improvement plan of employee's performance.

4.6. Control, Reporting: Evaluate by direct supervisor and review it line managers then send to HR dept for evaluation and summaries the data for upper management approval.

4.7. Sources: Some of other sources will help or give the positive points to evaluate the employee effectively as following:

4.7.1. Peer: Can bring a different perspective, since the experience users know the job well.

4.7.2. Customers/Clients: Often, they are having the best view in employee behavior.

4.7.3. Subordinate: Can determine if employees feel there is favoritism within their department.

➤ **Chapter 3:**

1. Creating a job listing for some careers in organization: Company is requesting to create job listing for the following careers:

1.1. Secretary:

1.1.1. Job Purpose: Talent Secretary in Pepsi company/UAE branch, she will perform a variety of document control functions and prioritization for top manager in upper management.

1.1.2. Duties and responsibilities:

1.1.2.1. Receives and screens visitors, telephone calls, and mail, prioritizes responses to incoming calls from both inside and outside the company.

1.1.2.2. Prepare correspondence, reports, arrange the drafts of replies to other correspondence or inquiries for review confidentially.

1.1.2.3. Schedules meetings, conferences, and appointments, establishes and maintains calendar of events.

1.1.2.4. Arrangements of hosts visiting for business trips, makes travel arrangements, coordinating airline and auto rental reservations, hotel accommodations, and expense reports.

1.1.2.5. Prepares meeting agenda, reports, files, and other materials for meetings.

- 1.1.2.6. Establishes and maintains follow-up files and confidential files.
- 1.1.2.7. Updating on the manager in all corporate policies and procedures as serves as focal point for gathering between manager office and other departments.
- 1.1.2.8. Performs other responsibilities associated with this position as may be appropriate.

1.1.3. KSA required:

- 1.1.3.1. Bachelor's degree.
- 1.1.3.2. From 6 to 8 years of related work experience, with at least typically 3 to 4 years in document controls.
- 1.1.3.3. Knowledgeable of document control work processes and utilization of electronic systems for document management.
- 1.1.3.4. Excellent communication skills in English and Arabic.
- 1.1.3.5. Proficient at Microsoft Outlook, Excel, Power Point and Word.

1.1.4. Employee type: Full time.

1.1.5. Report to: Manager director.

1.1.6. Age: From 29 to 35 years.

1.1.7. Salary: From 10000 AED to 12000 AED, with free transportation.

1.1.8. Gender: Female.

1.2. Marketer:

1.2.1. Job Purpose: Joiner marketer in Pepsi company /UAE branch, he / she will be collaborating with sales, marketing, advertising, product design and product development team members to planning promotional marketing campaigns, creating and collect content creation of customer survey or questionnaire for employees.

1.2.2. Duties and responsibilities:

- 1.2.2.1. Assisting in producing a regional marketing plan aligned with marketing and sales strategy, objectives, and activities.
- 1.2.2.2. Coordinating, planning, and executing with internal staff, customers, and industry trade shows.

1.2.2.3. Monitoring communication channels (social media, traditional, PR) to ensure customers always have access to information's about all our SKU'S to choose our products.

1.2.2.4. Helping team leads set, allocate and monitor the budget of each project.

1.2.2.5. Conducting market research to determine a target audience's needs, wants, habits, interests, and other relevant factors used in creating targeted marketing campaigns.

1.2.2.6. Researching previous successful campaigns to understand what worked, what didn't and what can be improved.

1.2.3. KSA required:

1.2.3.1. Bachelor's degree in marketing.

1.2.3.2. Knowledgeable of digital marketing and modern of market trends.

1.2.3.3. From 4 to 6 years of related work experience.

1.2.3.4. Excellent communication skills in English and Arabic.

1.2.3.5. Proficient at Microsoft Outlook, Excel, Power Point and Word.

1.2.4. Employee type: Full time.

1.2.5. Report to: Marketing Manager.

1.2.6. Age: From 27 to 33 years.

1.2.7. Salary: From 4000 AED to 6000 AED, with free transportation.

1.2.8. Gender: Male or Female.

1.3. Operation Manager:

1.3.1. Job Purpose: Operation Manager in Pepsi company / UAE branch, he is responsible for all operational activities taking place in the country of his remit and providing cyclical and ad-hoc management reports to upper management.

1.3.2. Duties and responsibilities:

1.3.2.1. Analyzing the data and all other tools to take corrective actions if needed.

1.3.2.2. Review sales trends and patterns within the brand and competitors.

- 1.3.2.3. Recommending new ways to grow sales.
- 1.3.2.4. Conducting weekly sales review with MD to decide moving forward ways.
- 1.3.2.5. Adopt best practices and facilitate the execution.
- 1.3.2.6. Leading and monitoring the execution to achieve the sales volume and company goals.
- 1.3.2.7. Rationalizing the P&L and propose tactics to maximize profit.
- 1.3.2.8. Review & monitor Acute Case action plans.
- 1.3.2.9. Approve the Annual Capex and labor budget.
- 1.3.2.10. Review delivery cost with supply chain management.

1.3.3. KSA required:

- 1.3.3.1. MBA is essential.
- 1.3.3.2. From 10 to 15 years in the field and well-grounded in modern operational and business methods and techniques.
- 1.3.3.3. Fluent Arabic and English (Oral/Written), a third language is a plus.
- 1.3.3.4. Be an active contributor to reach the company's strategic long- and short-term goals.
- 1.3.3.5. Recognize CM's achievements and resolve the issues & concerns.
- 1.3.3.6. Set performance objective and KPIs to his team.
- 1.3.3.7. Review his team performance periodically and provide coaching and support whenever needed.
- 1.3.3.8. Maximize the development of the high potential employees for career growth aspirations.
- 1.3.3.9. Arrange meeting each quarter with other departments leaders to address identified opportunities.

1.3.4. Personal Competencies:

- 1.3.4.1. Communication skills.
- 1.3.4.2. Emotional Intelligence.
- 1.3.4.3. Execution and result orientation.
- 1.3.4.4. Business acumen and commercial awareness.

1.3.4.5. Decision making and problem solving.

1.3.5. Employee type: Full time.

1.3.6. Report to: Manager director & Business unit team.

1.3.7. Age: From 45 to 50 years.

1.3.8. Salary: From 40000 AED to 50000 AED.

1.3.9. Gender: Male.

➤ **Chapter 4:**

• **Create a health, safety, and wellbeing guide for Pepsi company:**

1. The important to take care of health and safety of our employees: Poor health and safety can result in many and significant costs to the business, but H&S improvements can reap significant ROI and following OSHA laws.

2. Involved and informed persons: Senior management, production manager, supervisors, line managers, health, and safety manager.

3. How is the practically used:

3.1. Physical working areas:

3.1.1. Work areas are well lit and ventilated.

3.1.2. Temperature monitored and kept at a reasonable level, air conditioning/ventilation/fans or warm protective clothing.

3.2. Machinery:

3.2.1. All machinery should be in good working condition and having safety devices like accessible emergency stop buttons and power isolation.

3.2.2. Preventive maintenance carried out and record it.

3.3. Chemicals and hazardous materials and protection:

3.3.1. All hazardous materials and chemicals are handled properly, with the correct personal protective equipment (PPE) used and inventory accurately maintained of the hazardous materials used on site.

3.3.2. periodic monitoring conducted to validate levels Exposure to hazardous substances.

- 3.3.3. All tasks and areas of the workplace are risk assessed to identify the need for personal protective equipment, so that PPE is suitable for the work conditions (gloves, ear protectors, masks, etc).
- 3.3.4. All workers (including all contractors, temporary and seasonal workers) receive appropriate PPE with free of cost.

3.4. Hygiene, First aid, medical attention:

- 3.4.1. Water dispenser or clean drinking water available everywhere.
- 3.4.2. An adequate number of functioning toilets provided with sinks, running water and rubbish bins.
- 3.4.3. Toilets should be clean and hygienic, with adequate hand soap, paper towels or hand dryers and segregated by gender as well.
- 3.4.4. Hygienic pantry room with sinks, running water, rubbish bins and clean and safety kitchen equipment's like microwave, cooler, electric water heater along with disposable kitchen tools.
- 3.4.5. Emergency medical equipment and 'first aid' supplies available in proximity to the working areas.

3.5. Training and H&S committee:

- 3.5.1. Sufficient and clearly understandable health and safety training provided so that all workers understand the risks and what to do if an incident occurs.
- 3.5.2. Suggestion boxes near workplace so employees can raise and discuss their concerns around health and safety with management and receive a response.
- 3.5.3. Proper training for staff on emergency medical care and how to deal with blood contaminated waste.

3.6. Fire safety and action taken:

- 3.6.1. Identify fire hazards Sources like fuel, oxygen and putting fire extinguishers close to her and fixed sign boards to reach it as well.
- 3.6.2. Evaluate the risk of a fire occurring and work on remove or reduce fire hazards.

3.6.3. Distribute detection and warning for fire everywhere and putting signs escape routes.

3.6.4. Recording significant actions taken for emergency plan and trained employees about it and Keep assessments under review.

- **Summery and the expectations:** Maintain a productive workplace by minimizing the risk of accidents, injury, and exposure to health risks by the following instructions:
 1. Adhere to all local laws and regulations on health and safety and training on it.
 2. Management responsibility to monitor and evaluate H&S policy.
 3. Safe environment inside workplace like adequate safe drinking water, sanitary and hygiene facilities, ventilation, adequate lighting , availability of personal and public protective equipment's and tools , health and safety training for staff.
 4. Availability of first kit aid and emergency preparedness procedures in workplace.
 5. Proper handling and disposal of hazardous chemicals, according to law.

Conclusion:

The work of an HR specialist is significant for the company, the HR manager acts as a buffer between employees and managers, develops the company's brand, improves corporate culture, and motivates and adapts employees. besides, you need to maintain documentation, track all sick leave, vacations, business trips, conduct interviews, schedule events, and so on. all these benefits of the human resource information system must be performed at a high level and without errors, since other specialists' work often depends on HR.

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