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COVER PAGE AND DECLARATION

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Introduction

Human resources policies and procedures are in place to ensure that all HR activities are in line with the organization's goals and ethos. By outlining what is expected of employees, managers, and leaders, policies serve as a kind of road map. There are several goals that HR policies try to accomplish.

Organizations may benefit from human resources policies in a number of ways, including their ability to ensure compliance with local employment laws and regulations pertaining to things like minimum wage, overtime, leave entitlement, holidays, sick leave, discrimination, the computation of termination compensation, and employer-employee relations.

When similar situations are handled consistently and equitably, as they should be according to regulations, prejudice and bias are less likely to be an issue in the workplace.

Human resource policies help foster harmonious workplace dynamics by setting expectations for workers' interactions with one another and with management.

- Implement policies that provide competitive benefits, flexible work hours, and opportunities for professional growth in order to attract and retain top talent.
- Organizational goals, such as promoting inclusion, building stronger teams, and encouraging innovative thinking, may be reflected in policymaking.

Human resource policies that are well-planned and -implemented help businesses create productive workplaces and accomplish their missions.

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Main Body

1_Assess the HR practices of the organization first:

How to evaluate a company policy in a way that is helpful, courteous, and productive is outlined below.

Criteria	Yes	No	Action plan
1- HR General:			
Do workers have access to a current, detailed handbook?		No	Expand the breadth of the handbook so that it covers everything..
Do workers have easy access to the business handbook?		No	Salary, attendance, leave, benefits, and the Equal Employment Opportunity Act (EEO), as well as standards of conduct, safety policies, and disciplinary actions, are all included in employee handbooks.
Do they provide workers with the option of setting their own schedules?		No	Some of the benefits of a flexible work schedule include increased productivity, an improved business culture, less difficulty in recruiting top talent, and higher rates of employee retention.
Does the organization implement a succession strategy?		No	Succession planning is an important part of human resource management. Succession planning is an essential part of human resource management because it helps firms prepare for the loss of key employees by preparing prospective successors for those positions.
Is the organization making use of social media to extend the available channels for workers to submit HR-related questions?		No	Social media management is an essential skill for every contemporary organization since how inquiries are addressed on social media may have a

Criteria	Yes	No	Action plan
			significant effect on workplace productivity.
2- Legal and Compliance requirements:			
Does the firm provide at least the bare minimum as required by local law?	Yes		However, a great approach to retain talented employees around is to give perks above and above the absolute requirement.
Does the firm have a matrix outlining who does what and when?		No	Establishing defined work tasks, managing resources effectively, and making quick choices all need DOA. You should also stay out of court and out of problems with the regulators.
3- Employee compensation and benefits:			
Do workers and their families have access to health coverage via the company?		No	The company provides its employees with just medical insurance. A positive work environment is maintained by the provision of health insurance for employees and their families, which in turn increases employee loyalty and retention.
Does the organization properly implement the wage and promotion structure?	Yes		In other cases, however, the corporation does not follow the salary scale, leading to complaints from employees who believe they are being treated unjustly.
Can I get life insurance via my employer?		No	That's a nice benefit, and it ought to be given to the workers.
Does the firm provide incentive pay for good performance?		No	Workers will feel more appreciated and work harder if they are given such benefits.

Criteria	Yes	No	Action plan
Does the employer provide a tuition reimbursement programmer?		No	Filling a specific position inside the company requires marketing the company as a desirable place to work for qualified individuals.
4- Retention:			
Does the organization use a plan to keep employees?		No	A retention plan may increase worker satisfaction, commitment, productivity, and morale.
Does the organization do benchmarking to compare the value it offers to that of competitors?		No	By comparing its benefits to those of comparable businesses, a company may get a sense of how competitive it is in the market. By comparing benefits, an organization may learn what features are most important to potential employees.
Does the firm ever poll workers to see how they feel about working there?		No	The results of this survey, which you may create and distribute to your workforce, can help you improve morale, communication, productivity, and problem-solving.

2- Propose of HR policies and include the following:

A. Methods for Increasing Staff Retention:

Every business should have a plan in place to keep excellent employees from leaving and reduce turnover. Over time, losing too much of your workforce may hurt your company's bottom line and employee morale, making retention methods all the more important.

The company understands that its employees are its most significant asset, thus it strives to foster an atmosphere conducive to their personal and professional growth. We will regularly review and update our retention policy to ensure that we are giving our employees the best possible support.

Insurance that covers:

Here are some tried-and-true strategies for retaining employees that have been used successfully in companies of all sizes and at various levels of management:

It has been shown effective to retain employees by offering them competitive compensation and benefits. It is important for businesses to regularly assess their pay and perks to ensure they remain competitive.

Companies should invest in employee development programmed that help employees advance in their careers and as people. There are several ways to advance one's profession, such as via on-the-job training, mentoring, and formal schooling.

By allowing employees more flexibility in their work schedules and location, employers may help their employees achieve a healthy work-life balance.

Companies should recognize employees for their hard work in many ways. Both public and private forms of recognition and reward are possible.

Companies should have meetings with their employees to discuss their needs and any problems that may develop. Possible approaches include holding regular meetings, maintaining an accessible channel of contact, and conducting regular satisfaction surveys.

The company's culture should be one that values diversity and encourages people to collaborate.

Companies should invest in their managers' education so that they can effectively lead teams and support personnel. Companies may see gains in employee happiness, retention, and output if they implement these policies.

Monitoring the rules:

Management in charge of human resources will keep an eye on things and provide monthly updates to higher-ups with their findings and suggestions.

Review current policies by:

Conduct a review once a year at the strategic planning meeting of each organization.

B. Improved methods of customer service

The declared objective of the Customer Service Policy is to ensure that each and every customer receives nothing but the highest level of service.

Declaration of Principles: Each and every one of our clients has our undivided attention, and we want to keep it that way. Our goal is to ensure that every client interaction is a happy one, therefore we work hard to maintain a high level of service. We are aware, however, that issues may develop and will do our best to remedy them. To that end, we've developed the following customer-communications policy:

Every call will be answered as soon as possible.

o We try to answer all emails within one working day.

During live conversations, you'll always get a prompt reply.

In-person inquiries will get responses in a flash.

Frontline service agents are expected to maintain a professional demeanor at all times.

As soon as they are able, they will go to work on a solution.

If a customer service representative is unable to solve an issue, they will inform their manager.

All customer care representatives will learn about and be expected to adhere to this policy as part of a broader customer service training curriculum.

Those working in customer service have a responsibility to treat customers with respect and courtesy at all times.

- Listen carefully to the customer's issue or question, and then ask follow-up questions to ensure you fully comprehend the situation.

- They should try to solve any issues as soon as possible to everyone's satisfaction.

- The ability to speak clearly and listen attentively with consumers is essential for agents.

Supervisors must make sure their staff members are following the rules outlined in this policy.

- Follow up with the customer to see whether the issue has been resolved to their satisfaction.

Any concerns that have been raised about the support staff will be investigated.

Whether it's through phone, email, web chat, or in person, all interactions with consumers fall within the purview of this policy.

- Human Resource Management will monitor the policy and report back to higher-ups once a month with their findings and suggestions.

- We reserve the right to make changes to these rules at any time.

The monthly policy review is to be conducted by the customer service director, who will then report their findings to management.

C. The use of technology to improve interoffice communication:

- A human resources information system (HRIS) is a software programme used by businesses to manage their employee records, automate HR processes, and provide instantaneous access to policies and guidelines. A human resource information system (HRIS) may be anything from a simple database for tracking employees' information to a comprehensive solution for managing the whole HR department.
- There are a number of ways in which HRIS has the potential to improve workplace communication:
- The more widespread use of new technologies leads to greater productivity and efficiency in the workplace.
- Thanks to technological progress, it is now much easier for people to collaborate on projects, share knowledge, and have discussions in real time. As a result, more people are working together and more can be done.
- Thanks to technological developments, it is much easier for team members to stay in contact with one another even if they are working in separate places or are on the road.
- Saving money on things like travel, meetings, and paper communications is one potential benefit of using technology to facilitate communication. Team members are more likely to stay engaged and provide ideas when they are able to make use of technology.
- For future reference, follow-up, and responsibility, the paper trail left by electronic communication is invaluable. There is no need to worry about running afoul of any federal, state, or municipal laws if your company has a good HRIS in place. Automated policy updates have the potential to keep data secure and in compliance with applicable laws.

D. Create/Revise employee performance appraisal.

- One of the most valuable tools for every company is the performance review. This information might be useful in a variety of contexts, including but not limited to promotions and performance reviews. It's a useful tool for encouraging management to treat employees more fairly, which in turn reduces the number of complaints received from workers. Its primary value to the business is the information it provides. Reliable

performance data that is up-to-date, accurate, objective, standardized, and relevant may help management maintain parity in the system's promotion and compensation practices.

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- A "performance review policy" often outlines the process and requirements for conducting regular reviews of employees' performance on the job. The following elements could be a part of the policy:
 - The policy should make it clear that the purpose of the performance review process is to improve employee performance, identify areas for improvement, and better align personal objectives with those of the organization. The policy should also specify the employees who are included, the review period, and any other pertinent information.
 - The "performance standards" section of the policy should include the criteria that will be used to evaluate an employee's performance. Potential criteria include:
 - a focus on competencies;
 - a focus on key performance indicators;
 - a focus on job-specific goals;
 - a focus on work quality;
 - a focus on productivity;
 - a focus on attendance;
 - a focus on teamwork and performance review policy should include the timing and procedure for conducting reviews, as well as the means through which their results will be recorded. Reviewers, those providing input, and those receiving the evaluation's results should all be identified in the document.
 - The policy should include the rationale for and process for providing both positive and corrective feedback to employees. It should also include any training programmed or other resources that will be made available to personnel in order to help them improve their performance.
 - The policy should include a plan for helping workers who are falling short of expectations to improve their performance. Time-bound goals may be set, further training or mentorship offered, and the employee's progress monitored as part of this process.
 - Performance evaluations should be documented: Who will have access to these files and how they will be stored should be spelt out in the policy. It is also important to comply with privacy and confidentiality regulations while securing sensitive data.

3- Create job listing including starting salary information for the following positions:

a. Secretary:

Duties & Responsibilities:

- ✓ Make plans for meetings, arrange for teleconferences, and take notes.
- ✓ Take care of the office's hardware (printers, computers, etc.).
- ✓ If the phone rings, you need to answer it and route the caller to the right place.
- ✓ Assist in writing and giving presentations.
- ✓ Just keep doing your regular bookkeeping.
- ✓ Write down your thoughts and share them with the world.
- ✓ Please greet visitors and help them find the people they need to speak to.
- ✓ Make a paper and electronic filing system, and make sure it stays current.
- ✓ Carry, sort, and transmit incoming mail.
- ✓ Go to all staff meetings and help out the Service Manager when they ask for it.
It's also critical to act on the next actions that were discussed and agreed upon during meetings.
- ✓ Keep track of workplace paper supplies and restock as required.
- ✓ Comply with any further instructions given by the Service Manager.

Specific Knowledge & Skills:

- ✓ Proficient command of English and Arabic; a keen eye for detail; a working knowledge of Microsoft Office; fluency in both languages.

Qualifications:

- ✓ A four-year degree in secretarial science. A minimum of a four-year college degree is usually expected.
- ✓ A minimum of two years' experience is preferred, preferably three.
- ✓ Salary and fringe benefits: Earnings estimated at 4,200 KD per year (Kuwaiti Dinars).
- ✓ All benefits will be doled out in line with standard operating procedures.

b. Marketer:

Duties & Responsibilities:

- ✓ After learning as much as possible about the intended customers via market research, successful advertising tactics may be formulated. Research, data analysis, and pattern recognition are all required to get there.

- ✓ Create in-depth marketing plans from scratch.
- ✓ If you know your audience well, you can reach them more effectively via ads, social media, and email marketing.
- ✓ The development and management of engaging content for site visitors is a major focus. Some examples of this work include writing articles, creating graphics, and managing social media.
- ✓ Ability to coordinate with accounting staff to plan and execute cost-effective marketing campaigns.
- ✓ Develop and implement advertising campaigns that advance company objectives.
- ✓ Identify the problematic areas and implement solutions.
- ✓ Keeping up with the latest news and research in one's profession is essential for maintaining competitive advantage.
- ✓ Developing and disseminating a brand's unique value proposition, personality, and message to increase brand awareness and consumer loyalty.
- ✓ Content creation, audience segmentation, and data analysis are just some of the many aspects of digital marketing that you'll need to be able to generate and handle.
- ✓ Provide creative service as requested by all departments (sales, marketing, owner services, and contracts) while ensuring adherence with current brand standards and legal constraints.
- ✓ Using data analytics, you can track consumer behavior, fine-tune your marketing efforts, and identify unrealized opportunities.

Specific Knowledge & Skills:

- ✓ Essential for marketing professionals handling projects of varying sizes is the ability to set priorities and stick to deadlines.
- ✓ Possessing the analytical and imaginative faculties necessary to come up with original strategies for boosting product sales.
- ✓ Possess strong social and communicative skills.
- ✓ Capacity to cooperate well with others.
- ✓ Excellent planning skills and a sharp eye for detail. Flexibility and multitasking prowess.
- ✓ Creativity, writing, and design chops.
- ✓ Numerical Prowess.
- ✓

Qualifications:

- ✓ Experience with digital advertising and social media techniques Proficient at creating social media apps and interactive networking platforms Educated to the level of a Bachelor's Degree (or above) in Marketing, Business, or Related Field.

Experience:

- ✓ At least seven to ten years' expertise in the area is required, and the average wage in Kuwait is 14,400 KD per year. All benefits will be doled out in line with standard operating norms.

c. Operations Manager:**Duties & Responsibilities:**

- ✓ Participate in a coordinated effort with higher-ups to review and update the applicable process manuals.
- ✓ Take a look at the example request for proposal (RFP) and sample proposal (proposal) you want to submit to the subcontractors and the client.
- ✓ Discuss the RFP with potential suppliers before sending it out.
- ✓ Report your results to the VP of Operations after analysing each subcontractor's technical and financial proposal.
- ✓ Collaborate with the Legal Group to define the parameters and specifics of the agreement.
- ✓ Coordinate with the Contract Management Function employees to negotiate with subcontractors on pricing, quality, and timeliness of service delivery.
- ✓ To safeguard the company's interests, contracts should be reviewed by the legal department or an independent law firm.
- ✓ To be able to teach department managers and other staff, you need to be an outstanding communicator (both verbally and in writing), listener, and reader.
- ✓ Maintain the standard intervals between inventory counts.
- ✓ The ability to create, complete, and maintain accurate employee records and paperwork.
- ✓ Make and retain thorough records of every business activity to confirm conformity with internal policies.

- ✓ Give our clients first-rate assistance and encourage others to do the same.
- ✓ Take action when problems develop in order to improve the store's service, efficiency, and output.

Specific Knowledge & Skills:

Technical expertise; Teamwork and leadership; Decision-making and management chops; the capacity to juggle many important tasks effectively
 Paying consumers served.

Comfortable interacting with employees at all levels.

The quality of always being true to one's word and one's morals.

Skill and judgment gained through practice

Experience:

Proficient in all aspects of running a company with over a decade of experience.

Salary and Benefits:

- ✓ In Kuwait, an average yearly salary of 20,400 KD is paid out. Moreover, all benefits will be doled out in line with predetermined policies.

4- Create a health, safety, and wellbeing guide for the company:

- To protect the health and safety of its employees, customers, and everyone else who comes into touch with the firm, every business needs a health, safety, and wellness policy. Having such a policy in place is a typical way for businesses to show they care about their workers' well-being on the job.
- We need to compile a health, safety, and wellness manual for the company if we value the well-being of our employees. There are a few specifics to bear in mind while writing such a guide:
- Determine what potential dangers exist in the workplace via a thorough risk assessment. Use this information to develop effective strategies and policies for countering these dangers.
- Rules and procedures for health and safety in the workplace should be laid out in a clear and concise manner. Instructions to wash hands often, prevent close personal interactions, and wear protective gear are all examples of such precautions; moreover,

all employees should get adequate and continuous education and training on occupational health and safety. There might be exercises for evacuating the building in case of fire or instruction on how to move heavy objects safely.

- Provide resources like counselling and support groups to employees who take care of their mental health and wellbeing. The availability of mental health professionals and/or a dedicated employee assistance plan. Make it easier to report and look into workplace accidents and incidents. In order to prevent such incidents in the future, it is imperative that all accidents, near-misses, and other safety issues be recorded and thoroughly investigated.
- Everyone has a role to play in keeping the workplace safe and healthy, therefore it's vital that everyone understands their responsibilities. Establish a system to track rule breakers and discipline them; Review and revise health, safety, and wellness guidelines on a regular basis to account for new risks and best practices. Collect feedback from employees on a regular basis to pinpoint issues and make necessary adjustments.

The policy should include the following:

1. The company's Occupational Health and Safety Policy, which lays out the precautions that will be taken to protect the well-being of employees, contractors, and guests.
2. Workplace violence and harassment policies are written documents that outline an organization's commitment to preventing and reacting to incidents of violence and harassment in the workplace.
3. The goal of the Mental Health and Wellness Policy is to create a community that supports those experiencing mental health challenges, encourages them to embrace good lifestyle practices, and discourages the use of language that perpetuates stigma.
4. The goal of every organization's anti-discrimination and inclusion policy should be to create a community where everyone is valued and respected for who they are.
5. A Physical Security Policy may help protect your business and workers from threats including unauthorized access, theft, and damage. Every physical security strategy has to include access control, monitoring, environmental controls, and emergency response.
6. The Work-Life Balance Policy seeks to achieve a better balance between work and personal life by giving employees more control over their time and workloads.

7. A corporation should have an extensive Environmental Health and Safety (EHS) Policy to promote a safe and healthy workplace while minimizing the organization's influence on the environment.
8. 8. The "Workplace Hygiene Policy" section of the document specifies the norms and expectations for maintaining a clean and orderly workplace. Management can reduce the spread of infectious illnesses in the workplace by implementing these steps.

Conclusion

Human resources policy and a health, safety, and wellness handbook are essential for every company that values its employees and wants to offer a healthy, safe, and productive workplace. Human resources policies and health and safety manuals may help organizations attract and keep the best workers, as well as reduce turnover, raise morale, and increase productivity. They help firms not only comply with regulations but also avoid costly lawsuits.

When creating HR policy and a health and safety guideline, businesses should actively include and receive input from important stakeholders. They should do a thorough risk analysis and lay out clear procedures for responding to emergencies. A company's employees also require regular training and reminders on the company's policies and procedures.

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