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## COVER PAGE AND DECLARATION

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## Introduction

In this research, I aim to develop content that seeks to adhere to policies and procedures through which the practices of human resources management of the company can be standardized, in a way that leads to providing a work environment that achieves stability for various administrative levels, encourages employees to work efficiently, ensures their vitality, renews their giving and helps to attract the best human elements, within the framework of what is stipulated in the provisions and texts of the work system.

As you know the importance of human resources management in the company, it is the sound that the company hears from the inside, the light that the customer sees from the outside, and a set of factors that maintain productivity and achieve the company's goals to reach success and sustainability.

I will first talk about analyzing the reality of the company's human resources critically and constructively, and then I will start proposing new policies centered on the mechanism of employee retention. And how to create more effective customer service practices? How do we employ technology to improve communication between administrators? What do we base our employee performance evaluation?

We then continue to create integrated job lists for the secretarial job, sales representative, and operations manager so that these lists include duties, rights, job descriptions, attributes and benefits, as well as other information such as salary, vacations, and others.

In my research, I will develop a simplified health, safety and wellbeing guide that will enhance employee belonging and loyalty and reduce the loss of many working days due to accidents and injuries.

## The first topic

### Human resources policy between reality and hope

There are some extinct policies in human resources management that the company is still working in, as these policies based on monitoring and control destroy the work environment and create an atmosphere of mistrust and lack of flexibility, which reflects negatively on productivity indicators, interaction, and job satisfaction.

These policies may usually justify that the employee is paid by the company. It is based on the idea that "as long as a company pays employees, then the employee must annihilate himself to be worth that money." Of course, it is an incorrect and unprofessional idea. Just as a tenant cannot violate the rules of the building in which he lives under the pretext that he is paying rent, the company has no right to abuse its employees because it pays them money. Here are the top ten bad policies practiced by the company and in proportions I will list in front of each element.

#### First, the job description is ineligible 10%

The company does not devote enough time to accurately designing job personalities and writing the appropriate job descriptions. Instead, they resort to using complex, overlapping, and similar job descriptions, even because they are not clear and credible. The result is that employees are confused and unaware of their job roles. This confusion can quickly turn into low motivation and low-quality wrong performances and tasks.

#### Second, the comparison between the company's employees is 40%

A company trying to shape all employees into one pot without considering differences in job needs, outputs, and employee styles will fail to attract talent and abilities and may lose employees as a result. Each employee has unique differences and different job descriptions, and comparing employees to each other reflects negatively on the company's culture, spreads hatred, lacks motivation and encourages unfair competition.

#### Third, Arbitrary when the employee is sick or injured 30%

The Labor Law has guaranteed the annual share of sick leave for each employee, which is not arbitrary. A sick or injured employee needs rest to recover and to protect colleagues

from infection and injury. The practice of such acts discourages employees from taking sick days and even punishes them for not working during sick days. Sick employees have the right and priority not to work while their salaries continue to be paid, lest they become ill, perform poorly, or spread the infection in the work environment.

#### Fourth, misdiagnosis 40%

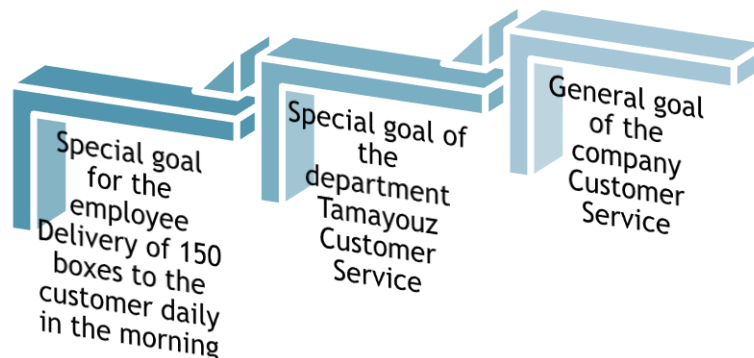
Many departments carry out training and development programs without carefully studying the needs of employees. This is due to a lack of research and diagnosis to identify needs and a failure to consider the opinions of the staff themselves, resulting in costly training programs that go nowhere. Because it does not meet the needs of employees on the one hand, and does not suit the specializations of employees on the other.

#### Fifth, Salary delay or bonus 30%

Poor HR management usually delays salaries, providing unclear information, causing discontent among employees, and many may leave their jobs due to a lack of financial security. (zippia, 2021)

#### Sixth, ambiguity and problem in job goals 10%

Every company has strategic annual goals that it wants to achieve. These goals should be divided into small goals for each department, and then into small goals for each employee, so that all small goals contribute to the larger goals of the company. If these goals are not mentioned or do not exist, employees do not know the purpose and direction to achieve. This results in less motivation to work and less harmony between teams. Instead of performing tasks that do not align with the company's annual plan in the first place, do not perform the necessary tasks.



### **Seventh, stick to the lowest performing employees 10%**

Keeping unproductive employees in place costs the company a lot of time and money and negatively affects the culture of the whole team. Delays in laying off low-performing employees even after the failure of all the company's attempts to solve the problem and provide all the necessary resources for the employee to succeed in performing his task reduces productivity and delays the achievement of goals. A low-productivity employee who performs poorly spreads laziness and causes others to fail, especially if he is the manager of competent employees.

### **Eighth, neglecting to direct the guidelines 10%**

A distinguished manager knows the importance of giving advice and guidance and providing constructive feedback on the work of his employees, even if these actions meet quality standards. Without providing these instructions and feedback, the employee repeats the same mistakes every time. Neglect of guidance also disrupts employee growth and makes them feel isolated and lonely in the work environment. (Prime, 2021)

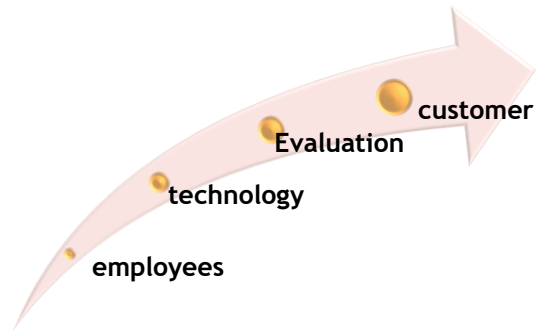
### **Ninth, hourly attendance and departure follow-up 70%**

One of the most important requirements of the twenty-first century is knowledge and creativity, not just hours of hard work. Except for shift work such as customer service, it is better to hold employees accountable for outputs and tasks than to question working hours. In addition, it is cumbersome and costly to track the working hours of all employees, while it is easy to follow up on severe production shortages.

## The second topic

### New policies help improve and develop HR processes.

There are four channels that ensure the success of the company, and no process may be devoid of operations unless it has a direct or indirect link to one or more of them



### How do I keep employees?

Assigning the employee to work is fundamentally different from the work agreed upon without his written consent from the reasons for the withdrawal and leakage of employees to other companies, but the new employee must be notified about the company, its work and how it relates to other roles, according to the job description and the powers granted to the job and receives the job description, and is also provided with other information about the requirements of safety, effective communication, efficiency and effectiveness in his work, and here are things that we do to preserve the employees.

- Providing a group work environment where it aims to provide strong brainstorming for all employees, in addition to enhancing communication between them in small groups, teamwork achieves fruitful results and time for more creative work than individual work.
- Conduct training courses designed to raise their level and develop some important aspects of their work, to make them aware of the level of interest that interests them and improve their performance.
- Listen to employee interventions and opinions on practices in improving and developing work, taking seriously and implementing best practices that contribute to the success and growth of the company.
- Recognize the success of employees and display their achievements individually, which makes them feel valued in the workplace, thus providing the best and upgrading the workplace to make it more successful and distinctive.
- Emphasis should be placed on supporting and constructive supervision and work to develop and continue it in a way that suits each employee.



- Treating all employees fairly without any discrimination, for example, if a new employee is granted higher privileges than other old employees who are at the same job level, other employees will inevitably feel wronged and start complaining or objecting, salaries are also important, of course. If an employee with three years of experience is granted an increase of SAR 1,500 and other senior employees receive only a SAR 1,000 raise, the morale of the employees who have been neglected will undoubtedly be affected. Even if the employee deserves the raise, you need to realize that these decisions will have a negative impact on others. (Basim, 2022)
- Avoid threatening language for employees, whether from near or far, whether in their salaries or even in their job status, even if there is a decision to do so, so it is after study and deliberation and this is not disclosed at all, it would disrupt the work and create a gap between employees and create fears within them, but it is proper and correct when such matters meet with the employee concerned and mention this to him personally and appropriately away from the media and advertising while giving him his full dues.
- Build motivational activities that will build team and relationships between employees During working hours, employees are busy with their work and responsibilities, making it difficult for some to get to know each other and develop healthy collaborative relationships that help them integrate and feel a sense of belonging. You can overcome this by organizing team building activities, for example achievements, holidays, national events, employee honors and other programs and activities.
- For example, I worked as an agent for building affairs in a school, then after two years I worked as an agent for personnel affairs and then as an agent for beneficiary affairs, so that I spent six years moving between departments, which gained me multiple experiences and skills in contracts, reports, supervision, follow-up, receiving the public, serving the beneficiary, and many more. This qualified me To take over the reins and nominate me to be the general manager of the company, and that success can only be by rotating me between departments and business.

### How to be more effective in customer service?

To answer this question, he must have the ability to understand the philosophy and style of each customer, for example, a customer is convinced of his experience, another is

convinced of his experience, another is evaluating previous customers and others through his visit to the headquarters, and so on, and here are the most effective practices in customer service.

- Listen to the customer and from here begins the effective customer service. Where customers pay for the company's product or service because they mainly meet their needs if the service provided by the company is only suitable for certain programs, the customer service agent cannot advise the customer to replace the software for which he has already paid for, but he can listen to the reasons for using the software and reconfigure the product until it actually suits the customer he has.
- Also, the customer's mood plays a big role in customer service. Frankly, when I watch, by virtue of my work, in customer service how the mood of customers changes spectacularly, whether it's an action, a gesture, the smell of the place, or the appearance of an employee, I worry about many organizations that already have a good way of measuring customer leakage to their competitors. Customer service is the responsibility of everyone within an organization, not the job of an individual in that organization. (Al Tawari, 2022)
- Learn more about the product It does not make sense for a customer to express interest in a product or service if he asks a standard question to the customer service representative about a product or service and does not get an answer, while some questions require verification to answer, so the customer service agent must have sufficient knowledge of the product to answer most other questions, as it is correct to conduct research about the product so that it enables him to speak efficiently about what he offers.
- Choose phrases carefully as they are a very important part of persuasion For example, a customer called me eager to buy a specific product, but it happened that the product would not be available until next month. Effective, flowery and short phrases can have a huge impact on the way customers receive responses...In ineffective terms: "I won't be able to provide it to you until next month. The product is not available at this time." In effective terms: "This product will be available next month. We will register your order immediately and make sure it is shipped to you as soon as possible in our warehouse." The first example is not entirely effective, but the tone is harsh, impersonal and can be misinterpreted by customers. The second example has the same content, but unlike the

first example, it focuses on when and how to solve the customer's problem rather than on the ineffective aspects.

- Customer satisfaction is one of the most important indicators of whether a buyer is willing to purchase products or services from your company or business soon. Moreover, the customer satisfaction index increases customer retention or other customers, thus gaining a solid base of existing customers loyal to the company in the future. Of course, this reduces the cost of customer retention because you pay almost nothing to motivate those customers to buy. Also, make a way for your customer to take their feedback and evaluate their experience, as this helps improve the customer satisfaction index, even if their experience is slightly negatively affected.
- Suggest solutions to the customer and be satisfactory while informing him of the solutions and asking him when he is satisfied with what has been done, for example, a customer was complaining about a product or service you provided to him so that your response and interaction with the customer is effective and successful, apologize and inform him that the company will compensate him completely when any defect or dissatisfaction with the quality of the product or service provided to him.

### Ways to use technology to improve communication between offices.

Thinking about the ways in which technology helps power and manage a company's key functions is an essential part of the company's advance planning process. Technology not only automates routine tasks — smart use can also give you a competitive edge.

Technology is a form of investment that, if you make good use of it, will yield a significant return. (Abrams, 2018)

Here are some examples of activating the technology in internal communications (voice programs, e-mail, phone or video meetings such as Zoom or TMZ, communication tools, file sharing via computer programs and applications) that allow you to communicate with employees, customers, and partners in the office or remotely.

In communications between other departments and departments in remote or different areas: cloud statements, Fares, Noor, schedules and other human resources applications, as it maintains accurate and detailed records of all aspects of the company, institution or ministry related to employees and employees.

A table showing some of the technical programs and applications and their role in work.

<b>Technology</b>	<b>Its role in the work</b>
<b>Thames</b>	Allows communication with everyone in the classroom system
<b>Zoom</b>	Holding meetings and meetings between employees and departments
<b>knight</b>	Handles the financial matters of employees
<b>blossom</b>	Specializes in the academic and professional data of employees
<b>Slips</b>	Allows printing reports and statements and following up on employees' work
<b>Monitor</b>	Monitors employee grades and evaluations
<b>E-mail Address</b>	Works to receive and send files and others
<b>Dropbox</b>	Allows file sharing
<b>Office</b>	Prepares files in various fields, most notably Excel
<b>Central Fund</b>	To monitor accounts, invoices, checks, etc.
<b>Fingerprint Program</b>	To monitor the absence, delay, attendance, and departure of employees

### Evaluation & Review

Through this assessment, it is possible to understand the negative and positive factors of employees in the work environment, so that the company can develop the ability of employees to meet the requirements of the job through training courses and other means, and it also reveals the extent of the employee's commitment and whether he is qualified for this position, and understanding employee complaints, whether they come from direct management or from job resources, helps in improving the employee's job performance, it is also a means of communication between the Employee and the company seeks to differentiate and advance at work, and motivate employees to achieve better performance, as evaluations help each employee claim their rights fairly, thus supporting salary increases and promotions.

In order for the evaluation to be effective, it must have certain conditions and elements such as its suitability for all employees, and under legal criteria, taking into account the

determination of the optimal time for evaluation, including the full name of the employee and the time of the employee, the job title and department in which the employee works, the date of appointment and the date of the evaluation, the salary and privileges obtained during the period of employment, the annual performance and the evaluation period covered, and A set of evaluation questions. (Ratings, 2022)

Here I will present to you a model in the evaluation of the employee:

Domain	M	Evaluation Criterion	1	2	3	4	5
company	1	Loyalty to the company and preservation of its interests					
	2	Compliance with the company's regulations and policies					
	3	Preservation of the company's property					
	4	Keeping company secrets					
Senior Management	5	Understand senior management's goals and policy					
	6	Accept criticism and guidance from superiors					
	7	Compliance with the instructions of senior management					
	8	Accept the requirements of working under pressure					
Department or Division	9	Knowledge of work methods and procedures					
	10	Attention to the development and improvement of the level of work					
	11	Flexibility and adaptation in the work environment					
	12	Collaborate with coworkers					
Area of Specialization	13	Level of competence in the field of specialization					
	14	Keep abreast of the latest developments in the specialty					
	15	Ability to understand developments in the field of specialization					

Management abilities and skills	16	Ability to transfer expertise in the field of specialization					
	17	Ability to plan well					
	18	Ability to make decisions					
	19	Ability to supervise management					
	20	Ability to technical supervision					
Practical abilities and skills	21	Creativity and innovation at work					
	22	Initiative and initiative in action					
	23	Accuracy, order, and organization at work					
	24	Ability to work without supervision					
	25	Ability to work under pressure					
	26	Attention to the development and improvement of the work style					
	27	Ability to find solutions to problems at work					
	28	Ability to take on higher responsibilities at work					
Commitment to work	29	Commitment to work rules, methods, and procedures					
	30	Adhere to the instructions of the direct supervisor at work					
	31	Commitment to work schedules					
	32	Commitment to the rules of prevention and safety at work					
	33	Commitment to leadership and dress at work					
	34	Commitment to dress code at work					
Personal traits and relationships	35	Balance and impulsiveness in the work environment					
	36	Quick wit and good behavior at work					
	37	Ability to take responsibility at work					
	38	Relationship with co-workers					
	39	Relationship with subordinates at work					
	40	Relationship with the audience at work					
<b>Total Score</b>			40	80	120	160	200

### The third topic

Job lists for the secretarial, marketer and operations manager including salary information.

#### Job Title Secretary

<b>Organizational Engagement</b>	<b>Management</b>
<b>Direct Supervisor</b>	Office Manager
<b>Officials towards him</b>	Heads of departments or sections
<b>General Job Objective</b>	Providing administrative services that contribute to the implementation of operations in the company and providing support to its employees
<b>Functional relationships:</b>	Interior: all employees of the company, External: all beneficiaries
<b>Qualifications</b>	Obtain a high school diploma or bachelor's degree in secretarial or public administration. Previous work experience in a secretary job is preferred.

#### **Duties:**

- ✓ Organizing ordinary and confidential written communications, presenting them to the Director, and implementing his directives and instructions thereon.
- ✓ Organizing and documenting incoming and outgoing telephone calls from the company's management.
- ✓ Organizing and keeping the company's outgoing and incoming correspondence in records and files and classifying them according to technical and scientific bases for reference when needed.
- ✓ Preparing presentations and summaries and presenting them to the Director according to the recognized technical principles.
- ✓ Organizing the dates of interviews, visits, and meetings of the manager, documenting them, and following up on their implementation inside and outside the company.
- ✓ Calling, preparing, and arranging meetings as directed by the Director.

- ✓ Communicate the instructions and directives issued by the Director to the departments and sections.
- ✓ Respond to the inquiries of the company's employees and all beneficiaries of the company's services in the field of competence.
- ✓ Determine the needs of the Director's Office in terms of equipment, tools and means and approve them from the Director.
- ✓ Preparing , presenting and approving periodic reports on the achievements of the activities of the Director's Office.
- ✓ Organize and maintain the director's files and records.
- ✓ Perform any tasks assigned to him by the direct supervisor in his field of competence.

**Specifications of the incumbents of the secretarial position:**

Knowledge: Full knowledge of instructions and procedures related to the nature of his work, written and office work and how to practice them, and models and tools for the nature of work.

Skills and abilities: arranging and archiving and indexing files, follow-up and coordination, effective communication and dealing with others, and the use of computers and its applications in the field of work.

Personal traits: Having a job ethic, adapting to the requirements and pressures of work, working in a team spirit, initiative, respect and appreciation, self-confidence, objectivity, maintaining confidentiality of information , humility and softness.

Logical organized thinking when raising topics is important, so the secretary must study these topics carefully, so that he can make the right decision. In addition to maintaining all the secrets that he has learned and is acquainted with during his service, as the nature of the secretary's work allows him to continuously see many of the secrets of work, so the incumbent of this job must be enjoyable with honesty and honesty in treatment. (Al-Bayti, 2014)



## Salary & Benefits

Statement	description
Salary Monthly	4500-5000 (SAR)
Contract Duration	12 months
Annual leave	21 days annually after one year of work and 30 days annually after more than one year
Tickets	One ticket per employee – Economy Class
Transportation	15% of basic salary
lodging	25% of basic salary
Medical Insurance	B+ Grade
Education allowance for children	There isn't any
Annual Bonus	There isn't any

## Job Title Marketer

<b>Organizational Engagement</b>	<b>marketing</b>
<b>Direct Supervisor</b>	Marketing Manager
<b>Officials towards him</b>	Heads of Marketing and Inventory Departments or Sections
<b>General Job Objective</b>	Help in the process of developing, implementing, and monitoring marketing programs
<b>Functional relationships</b>	Interior: all employees of the company, External: all beneficiaries
<b>Qualifications</b>	Obtain a high school diploma, or a bachelor's degree in marketing, digital marketing or any related discipline related to marketing, and previous work experience in a marketer job is preferred.

### **Duties:**

- ✓ Work on the development of marketing materials such as sales
- ✓ The Make sure you follow all brand guidelines.
- ✓ Create a marketing plan, whether it's social media, email, or digital campaigns.
- ✓ Collect more data to analyze consumer behavior, understand marketing programs and buying trends, which helps in the implementation of planned marketing projects.
- ✓ Provide the right support to create a marketing plan.
- ✓ Develop strategic marketing plans by working with sales and product managers.
- ✓ Track the market, understand new market trends, analyze the market, and formulate new marketing methods
- ✓ Excellent communication with customers and building strong relationships between them and the work team
- ✓ Provide and analyze a report on the performance and efficiency of marketing campaigns.
- ✓ Work with external suppliers and agencies to implement the company's approved marketing plans
- ✓ Disclosure of technical content used in various media marketing activities.

- ✓ Managing the company's website and accounts on social networking sites
- ✓ Follow up and analyze the marketing campaigns of other companies to determine the competitive position.
- ✓ Perform any tasks assigned to him by the direct supervisor in his field of competence.

**Specifications of the incumbents of the position of marketer:**

Knowledge: Possess good knowledge of marketing principles and best practices regarding the management of the organization's products, and customers.

Skills and abilities: Have a good knowledge of marketing principles and best practices related to product and customer management.

Strategic planning skills, and good communication to benefit internal and external customers.

Proficiency in the use of marketing programs and benefit from marketing solutions provided by Microsoft Office.

Master marketing automation systems and contact management platforms.

Teamwork within one team efficiently and effectively.

Organizational skills to become more capable of managing diverse projects with high quality.

Good communication skills to prepare distinctive marketing messages that meet the needs of customers.

Personal traits: Having a job ethic, adapting to work requirements and pressures, teamwork, initiative, respect and appreciation, and self-confidence.

## Salary & Benefits

Statement	description
Salary Monthly	6000-6500 (SAR)
Contract Duration	12 months
Annual leave	21 days annually after one year of work and 30 days annually after more than one year
Tickets	One ticket per employee – Economy Class
Transportation	15% of basic salary
lodging	25% of basic salary
Medical Insurance	B+ Grade
Education allowance for children	There isn't any
Annual Bonus	10% of basic salary

## Operations Manager Job Title

<b>Organizational Engagement</b>	<b>Senior Management</b>
<b>Direct Supervisor</b>	General Manager
<b>Officials towards him</b>	CEO
<b>General Job Objective</b>	Plan and control day-to-day business management, set strategic goals, and communicate operational decisions.
<b>Functional relationships:</b>	Interior: Heads of Departments, Foreign Affairs: All Beneficiaries
<b>Qualifications</b>	Obtaining a bachelor's degree in business administration is also a plus.  Previous experience as an operations Manager.

### Duties:

- ✓ Supervise the preparation of the general plan of the company, and lead the operations in the company.
- ✓ Distribute tasks to all employees in the company at the beginning of the fiscal year by issuing the necessary costs to carry out their tasks.
- ✓ Follow up the preparation of tasks and work and ensure that justice and equality are observed among all employees of the company.
- ✓ Support and supervise programs and activities that promote development, growth, customer satisfaction and service.
- ✓ Follow up the operating budget of the company with the other party.
- ✓ Supervise the processing, organization and preparation of the company's facilities, verify them, follow them up and prepare the necessary reports thereon.
- ✓ Determine the company's needs and follow up on securing them with the competent authorities.
- ✓ Conducting a comparison between the employees of the company, identifying the distinguished ones, and following up the achievement of the employees.
- ✓ Forming and approving work teams, supervising them, exercising the approved powers and following up on their implementation.

- ✓ Follow up the performance of the company's daily work through visits and access to business and customer opinions.
- ✓ Follow up and support the customer and provide him with all the necessary requirements to enhance customer satisfaction.
- ✓ Participate in building the capacity of the company's employees, identifying training programs and developing the necessary plans for their training.
- ✓ Building the internal competence of the company's employees to occupy leadership positions in accordance with the approved instructions, and making a trade-off between them.
- ✓ Coordination and cooperation with customers, operations managers in other companies and others whose nature of work requires visiting the company.
- ✓ Providing and informing the company's board and employees of the circulars, regulations and regulations issued by the competent authorities and discussing them with them to clarify their contents and act accordingly.
- ✓ Submit proposals that contribute to the development of the company's work and submit them to the company's board.
- ✓ Enhancing the company's social role by activating volunteer work and initiatives in accordance with the approved instructions, and holding
- ✓ Meetings, meetings, etc. with clients and others who have the ability to contribute to the achievement of the company's objectives.
- ✓ Prepare performance appraisal reports for employees in the company in accordance with the instructions regulating this.
- ✓ Follow up the preparation of the annual report of the company's achievements and activities and submit it to the company's board.
- ✓ Study and review agreements with customers before approving them, which contribute to the completion of the company's business and achieve its objectives.
- ✓ Supervise the preparation of the company's annual report during the fiscal year and submit it to the concerned authorities.
- ✓ Preparing the company's operating budget, following up on disbursement, registration, and documentation, and preparing reports.

- ✓ Work on developing work methods and procedures in the company continuously and developing the performance of employees towards it.
- ✓ Ensure the preparation and processing of files and records related to the work of the company.
- ✓ Perform any other tasks assigned to him by the direct supervisor in his field of competence.

**Specifications of the incumbents of the position of Director of Operations:**

Knowledge: Understand the company's legal rules and guidelines, excel in supply chain, finance, customer service and other business principles, ability to handle data analysis and performance measures, and knowledge Dealing with CRM procedures.

Skills and abilities

Planning and organization, prioritization, analysis, conclusion and decision-making, follow-up, coordination and evaluation, effective communication and dealing with others, preparation of reports and official letters, negotiation and persuasion, team building , and the use of computers and its applications in the field of work.

Personality traits:

Job ethics, leadership, good example, adapting to work requirements and pressures, teamwork, initiative, respect and appreciation, self-confidence, objectivity , humility and softness.

If the characteristics of self-confidence are available to everyone, control and control of the situation at all times, honesty and integrity with oneself regardless of the other's assessment of it, stability, coherence and insistence on the attitude of things, people and ideas in front of present and future conditions, with a mental attitude to learning, development and self-improvement used, we have focused on identifying focused characteristics of the general manager with certainty of the feasibility and usefulness of other characteristics or attributes. (Al-Munif, 2009)

## Salary & Benefits

Statement	description
Salary Monthly (SAR)	12000-15000
Contract Duration	12 months
Annual leave	21 days annually after one year of work and 30 days annually after more than one year
Tickets	Remembering for the employee and his family – business grade
Transportation	15% of basic salary
lodging	25% of basic salary
Medical Insurance	Grade A
Education allowance for children	2000 SAR Monthly
Annual Bonus	15% of basic salary



## The fourth topic

### Create a company health, safety, and well-being guide.

#### Purpose in this section:

Unifying efforts and raising the level of attention to security and safety standards in the company

#### Objective in this section:

- ✓ Spreading awareness in the workplace of occupational safety and health concepts, and training employees on them.
- ✓ Contribute to promoting a culture of occupational safety and health in the company.
- ✓ Reduce the process of practical guidance and guidance to employers, occupational safety and health officials and workers for ways to improve occupational safety and health in the uncle's place.
- ✓ Applying all specifications, standards and standards set in the industry related to occupational safety, whether in the clothing worn by workers or in the company's building and factory, the safety of firefighting tools and training on them by factory workers, the safety of equipment, tools and machines, disposal of old ones, and periodic maintenance or bringing new ones in accordance with safe standards and specifications. (edarabia, 2022)
- ✓ Ensure employee satisfaction and happiness as workplace well-being increases productivity and revenues for the benefit of the company.

#### Responsible Entity

Security and Safety Department, and an employee is allocated to be a supervisor of security and safety in the company and to take over the work and tasks of security and safety.

#### Duties of the Security and Safety Supervisor

- Prepare a security and security action plan, an emergency and crisis plan, and a plan to train employees on evacuation periodically.
- Determine the company's needs for safety tools and devices.

- Contribute to the provision of awareness and educational programs and follow-up activities and programs in the field of security and safety, lectures, exhibitions, training programs, in addition to the work of paintings and preventive bulletins.
- Follow up the work of the company's security men in order to achieve the security and safety of employees.
- Verifying the validity of the means and equipment of alarm and extinguishing at the site and following up on periodic maintenance according to the specified dates.
- Organizing security and safety records so that all monthly examinations of safety, alarm, fire and ambulance means are recorded, the results of periodic evacuation experiments and hypotheses, and reports of training the company's employees on evacuation plans, crisis management and documentation of all meetings,
- Contribute to the formation of a safety team with the company's management as required by the nature and area of the work site and the density of employees
- Carrying out periodic inspection tours on the company's sites, with a focus on places of risk (such as laboratories, stores, electrical rooms, laboratories, halls and sewage openings) to ensure the implementation of preventive requirements in it.
- Organizing and distributing alarm, firefighting, rescue and ambulance equipment and means, and determining appropriate assembly points.
- Remove irregularities that are not flammable or dangerous to the work site.
- Verification of the validity and absence of means of escape (corridors - stairs - exits) of obstacles with the availability of exit boards and instructions
- Implement the company's preventive requirements and take adequate precautions to face risks.

**The model helps to visualize the correction and the understanding of prevention methods and ensure safety in the workplace and others related.**

Activity	hazard	Existing controls	Additional controls
Metal cutting work (using the saw or rocket stone)	Injury to a part of the body or hands because of collision with the moving parts of the cutting tool	Work with trained and qualified personnel Wear personal protective equipment Placing warning signs next to the equipment used for cutting	
	Eye injury as a result of sparks or flying parts of the stone or workpiece	Use of personal protective equipment, especially goggles	
	Dangers of electrocution	All electrical connections are intact and insulated. Electrical cables are laid away from the path of personnel and equipment	Installation of a grounding circuit on used electrical connections
Lathing, drilling, and milling works	Parts of work clothes are jammed between rotary machine parts	Wear work clothes with tight sleeves and specially designed for this purpose	Definition of emergency disconnect switches for all equipment and machinery
	The smell is flying towards the face and eyes	Wear eyeglasses	
	The presence of moving parts without protective barriers, especially equipment of an old model that does not have this type of protection	Design and work of protective barriers for equipment	
	A piece falls on the feet or the lifted package hits an individual	Wear PPE (rigid protective shoes and anti-cutting gloves)  The absence of individuals in the work area except the qualified	

(Inspection Agency, 2019)

## Ways to entertain and happiness employees and create a well-being environment that is stimulating within the workplace

### ✓ Employee Office Optimization

By motivating them by honoring the best office in terms of completeness of tools, integration of the internal environment and good appearance of the office.

### ✓ Propagating plants between and within offices

Distributing some plants among employees in their offices, and they should be in short and close periods, and these plants are natural.

### ✓ Creativity painting

It is a mural in which each employee writes his ideas, suggestions and recommendations for the development of work.

### ✓ Gifts & Aid

Therefore, this is one of the most continuous strengthening of bonds between employees and the exchange of benefits between them, which reflects positively on the work environment, such as providing some gifts to all employees upon returning from vacation, and providing assistance and support at events or the end of the work period for any employee.

### ✓ The privileges

The privileges and discounts offered by the entity to its employees in cooperation with companies in the country are considered as financial allowances, and the greater the diversity and size of the privileges and discounts provided, the greater the satisfaction and harmony of employees, and it will increase their sense of interest from the entity and belonging to it. Before offering privileges and discounts to its employees, the entity must consider conducting a survey of the wishes and needs of employees and directing its efforts towards obtaining privileges and discounts that meet the needs of most employees, involving them in the negotiation processes and keeping them informed of the progress made.

(Humanity, 2021)

- ✓ Medical or health services

Such as holding events and programs and educating employees in any areas of health such as blood donation, obesity prevention, smoking avoidance, general hygiene, and others.

- ✓ Preparing a staff rest

So that it is the best place in the company by providing every time that calls for employee satisfaction, including sessions, décor, screens, as well as drinks, and setting an electronic timing that is placed at the beginning and end of break times.

- ✓ Holding dedicated programs during the open day, be qualitative and purposeful, mixed with some entertainment and fun.
- ✓ Use some social media programs.

Its goal is purely social and works to strengthen social bonds between employees from exchanging congratulations, news, social ideas, and others.

## conclusion

There is no doubt that human resources management is a science concerned with all human resource policies within the company, which aim to achieve the goals of the company, its members and society through a set of processes, activities and programs for analyzing the company's functions and then planning, attracting, training, evaluating, motivating and developing the workforce effectively.

It touched on four sections, the first of which was the human resources policy and practices of the company in cash in order to build and avoid wrong practices in it, and then in the second section I wrote about new policies that help improve and develop human resources processes for both the employee and the customer, technology and evaluation, and in the third section I created three job descriptions that include duties, qualities, qualifications, salary and advantages, as well as the skills that are supposed to be available in the occupant of these jobs.

In conclusion, it developed an easy guide to security and safety inside and outside the company's headquarters and workplaces and attached it to some effective practices for employee entertainment that achieve satisfaction and comfort.

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