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## **Introduction**

When it comes to accomplishing organizational goals, the human resources department is often cited as an important contributor. Human resource professionals are crucial in an organization's success because of their insight into how HR impacts productivity and efficiency. In order to compete with other firms in the same business or with firms that hire highly qualified individuals to set salaries, an organisation needs to have employees who are able to do the work at a competitive rate. When properly implemented, human resource management eliminates all performance gaps between employees and the organization's goals. Human resources provide the framework for the firm, define the relationship between the business and its employees, and direct them to achieve the company's goals; without them, the business may succeed in the short term but not in the long run.

Management of human resources is important. Human resources are essential to the success of every business organisation, as they fill a wide variety of crucial positions. These resources serve as the framework for any set of principles and should be used to create a process-oriented management structure. Good and strong staff are the firm's core resource, and they are essential to the long-term survival, enhanced productivity, business expansion, and financial stability that are the primary goals of any business organisation. The Human Resources team initiates this process by hiring competent people, ensuring that key personnel remain with the organisation, and keeping everyone on the same page with regards to company policy and procedure. As the company's employees are its most valuable resources, HR plays a pivotal role in ensuring their satisfaction.

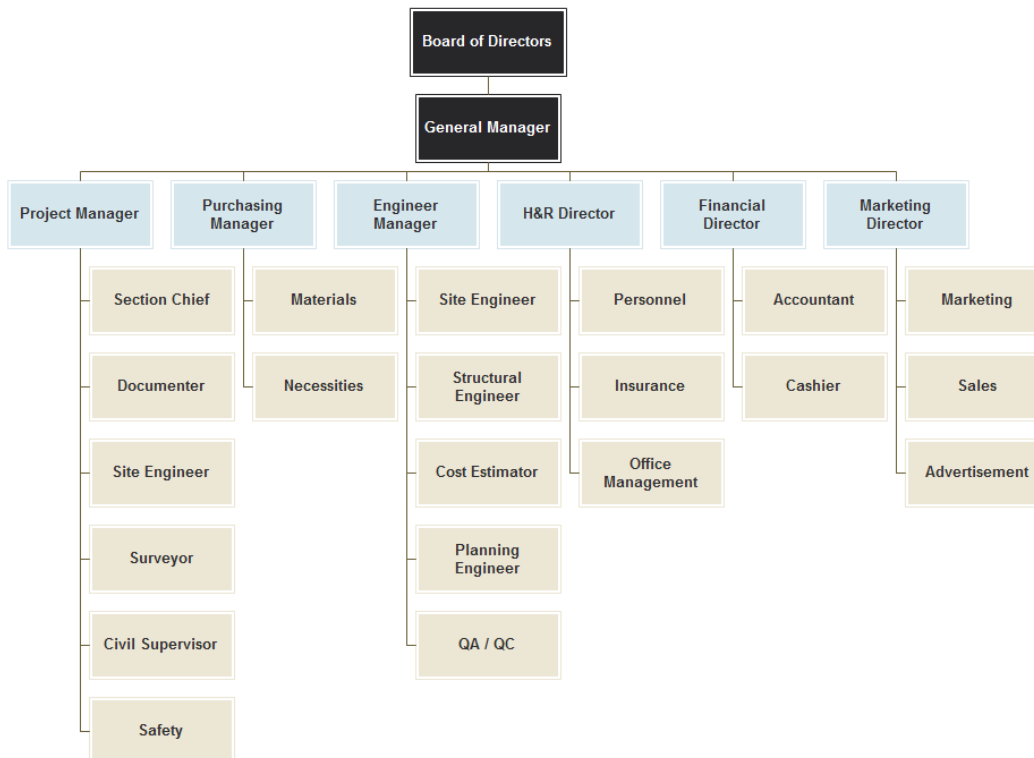
## 1. The HR policies criticism.

### GS E&C

GS E&C has established a name for itself in the construction industry by achieving exceptional growth in the building, civil engineering, housing, plant, environment, and power plant industries. 1969 marked the beginning of operations for the company. Since then, as a result of concerted efforts across the entire company, GS E&C has been included in the DJSI Asia Pacific for the tenth year in a row and ranked 22nd among the top 250 global construction companies chosen by Engineering News-Record (ENR) of the United States. Both of these accomplishments were achieved as a result of GS E&C's participation in the DJSI Asia Pacific. In addition, GS E&C was presented with the champion trophy at the Annual Safety Award Convention that was hosted in Singapore and was organized by the Singapore Land Traffic Authority. GS E&C is widely acknowledged as a global organisation that upholds the highest of standards.



### The organizational structure:



## **Policies for Human Resources**

The HR department and upper management at GS Kuwait Company set HR policy to ensure the firm achieves its strategic objective. Human resources policy is developed with training, performance evaluation, and health insurance for workers as primary concerns. In addition, they had the ISO 45001:2018 Occupational Health and Safety Management System certificate (certificate number: 0111068121) and the ISO 9001:2015 Quality Management System certificate (certificate number: 0111Q67921).

Equal employment and progression opportunities are prioritized in these policies in an effort to foster a healthy work environment and boost morale.

However, the company is short on marketing staff, which could negatively affect its sales and revenue.

Human resources policy booklets are prepared and distributed to staff as a resource for learning about the company's HR practices. The handbooks discuss issues including basic employment information, pay, attendance, vacations, benefits, equal employment opportunities, norms of behavior on the workplace, safety procedures, disciplinary actions, and more. These handouts are also given to workers so that they can better familiarize themselves with the company's HR practices and policies. The employee handbook is revised and updated frequently to reflect the current organisation culture and the ever-evolving legal framework regulating the workplace. All of these changes and revisions are made to ensure that the handbook is always up to date. Each employee should be provided with their own copy of the employee handbook so that they can refer to it whenever necessary to protect not just their personal rights but also the rights of their respective departments and the firm as a whole. The purpose of this is to make sure that everyone who works for the company reads and understands the company handbook. The organisation will be able to achieve its goals because every employee has set a clear position to following this policy and doing everything in their ability to reduce risks and waste.

Every employee is provided a hard copy of the company's human resources policy. It can shift with the winds of change, protects the interests of all parties, and advances the organization's goals. To help employees get familiar with the company's human resources policies, booklets including this information are prepared and distributed to them. These booklets discuss subjects such benefits, equal opportunity, salary, standards of behavior, safety, and disciplinary actions, in addition to basic job information, vacations, and attendance. The employee handbook is revised and updated on a regular basis. On a regular

basis, to ensure that the organization's culture is always evolving to accommodate new employment regulations. An individual copy of the employee handbook should be provided to each employee, so that they may refer to it as needed to protect not only their own legal interests, but also those of their respective departments and the firm as a whole. The organisation is able to achieve its objectives because all employees have demonstrated their dedication to the policy by taking all necessary measures to lessen risks and waste. Every employee is provided a hard copy of the company's human resources policy. It can shift with the winds of change, protects the interests of all parties, and advances the organization's goals.

### **Recruitment practices:**

It is carried in accordance with the requirements of the company and the job description (which is internal). It also adheres to the methods laid out by the recruitment department, which include analyzing the job, extracting the job description card, posting the job, holding interviews, and finally appointing employees who have met the criteria and requirements.

### **Disease Reform:**

To protect our employees' well-being, we practice preventative medicine at the office. This is extremely crucial in the event of a pandemic, such as the one caused by the Corona virus that devastated the area in the past (Covid 19). Employees are urged to keep at least 1.5 metres of separation from any infected coworkers, as well as to periodically clean their hands and surfaces, wear a mask while on the job, check the temperature at the front door, and report any indicators of an infectious disease epidemic.

### **Salaries policy:**

Salary salaries are clearly defined for all employees and are based on factors such as the employee's job description card, their experience, their work activity, and any promotions they may have established.

## **2. New HR policies**

The policy works toward the organization's ultimate purpose. The director of human resources and his or her senior subordinates will be accomplished as part of the planning policy to set the top management's strategies, objectives, and policies. The human resource

policy should be based on the principles that will guide the company's interactions with its employees. Reduced employee turnover is one of the primary goals of the policy.

**A. Improvement in employee retention:**

The success of the company's goals, vision, and strategy depends on the establishment of a motivational system that safeguards its most valuable assets: its people. Human resources should help the business gain a competitive edge by boosting output, increasing market share, and decreasing expenses. Through an effective job evaluation system, it is possible to achieve job fairness among employees in earning promotions. This is only one of many inspiring practices that enhance employee retention and reduce employee turnover.

Emphasizing improvements to employee benefits and job satisfaction by creating a pleasant environment to work in (with enough airflow, light, temperature, noise, etc.). for the sake of making the workplace comfortable for the employees). Provides further incentives for employees, such as bonuses and credentials. Indirect compensation can take many forms, including interest-free credit programmes, social services (recreational travel), pension salaries, subsidized home appliance provision programmes, transportation and housing services for the organisation, education support programmes for worker's children, free university education opportunities for the exceptional ones, and a variety of health services. Most useful employee, who contributes very little financially, and one-of-a-kind bonuses for increasing productivity and performance make up the family.

**Employees satisfaction**

If you want to find out how happy your employees are working for you, a confidential survey is a great way to do so. Results are analyzed using the SWAT model to determine the organization's strengths and weaknesses, allowing for the allocation of additional resources to solve problems that have an impact on performance and employee retention.

The employee satisfaction	
All answers must be confidential.	
Current Position:	
Dep.:	
Freelance	Full time:
Date:    /    /    .	

10%	25%	50%	75%	100%	Work place
10%	25%	50%	75%	100%	Relationship with colleagues
10%	25%	50%	75%	100%	Administration / section
10%	25%	50%	75%	100%	Line manager /department head
10%	25%	50%	75%	100%	Customers
10%	25%	50%	75%	100%	overall assessment




**B. More effective customer service techniques**

Organizational consistency and management are two of the main benefits that human resources policies bring to an organisation. When the business environment shifts, an organization’s policies must evolve to ensure that operations continue smoothly and the company's goals are met regardless of the situation. The organisation benefits a lot from the consistency and management that human resources policies allow for. In a dynamic business environment, it is essential for every organisation to regularly update its policies in order to keep up with the competition and continue working toward its stated goals. Our open-door policy means that any staff can schedule a meeting with a representative of the HR Directorate at any time to voice concerns or ask questions about the company's policies. We give our employees first importance and do everything in our power to provide them with a pleasant and productive work environment. issues whenever doing so makes them feel more competent and at ease in handling them.

To top it all off, we have a Satisfaction Officer whose plan it is to figure out how to make the employee happier. The company's medical Centre may also opt to employ a psychiatrist for additional services. We also keep an eye out for any peculiar issues that staff employees may be facing, both in and out of the office, and do all we can to assist them in finding solutions. We take great pains to guarantee that all employees are treated with effort and that their rights are upheld at all times by their superiors.

**C. The use of technology:**

There has been a shift in the communication services provided by companies, and this shift is known as "electronic human resources."

When it comes to how we get the communication out, we only employ the newest and most cutting-edge techniques and tools, like

The use of social media such as Facebook and WhatsApp to create up internal groups for instantaneous communication amongst coworkers and employees in the same department.

The process of change and development will be supported by structured communication with employees to help them understand and adjust to the changes.

The business will set a presence on social networking site Facebook, and all employees will be encouraged to contribute to an internal blog.

To facilitate communication between the Human Resources and department departments, the company's internal phone system will be utilized.

Install a whiteboard in the company's halls where employees may leave feedback for upper management and where upper management can leave explicit instructions for lower-staff employees.

Meetings are typically performed through Microsoft Teams due to its simple interface and the fact that it speeds up the process of collaboration and communication. This method helped us an effective deal in connecting with employees during the Corona pandemic, and it works well in times of epidemics or risk, exactly like techniques of communication through the lecture hall in the presence.

I suggest using technology to improve communication between departments and employees since it facilitates the sharing of duties and ideas across the business.

#### **D. Employee performance:**

Management of performance is an iterative process that is continuously refined through feedback. This is due to the fact that performance management places more importance on the outcomes rather than the inputs of employees, shifting the focus from the mundane to the achievement of set goals. Manage employee performance with these tools:

Formation, training, and development

Selecting KPIs that are consistent with the overall goals of your performance

Developing methods of measuring performance in work.

A system that compares an employee's actual performance on the job to established goals and benchmarks is known as an employee performance evaluation system.

Within our employee, performance reviews will adhere to the following criteria:

Conveying the organization's vision to the staff.

Encourage and reward people in an equitable manner.

Employee advancement

Inspire them to up their performance and assess where they stand in terms of training.

I have established benchmarks by which to evaluate the success and employee with which employees complete their work on time, cost effectively, and in accordance with my specifications.

Based on established criteria for gauging performance, I make my assessments (KPIs).

Find out how many days off of work were excused.

I keep tabs on the number of people who are consistently tardy to work.

The institution's policy governs the evaluation of performance. Every week, month, quarter, and year, performance is evaluated. The direct manager or supervisor also acts as the person's evaluator for the self-assessment. To ensure that each employee is meeting the expectations of his or her position and the organisation as a whole, we conduct regular performance reviews. She is able to tell whether or not an employee has promotion potential based on how well they accomplish their assigned duties. In a similar vein, performance reviews single out employees who consistently fall short of business goals and constitute an unnecessary drain on resources. As a result, measures are taken to have them removed and replaced with individuals who are better effective to achieve the organization's goals.

### **3. job listing for the following position**

Based on our understanding of the business's long-term goals and a review of the departmental departments, we have concluded that the organisation requires a Secretary, Marketer, and Operations Manager. Therefore, we must create a list of these qualifications by doing a job analysis and developing a job description card to determine the prerequisites and requirements for each position and the starting salary for each.

#### **The Analysis of the job:**

<b>Job Title</b>	
<b>Job Responsibilities</b>	
<b>Education Background Required</b>	
<b>Skills Required</b>	
<b>Personality &amp; Leadership</b>	
<b>Salary</b>	
<b>Extra Information</b>	

#### **Description of Position**

Job descriptions fascinate us since they are one of the most important management tools at our organisation, serving to clearly outline the duties for each employee. The processes of hiring, promoting, appraising performance, paying wages, and giving training all depend on crucial job descriptions. Before we can begin developing a job description, we need to do a comprehensive job analysis. This facilitates the following job process, which can be relied upon as credible and reliable:

The HR department does a job analysis by collecting, reviewing, and documenting data regarding the role, its various facets, the surrounding work environment, the role's relationship to other roles, the role's core requirements, and the employees' abilities to fulfil those requirements. This analysis led directly to the development of.

### **Description card for the job**

defines the incumbent's role, describes his duties, describes how he accomplishes his goals, and discusses his rationale for his actions. A job specification is also something we create.

### **Job Requirements:**

A summary of the skills, attitudes, and experiences that the present employee of the position has to have in order to fulfil their duties. Consideration is also given to the human factor, with the perfect candidate being chosen on the basis of their physical traits, mental capacities, interpersonal interactions, and social skills. The Human Resources Department's Recruitment department, which is in charge of finding, interviewing, and ultimately hiring new organisation members, conducts the follow-up once the positions have been posted both within and externally. This department will coordinate with the hiring administration to figure out who should be appointed to vacant positions. These individuals will have been deemed qualified by the selection panel.

#### **A. Secretary**

##### **Requirements for a successful secretary employment:**

An undergraduate degree is required.

Gained more than a year of experience in a certain position.

Training in the secretarial arts.

being physically attractive

A high level of fluency in the English language is required.

The starting wage is determined using a job analysis, a job description card, an examination of the organization's budget for new hires, and a report totaling \$1,200.

## **B. Marketer**

### **Job Description for the position of Marketer:**

Has a Bachelor's in Business Administration (BBA) with a concentration in Marketing.

Three years' worth of marketing experience is required.

superior abilities in the use of digital devices

skill in interacting with other people

the ability to persuade and stand firm in one's moral convictions.

Performing job while feeling pressure from superiors.

Superior capacity for communication.

fluency in the English language.

Awareness of the market and the marketing climate presently

Gather to encourage his development and further his education in the art of digital marketing.

The starting salary will be \$1500 per week, and it will increase with experience based on the job's study and analysis and the company's budget for hiring.

## **C. Operations Manager.**

In order to be considered for the position of Operations Manager, you must meet the following requirements:

A bachelor's degree in business administration is preferred.

5-10 years' experience in operations management.

Proficient English skills are essential.

Skillful communication with others.

Ability to organize and write reports.

Existing in sound mental and bodily health

In accordance with the finances provided for hiring new employees and the company's strategy, the HR Director, in recruitment with the Director General and EM of the company, establishes the starting wage, which is may equal to \$2,000. A lot of money and time might have been saved on hiring and training costs by sticking with employees already working at the organisation because they are already familiar with the policy and its policies.

If they are outside the organisation, they will be supervised by the Training and Development Division of the Human Resources Department.

#### **4. An Instructional Manual for Health, Safety, and Well-Being**

One of the most important parts of formulating a human resource management policy is the Occupational Health and Safety Management plan.

The important workforce, employees, machinery, equipment, and combustible materials necessitate the creation of a plan and policy for risk and fire management as well as occupational health and safety.

##### **Plan for medical health:**

The health of our employees is essential to the health of our business. The annual health checkups for the staff members were carried out at outpatient clinics or in-house hospitals.

To ensure the security of the facility's machinery and the safety of its duties, we have appointed an employee to the role of safety and security officer. We shall submit a report on every employee who does not follow basic safety procedures, such as wearing a helmet and protective clothing, as necessary.

##### **The safety plan:**

All employees are required to undergo fire extinguisher training as part of the safety plan.

Disseminating instructions for using lab apparatus and important tools

Create a plan of action and a system for managing the assembly line.

Pathways zigzag over the halls of the plant.

developing a plan for getting out of a dangerous situation

Installing smoke detectors in every office and providing fire extinguishers to everyone in the organisation.

It's not hard to get there. Including the setup of fire detection devices.

prohibiting smoking inside the building and instead providing a rooftop smoking area.

The company's written and disseminated evacuation plan is reviewed, and new hires are shown around the various departments, entrances, and exits. The process of training new employees in the safe use of potentially dangerous tools.

Create a garbage disposal plan that won't hurt people or the environment.

the practice of routinely checking and maintaining machines and tools

All these measures are taken to ensure the safety of the important parts that make up the organisation (human and non-human). Therefore, we stress the importance that all policies follow staff policy. and make sure that all of the bad apples get the boot.

### **The wellbeing guides**

We care about our employees' well-being and provide them with resources to help them feel appreciated and invested in the business, which in turn boosts their dedication to their work and the policy of their output. Our findings then are:

Provide pleasant environments for workers and employees.

Benefits in terms of social employee and life insurance for workers.

Building a gymnasium where people may work out and engage sports

Set aside parking spaces so departments can leave their cars near their workplaces.

Sale prices on electronics and furniture.

Free food and coffee are provided on a daily basis at workplace.

Giving them free plane tickets or vacation packages as a performance for a job well done.

Creating a work plan that is adaptable and responsive to employees' requirements.

### **Conclusion**

Management of human resources is, thus, essential to the smooth functioning of an organization's internal processes. This is accomplished via meticulous preparation, skill in crafting carefully studied policies, and harmonious interpersonal connections that guarantee the rights of all employees, from upper management on down. Human resources have also shown to be crucial to companies of all sizes. Human resources in every country are dynamic due to the ever-evolving nature of its many industries and the passage of time. Therefore, I suggest that HR provide training for its employees, follow all relevant advancements, and keep a close eye on the job market.

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