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**E-SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**EIU Paris City Campus**

**Address:** 59 Rue Lamarck, 75018 Paris, France | **Tel:** +33 144 857 317 | **Mobile/WhatsApp:** +33607591197 | **Email:** [paris@eiu.ac](mailto:paris@eiu.ac)

**EIU Corporate Strategy & Operations Headquarter**

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

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## **Introduction:**

As the scenario, I am a consultant who has been appointed by a product manufacturing corporation to create a report that reviews the company's HR policies. I am going to construct human resource policy guides, assess product manufacturing company's human resource needs, and evaluate the entire health and safety of employees. Firstly, I talked about the company that I choose, it is an audio-focused consumer electronics product manufacturing company based in Amsterdam. The company named SoundX, it manufactures different types of audio-focused consumer electronics including earphones, headphones, wireless speakers, and a variety of mobile phone accessories. It has a huge consumer base and also has large employee support. The demand for the products is very high and the market for the company is very competitive, so they have to improve their performance and the performance will be improved by improving recruiting, management, development, and optimizing of the employee to increase their value to the company. The goal of SoundX is to be the leading brand of audio-focused consumer electronics brand in the Netherlands. Human capital management is an accumulation of applications that a company utilizes for managing, developing, optimizing, and recruiting employees to improve the company practice and more reliable performance (Gerasimov et al., 2019). Effective human capital management will offer managing employees effectively, hiring the right talent, equipped with all required skill sets in the workforce of the company, and increasing the productivity of employees. There are different types of administrative and strategic practice are enhanced by the human capital management in the organization they have included workforce planning, recruiting and hiring, training, performance management, workflow management, reporting and analytics, benefits administration, and retirement services (Boudreau & Cascio, 2017). The purpose of human capital management is to enhance and improve the value, business, and economy of a company's human capital to sustain a competitive advantage. Successful pursue human capital

initiatives are influenced by effective human capital management. Human capital initiatives are strategic processes which are included various processes such as improve performance culture, Six Sigma, building a global mindset, global talent management, design a new business model, and re-engineering a functional discipline such as sales and marketing (Boudreau & Cascio, 2017). The human capital management system can handle the total human capital of an organization. In an organization, managers, teams, and departments have performed some human capital practice, with the help of a human capital management system, an organization can broadly perform those practices and the outcomes are also greater. The foremost elements of the human capital management system are organizational visions and values, strategic goals and objectives, leadership team, and data management and support. Generally, HR policies are provided by the HR to the employees, which is a general understanding or statement provided with guidelines in decision making to employees of a company in terms of any course of action.

### **1. The company's HR policies:**

For the company that I chose, SoundX, the main HR policies that should be implemented in the company are included requirement and selection policies, training and development policies, employee relation, and health and safety. The requirement and selection policies are included requirement policy, employment policy, equal employment opportunity policy, sexual harassment policy, and probation policy (Stone, 2017). Training and development policy are included the aspects of employee training and improvement. The compensation and benefits policies are included vacation policy, working time policy, leave policy, and overtime policy. Employee relation policy is included conflicts of interest policy, communication policy, problem resolution policy, and persona appearance policy. The health and safety policies are included e-mail policy, internet use policy, discipline policy, corporate security policy, and alcohol and drug policy.

HR policies are included various types of functions of human resource management they are included employment, training and development, transfer and promotions, compensation, working conditions, employee services and welfare, and finally the industrial relations (Stone, 2017).

HR policies for SoundX will have different types of important components. The important components for SoundX's HR policies are given below,

- Employment policies
- Employment status and records
- Employee benefits
- Payroll
- Workplace guidelines
- Employee conduct
- E-policies

Employment policies are the policies that used to guide new employee orientation, hiring practices, compliance with employment laws, and confidentiality. Employment status and records are the policies that different types of issues as the accesses of employment classifications to employees' files and guidance on the process of background checks and performance reviews are required to be performed. The policies of employee benefits explain determine the benefits of employees such as vacations, holidays, insurance, employee reimbursements, and leave. The policies of payroll are related to wage and salary administration including timekeeping, pay the advance, and deduction of salary for employees. The policies of workplace guidelines are varied for different situations, and the main purpose of this policy is to limitation of defining certain work arrangements to offering guidelines on the use of the organization's assets and record retention. The HR policies of employee conduct

maintain the employer's behavior and conduct on the job. Employee conduct is important in terms of harassment, abuse, smoking, and workplace violation. The e-policies are defined as the guidelines of handling organization information technology. These policies also define the prevention and acceptable activities and use of the internet, e-mail, and social networks.

## **2. Propose New HR Policies:**

### **a. Improve Employee Retention:**

Basically, this is a practice that organizations are followed to retain their employees. As per the business experts, employee retention is a practice performed by an organization to maintain the working environment and influence current staff to stay in the company (Kumar & Mathimaran, 2017). Employee retention is important for the company to maintain the workflow and management of the company.

There are many strategies that employers are followed for employee retention. In this part, I am going to suggest some strategies for SoundX. The retention strategies are given below:

Implement right culture:

Implementing the right culture is very important for better understanding and practice of employees. It will help to create a strong bond between the company and employees. A strict culture of the workplace will lead to uncertain relations and impact between employers and employees.

Hiring effective employees:

The company is required to hire effective people who are skilful and able to manage the culture of the company. Effective employees must perform well individually as well as in the group.

### Providing Training:

Providing training to the employees also be an effective retention strategy in a company. Employees will get a chance for future growth and get promotions by upgrading their skills.

### Pay well and provide guidance:

Paying well is the best policy for employee retention in an organization. There are several problems that employees face in the workplace, but the high pay will always keep them to be in the profession. Provide proper guidance will help employees to handle critical situations so it is also helping in the method of employee retention.

### Be more flexible:

Being more flexible means do not apply strict timing of office-in and timing of deadlines and the flexibility in the strict cultural practice in the company. Employees will be more pleased with the flexible arrangements in the company.

### Identify candidates:

Identify candidates will also a better practice for employee retention in an organization. In this method, manager will verify the intention of employee on staying or leaving in this organization. Identify potential employees will also help to build strengthen team in a workplace.

### Offering wellness:

Offering wellness is also an effective way to enhance employee retention. Offering wellness will include various types of offers such as health insurance, free health check-up, etc. These strategies will help SoundX in terms of employee retention in their organization.

## **b. Effective customer service practices:**

There are different methods of implementing effective customer service practices in an organization. SoundX should follow some trending and emerging strategies to improve an effective customer service practice.

- For improving a better customer service practice, firstly, the organization is required to build up an effective employee base which will help to set the best performance for the company.
- The managing expectations of the employee will help to provide better customer service to them. When we get the estimated outcomes of the services, it helps to follow the goal.
- Always interact with the customer, as we met the customers for the first time. It will help to build an effective relationship between the company and the customer.
- Collecting effective data from customers will help to follow the desired outcome of the customer. It helps to build an effective customer relationship management platform in an organization.
- Meeting with customers will also help to implement effective customer service practices. Meeting with customer help to clear the actual desire and require changes in the projects.
- Maintain the focus on customer satisfaction is another way to get effective customer service practices in the organization.

## **c. Use of technology to improve interoffice communication:**

Increasingly more organizations are working distantly in any event part of the time and numerous organizations have different offices, technology like Skype, Slack, and other famous stages help keep groups associated (CHERINET, 2019). Having the option to jump on a video



telephone call and work things out with a colleague across the globe is not just unbelievable however diminishes the odds of miscommunication that could turn out to be expensive as far as cash and time. If a group is huge, developers should give the correct technology to permit their employees to interface at the correct occasions.

Chat logs that can be referred to at later dates give incredible documentation to groups. Once depending essentially on the memory of calls or notes from gatherings, groups presently can just look up to approach what they talked about with supervisors and collaborators' preceding times. Technology, for example, Basecamp and other project executives' applications, permits pioneers to have a main focus point of task action that everybody can reference from any place they might be. This makes it simpler than any time in recent memory to follow projects, see what is coming up later, and report remarks and issues in one effectively available spot. At the point when technology in the working environment is used purposefully to improve communication, it can have inconceivable outcomes for group efficiency.

#### **d. Create/Revise employee performance appraisals:**

Performance appraisal is the way toward surveying an employee for their work consistently (Sharma & Sharma, 2017). It is generally led by a quick administrator, who during the appraisal cycle, goes over the employee's accomplishments, performance, zones that need improvement, and assists diagram with excursion the path forward.



An impactful appraisal system (Sharma & Sharma, 2017)

Communication is the key in performance appraisals. It is basic to set assumptions and convey better across all stages during the performance appraisals. It ought to get considered well in the last stages – paper dispersion too. Regularly, the employee appraisal correction letter is the last advance in performance appraisals. HR has every one of the proposals from the supervisors; HR has worked with the administration on the amendment rate and finished everybody's numbers. Presently, this should be imparted to the people. A modification letter for a star entertainer would be not the same as individuals who are normal entertainers/non-entertainers. HR should be truly cautious in ensuring the message is conveyed well and taken from a positive perspective across all portions. They need to painstakingly draft the letters and hand-over to the employees. This requires some serious energy. Yet, it is a significant advance in the whole appraisal measure. HR ought to essentially contribute the time needed for finishing this assignment appropriately.

Best practices for employee performance appraisals are given below:

- Ensure that the information transfer and communicated in the letter is purposeful and impactful.
- Profoundly declare the salary revision and state the percentage hikes and specify the final number.
- In case of promotions, company should offer some gifts such as vouchers, coupons, and chocolates.
- In terms of getting an agreement from the employee, it will be better to take a signature on the copy.

Performance Appraisal Systems can end up being exceptionally disillusioning for certain associations if the assumptions are set high, the circumstance is not right, and if there is not customary discourse between the supervisor and his/her colleagues. A ton of performance the executives and appraisal frameworks accompany assorted highlights, yet that does not generally make them successful. The way toward giving criticism should change with the changing circumstances and as associations improve. The objective of the appraisal structure most importantly is to help the advancement of the employees, and not for the executives to pass judgment on an employee's commitment. Several things work make input regular as opposed to having an audit just once per year, preparing supervisors to direct compelling appraisals, and including employees in their own appraisal cycle. Independent of the idea of the association, these are a couple of things that do get results.

### **3. Create job listing:**

#### **a. Secretary:**

The secretary's role and responsibility in any corporate organizations are to be the processing processor of the business conference as well as meeting. They have the responsibility to manage and arrange the meetings. Some of the roles are AGMs and retains

confirmed records of the group's process as well as choices: the minutes of the conference. The key responsibilities are responding to calls, taking reports and managing messages, maintaining records and managing meetings, typing, planning and collating statements, filing, making and servicing conferences, maintaining databases, prioritizing workloads, performing new ideas and organizational practices, liaising with related companies and clients, organizing mail-shots and related publicity duties, logging or processing bills or payments, and working as a receptionist as well as attending and greeting customers. In the Europe, a person earns more than 2,200 EUR per month as a secretary.

#### **b. Marketer:**

Marketing is a collection of pursuits based on planning, teaching, delivering, and trading contributions that have significance for others. The purpose of marketing is to deliver benefit to clients, whom the company tries to recognize, please, and learn in business. There are mainly three roles that a marketer has. Those get their attention, help them figure out if it's a fit, and Lower the risk of taking the next step. The key responsibilities of a marketer have to oversee and develop business campaigns, conduct analysis as well as interpreting data to recognize and distinguish viewers, sponsor concepts and plans, promotional pursuits, compile and administer financial and statistical data, writing and improving creative report. In the Europe, A person earns more than 5,400 EUR per month as a marketer.

#### **c. Operation manager:**

Operations managers are accountable for handling projects that are the elements of good production and good services. Their primary duties involve handling both the services method, comprising design, preparation, administration, product development, and services approach. Operational Efficiency involves administration, mechanical, troubleshooting, reserve and other co-operations to determine the fit various components. Those are Hardware,

Systems Software, and Application Software. Operations supervisors are a significant portion of an organization's upper-level administration company, and their main purpose is to guarantee that their businesses hit development targets as well as sales purposes. The five key responsibilities of operations managers are planning, organizing, staffing, leading, and controlling. There are various ways that they follow to manage various operations. Those are standardized the process as well as bring it out, use devices completely, keep material flowing, keep the method simple, fence against variability, do not drop infancy with technology, control the supply chain, enhance the property. In the Europe, A person earns more than 53000 EUR per year as an Operations Manager.

#### **4. Create a health, safety and wellbeing guide**

Health and safety include the development and preservation of the physical, mental, and cultural well-being of employees (Sorensen et al., 2018). It involves decreasing work-related damage, sickness, and injury by discussing the risks and opportunities of the physical situation. Decreasing physical work risks can also diminish the significance workers may appear in the workplace. Forces to preserve and strengthen the safety, health, and wellbeing of employees have more focused on combining the complicated and effective methods for this organization. Human resource experts understand that people or human capitals are the core of any strong business, particularly in difficult financial periods. People present creativity and change, but those elusive contributions are rarely shown in financial reports. Unlike a basic capital, human capital never actually refers to the organization. People can step out of the opportunity at any point except companies discover ideas to hold them.

Human capital encourages each part of an association's activities, from technology and item plan to dissemination organizations and administration conveyance. Considering the crucial job human capital plays in a company's capacity to contend in the worldwide economy,

HR experts are continually looking for better approaches to tap this potential. One approach to assemble a competitive advantage for your association is to improve the health status and prosperity of your workers. The most recent exploration shows that health, workplace conduct, and the estimation of human capital are connected. Set forth plainly; representative health status straightforwardly impacts worker work conduct, work participation, and hands-on execution. In this manner, creating healthier representatives will bring about a more beneficial workforce.

Work, health, and well-being are inseparably connected (Chenoweth, 2011). Note the qualification between clinical lawful and logical meanings of work-related situations. Work adds to numerous persistent sicknesses. Businesses are embracing an objective of well-being, which may impact work commitment and profitability more than smaller meanings of health. Businesses utilize quantitative and subjective measures. Mathematical estimates track business results and achievements toward these finishes. There is contention over the estimation of moderators. Subjective measures are frequently weighed intensely dependent on the intricacy of monetary estimations and the way of life of the business. There are amazing assets accessible to gather worker health information from various sources. Innovation is upsetting the assortment and examination of populace information and its utilization in supporting populace and individual health. Not satisfactory whether wearable innovation will support healthier conduct.

Employee's health impacts related to these work qualities incorporate unhealthy ways of life, substance use and mental health issues, mental misery, metabolic disorder, malignancy, and persistent infection (McLellan, 2017). Chronic weakness can prompt weakened professional working, work absence, or complete impairment. However much 84% of the regular workforce has at any rate one constant illness or is overweight. Notwithstanding health status, no biomedical components impact work abilities, like mental versatility, psychophysical

work resistance, work requests, boss re-visitation of work projects, and prosecution. Past great health, worker prosperity fuses personal satisfaction credits like joy, monetary security, and work and retirement security, a feeling of direction, equity, and value. With this more extensive focal point, work's impact on the social determinants of health turns out to be even more clear. As opposed to populace-driven metrics, for example, health care costs, biometrics, infection weight, and way of life hazards, proportions of prosperity are emotional, individual, and representative focused. From a business point of view, prosperity could be a significant determinant of commitment and efficiency, ostensibly more imperative to a business than a way of life and biometrics.

SoundX charges that employers present work environments and job duties free from recognized hazards expected to produce severe harm or death and to comply with its particular standards. SoundX requires that safety and health plans use a “hierarchy of controls,” which decreases the risk of occupational harm by emphasizing the removal of hazards and by engineering restrictions over individual protective devices.

### **Occupational Health Services model:**

The occupational health services model of SoundX will included with standard and control of work-related injuries and illness. Depended on employers, they provided policy of fit-for-duty analysis to assess an individual’s capability to perform a job safely without direct and imminent threat their coworkers and also the people with or without reasonable accommodations (Rantanen et al., 2017). Theses appraisal created baseline health status, clarify substance use, and perceive exposure to occupational risks to encourage interventions to prevent harms.

### **Disease Prevention and Health Promotion:**

Substantial data connects unsafe health practices and weak biometrics to chronic illness, pharmaceutical costs, and lack of productivity. The maximum percent of companies with higher than 500 workers now offer workplace wellness plans. These plans are intended to support healthy behaviors for instance, in health training and guiding, weight control plans, pharmaceutical screenings, and on-site health activities (Lavie et al., 2018). SoundX collects data on workers' health, safety, and fertility through support requests, computerized medical studies, surveys, biometric tests, records of injury, and wearable technologies. Still, finding and applying certain data propose issues concerning privacy, perception, and security. SoundX and relevant workers' pay rules require companies to document individuals' work-related health problems.

### **Role of Technology:**

Wearable technologies intended to stimulate and sustain healthier lifestyles have grown a huge business (Giddens, Leidner & Gonzalez, 2017). Although the long-term influence of these tools continues unknown, and force even be dangerous some companies have included wearable technologies in their wellness plans. Some medicines could accumulate wealth and possibly better health outcomes and employee experience. But the innovation and heterogeneity of strategies confound any simplistic resolution depending on their effectiveness.

### **Conclusion:**

By doing this assignment, I get knowledge of constructing human resource policy guides and assess a company named SoundX's human resources requirements and evaluate the overall health and safety of employees for this company. In the first part of this assignment, I describe the company information of SoundX and suggest some HR policies for the company. In the following step of this assignment, I propose new HR policies for different types of aspects including employee retention strategies, methods for effective customer service



practices, utilization of technology that is required to improve interoffice communication and create or revise an employee performance appraisal plan for the company. In the third part of the assignment, I create a job listing including starting salary information for the positions of secretary, marketer, and operation manager. In the final part of the assignment, I suggest some guidance for the health, safety, and wellbeing of the employee of this company. This assignment provides a complete knowledge of managing human capital and HR policy proposal.

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