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1. Introduction

In today's whirlwind of a business world, you know what? A company's biggest treasure is its people. Seriously, the knack for bringing in, nurturing, and retaining top-notch talent really plays a huge role in how well an organization fares in the long run. When companies lack solid HR policies, they can run into all sorts of trouble think high employee turnover, a dip in morale, and those pesky inefficiencies that just hold everything back. It's pretty clear that crafting a robust HR framework is crucial. Not just to tick off the boxes for legal compliance, but to create a workplace that's supportive, creative, and, let's be honest, rewarding for everyone involved.

This report provides a comprehensive and detailed investigation of the current HR policies of XYZ Corporation, identifying key directions for improvement. Objectives include raising employee retention, upgrading customer service, revolutionizing performance evaluations and introducing better tools for internal communications. Also included are specific recommendations on salaries in crucial roles that are competitive and an extensive guide to health, safety and welfare so as to provide a secure and positive working environment for all.

By taking this advice, XYZ Corporation could create more robust, adaptable employees, cut inefficiency and put itself in a favorable position as an employer of choice. This illustrates that Human Resource policies involve more than just rules and regulations; they are crucial in creating company ethos as well although the point may be wearisome, it is also indisputable.

2. Critique of Existing HR Policies

XYZ Corporation has a solid HR foundation, with a well-structured onboarding process, competitive employee benefits, and clear organizational policies. However, there's still room for improvement to boost both workforce efficiency and job satisfaction.

One major area that needs attention career development opportunities within the company. a lot of employees are feeling a bit stuck lately. It seems like there just aren't enough clear paths for growth or mentorship programs. When folks can't see a way to advance their careers, it's only natural for them to start considering other places where they might find that growth. This could

really affect how long people stay with the company and, honestly, the overall vibe in the workplace. Then there's the whole issue with feedback. Sure, they do those annual performance reviews, but many employees are saying they'd really appreciate more frequent feedback. I mean, without regular check-ins, it's easy for performance issues to slip through the cracks, right? Another thing to think about is how communication flows within departments it's not as smooth as it should be. A lot of times, this creates silos, which can really slow down collaboration and decision-making. If XYZ Corporation could leverage some modern HR tools, that could help boost real-time communication and teamwork. If XYZ Corporation steps up here, they could really cultivate a more engaged and motivated workforce. And that's good for productivity and growth, So, the company—yeah, it has a decent HR framework in place, but let's be honest, there are some noticeable gaps. Particularly in areas like career development, feedback, and engagement strategies. It's for sure an issue that needs attention. And let's not forget about mental well-being and flexible work options there's room for improvement also. Addressing these problems could result in a much more vibrant, employee-focused workplace that is essential for long-term success.

3. Proposed HR Policies

The principle of any successful evolving organization is its ability to attract, develop, and retain top talents. Present-day employees seek more than just a paycheck; they desire work that is meaningful, opportunities for personal growth, and an environment where they feel genuinely valued and respected. With this in mind, the following HR policies have been designed to promote a more engaged, motivated, and high-performing human capital at XYZ Corporation. By creating an environment that supports both personal and professional growth, the company can not only enhance employee satisfaction but also ensure long-term success.

3.1 Employee Retention Strategies

Keeping top talent around is super important for any organization, you know? When employees leave frequently, it doesn't just hike up costs—it messes with workflows, lowers morale, and really affects productivity. Those recurrent and usual leavers create a kind of instability that forces companies to always be on the hunt for new hires and spend lots of time training them, which, let's be honest, can get pretty exhausting and costly. So, let's focus on making that kind of environment for everyone. To

mitigate this issue, XYZ Corporation should implement the following retention strategies: Career Advancement and Development Initiatives: It is crucial for employees to perceive a future within the organization. Well, you know, XYZ Corporation really cares about helping its employees grow. They've got this whole plan to roll out some solid career development programs and even offer financial help for those looking to further their education. recognition and appreciation framework. This framework will include both financial and non-financial incentives to make employees feel valued. Monthly peer-nominated awards, annual performance-based bonuses, and team-building activities will also be implemented to enhance team morale (Robbins & Judge, 2022).

In order to ensure that employee compensation reflects their contributions to the company. Regular market benchmarking will ensure that salaries remain competitive. Benefits such as performance bonuses, stock options, comprehensive healthcare plans, and retirement contributions will be of priority to meet employees' evolving needs. Offering performance-based bonuses and stock options can further incentivize long-term commitment. Regular benchmarking against industry standards ensures fair pay and reduction of turnover (Armstrong & Taylor, 2020).

Work-Life Balance Enhancements: Employees who maintain a healthy work-life balance are more productive and satisfied. XYZ Corporation will approve flexible work arrangements, including remote work options, compressed workweeks, and compensated mental health days. Encouraging employees to disconnect after work hours and implementing policies that promote personal time will be emphasized. Introduce hybrid work models, flexible working hours, and compensated mental health days to promote a better work-life balance. Implementing flexible work schedules, remote work options, and paid mental health days (Cascio & Aguinis, 2019).

Open & Transparent Communication Channels: Employees want to be heard. The company will establish frequent check-ins, employee feedback surveys, and an open-door policy that encourages honest communication with leadership. XYZ Corporation will introduce town hall meetings and quarterly one-on-one sessions between employees and management to promote a culture of transparency.

3.2 Enhancing Customer Service Practices

Improving Customer Service Practices You know, in today's cutthroat business world, great customer service isn't just a nice-to-have; it's actually what sets you apart from the competition.

When staff feel empowered and trained properly, guess what? They end up giving way better service! This leads to happier customers and, ultimately, stronger loyalty to the brand. So, here's the plan—XYZ Corporation is going to roll out some key initiatives to boost our customer service game First up, Comprehensive Customer Service Training. To create a culture where customer satisfaction is the main core, we're making sure that everyone gets specialized training on the following points:

- Customer interaction and engagement: ensuring every team member understands the importance of positive and meaningful interactions.
- Empathy and emotional intelligence: training employees to put themselves in the customer's shoes, fostering a more compassionate and effective approach.
- Advanced communication skills: equipping staff with the tools to communicate clearly, professionally, and confidently with customers.
- Problem solving and conflict resolution: providing strategies for handling customer complaints efficiently and turning challenges into positive experiences.

Regular training activities would be implemented. The idea is to reinforce these skills, to ensure employees stay updated with the best practices in customer service outlined.

Customer Feedback Integration: Customer feedback mechanisms will be strengthened to assess service quality continually. Real-time feedback collection tools and AI-driven sentiment analysis will provide insights into customer needs and pain points. Implement real-time customer satisfaction surveys and analyze feedback to improve service delivery.

3.3 Utilizing Technology for Internal Communication

A well-connected workforce is a productive workforce. To bridge communication gaps and enhance collaboration, XYZ Corporation will leverage technology to streamline internal communication:

Adopting a Unified Digital Platform & Digital Transformation: A centralized HR portal will be introduced where employees can access payroll information, company policies, performance reviews, and training materials. Tools like Microsoft Teams and Slack will be optimized for real-time team collaboration and internal communication plus employee engagement activities (Brewster, Chung, & Sparrow, 2020).

So, let's talk about AI-powered employee support for a moment. Chatbots are going to be rolled out to give quick answers to those HR questions that pop up all the time. This means quicker responses. And because of that, HR folks can focus on more strategic stuff instead of just answering questions all day. Now, shifting gears a bit, let's dive into collaboration tools. We're looking at bringing in Microsoft Teams, Slack, and Asana. These tools are super useful for helping teams work together better. I mean, they really boost coordination, allow for real-time collaboration, and make everything a bit more transparent. Plus, they're a real game changer for remote work efficiency.

3.4 Employee Performance Appraisal Revisions

Current performance appraisal systems are seen as old and ineffective. To ensure a fair, transparent, and motivating evaluation process, XYZ Corporation will introduce:

360-Degree Feedback Mechanism: Performance assessments will include feedback from peers, managers, subordinates, and even customers where applicable. This holistic approach ensures that employees receive constructive feedback from multiple perspectives.

Frequent & Development-Focused Check-ins: Instead of the standard annual review, quarterly performance discussions will be introduced. These meetings will focus on development goals, strengths, and areas for improvement.

Goal Alignment through SMART Objectives: Employees will be provided with a clearly defined, measurable goals that matches with the organization's broader strategic objectives. Personally customized career pathways will be created, ensuring each employee understands how their contributions are connected to the company's success. (Locke & Latham, 2019).

Performance-Based Growth Opportunities: At XYZ Corporation, career growth won't be just about performance evaluations-it will be about real, tangible opportunities. Instead of viewing appraisals as routine assessments, they will be directly tied to meaningful career advancement. This means high-performing employees will have access to:

- **Promotions:** Clear pathways to move up within the organization based in merit and achievements.

- Lateral moves: opportunities to explore different roles within the company, expanding skill sets and professional growth.
- Specialized training programs offer access to advanced development initiatives tailored to individual career goals.

So, these updates to our policies are really all about creating a lively workplace, you know? It's important that employees feel valued, inspired, and, honestly, driven to do their best. By taking a well-rounded approach to human resources, XYZ Corporation isn't just looking to make employees happier; we're also aiming to stand out as a go-to employer and a leader in the industry. It's a win-win, right?

4. Job Listings & Salary Recommendations

When it comes to effective HR management, one of the key things is making sure job roles are clearly defined, and that the pay packages are competitive. You know, when XYZ Corporation rolls out attractive salaries along with detailed job descriptions, it's a win-win. They can attract and keep the best talent while also making sure employees really understand what's expected of them and where they can go career-wise. So, here's a rundown of job descriptions and salary suggestions for three important roles in the company

4.1 Secretary

Job Overview: The Secretary is going to provide vital administrative support to the executive team and different departments. This role? Super important for keeping everything running smoothly.

Key Responsibilities:

- Manage the calendars of executives and coordinate appointments.
- Draft, review, and disseminate correspondence and official documents.
- Professionally handle incoming and outgoing calls and emails.

Required Skills & Qualifications:

Bachelor's degree in Business Administration or a related field preferred.

Proven experience as a secretary or administrative assistant.

Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).

Strong Communication Time Management and Multitasking Skills. And here is the scoop on your starting salary: we are talking about \$38,000 to \$48,000 yearly. Your experience and any certifications you may have can put you anywhere in this range. Oh, and we offer benefits! Health insurance is included, which is always good, and there is also paid vacation leave. Additionally, we provide some great professional development opportunities to help you advance in your career.

4.2 Marketer

Job Overview: The Marketer will play important role in promoting the company's brand, products, and services. This position requires creativity, analytical thinking, and the ability to craft compelling marketing campaigns that engage the target audience.

Key Responsibilities:

Create and develop marketing strategies to boost brand awareness.

Create a comprehensive and compelling digital content, including blog posts, social media updates, and advertisements.

Collaborate with sales teams to generate leads and drive conversions.

Monitor and evaluate the effectiveness of marketing campaigns and adjust strategies accordingly.

Required Skills & Qualifications:

Bachelor's degree in Marketing, Communications, or a related field.

Experience in digital marketing, social media management, and content creation.

Proficiency in marketing tools such as Google Analytics, SEO, and email marketing platforms.

Strong communication and project management skills.

Ability to analyze data and translate insights into actionable marketing strategies.

Starting Salary Range: \$52,000 - \$68,000 per year, based on experience and qualifications. Additional benefits include performance bonuses, paid leave, and access to professional development programs.

4.3 Operations Manager

Job Overview: The Operations Manager will oversee the daily operations of the company, ensuring efficiency and productivity across all departments. This role is pivotal in ensuring optimization of workflows and administration of resources, to ensure high quality service provision. **Key Responsibilities:** Supervise operational activities to ensure they are consistent with the company's goals. Develop and Implement Strategies to Enhance Efficiency and Reduce Costs Monitor compliance with organization's policies and procedures safety rules and regulations and industry standards. Manage budgets, financial reports, and performance measureable to assess operational success. Lead and mentor teams to achieve performance objectives and career growth.

Required Skills & Qualifications:

Bachelor's degree in Business Administration, Operations Management, or a related field.

Proven experience in a managerial role within operations or logistics.

Strong leadership and problem-solving abilities.

Proficiency in operational management software and financial planning.

Excellent communication and decision-making skills.

Starting Salary Range: \$72,000 - \$88,000 per year, with opportunities for bonuses and long-term incentives.

Okay, let's break this down a bit and add some human-like touches. ---You know, there are some pretty great benefits that come with working here, like solid health coverage, retirement plans, and even programs that help with leadership training. If XYZ Corporation can establish clear roles and responsibilities while also offering competitive pay, it'll definitely boost its attractiveness as an employer. Plus, having a well-organized recruitment process? That's key. It

really sets the stage for new hires, making sure their personal goals mesh well with the company's aims.

5. Health, Safety, and Well-being Guide Let's talk about something super important—how a company takes care of its employees. When a workplace really commits to health, safety, and overall well-being, it can totally change the vibe. At XYZ Corporation, we get that a healthy workforce equals a productive one. That's why we've rolled out a solid Health, Safety, and Well-being program. We want to create the best work environment possible.

5.1 Workplace Safety Policies Now, safety It's more than just a paper policy it's absolutely crucial for a thriving company. At XYZ Corporation, we're all about making sure our workplace is free from hazards. To make this happen, we're going to put in place a bunch of measures that will help keep everyone safe and sound

- Mandatory Safety Training: every employee, regardless of role, will participate in regular safety training covering fire safety, first aid, workplace ergonomics, and emergency response protocols.

- Emergency Preparedness Drills: Quarterly fire drills and evacuation exercises will be conducted to ensure employees know exactly how to respond in emergencies.

- Compliance with Safety Standards: each department will strictly adhere to industry-specific safety regulations and the OSHA (Occupational Safety and Health Administration) to minimize risks.

5.2 Employee Well-being Initiatives:

It involves reforming an environment that really values the physical, emotional, and mental welfare of the worker is key to achieving the happiness and productivity of personnel. XYZ is planning to launch a number of programs to offer comprehensive support

- Mental Health Support Programs: Employees will have access to confidential counseling services, stress management workshops, and mindfulness sessions to enhance their emotional well-being.

- Wellness Initiatives: Onsite yoga classes, gym memberships, and incentives for participation in fitness challenges will encourage employees to lead active, healthy lifestyles.

- Supportive Workplace culture: an open and inclusive work environment will be fostered, where employees feel comfortable discussing work-life balance, mental health, and job satisfaction without stigma.

- Flexible Work Programs: Staff shall have the chance to opt for telework policies, compressed workweek, and variable work scheduling so as to fit professional and private responsibilities together.

5.3 Preventive Care and Physical Health: XYZ

Corporation acknowledges preventive care is beneficial and goes to great measures in providing staff members with accessibility to health facilities.

- Annual Health Assessments: Employees will receive free annual medical checkups, including screenings for hypertension, diabetes, and cholesterol levels.

- Nutritional Initiatives: The company cafeteria will provide healthy meal options, and vending machines will be stocked with nutritious snacks.

- Preventive Health and Vaccination Support: The workers will receive free or subsidized vaccinations, COVID-19 vaccines, to aid public health and safety.

5.4 Stress Management and Work-Life Balance

Managing stress and preventing burnout is essential for maintaining employee well-being and productivity.

- Employee Assistance Programs (EAPs): resources available for stress management, family counseling, and mental health support.

- Designated Break and Relaxation Areas: quiet zones and relaxation spaces will be created where employees can take short breaks and recharge.

- Fostering Paid Time off (PTO): the business will motivate the workers to take their vacation time, personal leave, and wellness days in order to prevent burnout.

5.5 Diversity, Equity, and Inclusion (DEI) Initiatives

A diverse and resilient workplace is equitable and inclusive for all employees. XYZ Corporation actively promotes:

Zero-Tolerance Harassment Policies: Strict measures against workplace harassment, discrimination, and bullying to create an inclusive work culture.

Equal Opportunity Employment: We believe in fair hiring, growth, and pay practices—no matter your gender, race, religion, or disability. **Inclusive Workspaces:** We strive to provide employees with disabilities with the accommodations they require to succeed, and to have a culture that values and involves everyone. These policies are not just nice-to-haves; they actually contribute to a healthier, happier workforce, which naturally boosts productivity and helps the business thrive.

6. Conclusion

So, as we wrap up this HR policy proposal, let's take a moment to really acknowledge that people are the core of any organization. I mean, it's not just about strategies, products, or services; it's truly about the individuals who breathe life into all of it.

Employees are not machines; they are individual human beings with their own ambitions, emotions, and hopes, all of whom desire a company that values them more than it values their job titles. The proposals in this report are a demonstration of XYZ Corporation's dedication—not merely to acquire talent, but to develop, look after, and retain its people. By closing gaps in our current HR policies, we can create a workplace where all belong, feel direction, and can grow continuously. We're talking about how to keep employees happy, improve customer service training, enhance online communications, and simplify performance reviews. It's a good mix of structure and freedom for working with our workforce, too. With these in effect, we can create a more engaged, motivated, and high-performing team. And, you know, the lengthy job descriptions and competitive salary ranges are meant to draw top talent while making sure they're rewarded appropriately for their skills and effort.

A transparent and equitable pay structure? That's important—it fosters trust, motivation, and loyalty in employees, and ultimately to a more productive and harmonious work environment. And let's not overlook—it's super important to focus on health, safety, and well-being too!

Employees tend to thrive when they feel safe, emotionally supported, and mentally well. The initiatives we've discussed—like workplace safety measures, mental health support, and wellness programs—demonstrate that XYZ Corporation genuinely cares about its employees' well-being. This is not box-ticking; it is creating a culture where people can develop both personally and professionally.

Central to this HR proposal is the understanding that happy, motivated staff are key to retaining customers who are delighted and business success. A workplace that prioritizes employee well-being, recognition, and ongoing development doesn't just retain talent; it also nurtures future leaders. The success of XYZ Corporation is directly linked to the talents and skills of its workforce. By embracing these recommendations, we're making a significant leap toward sustainable growth, leading the industry, and crafting a workplace culture that others will aspire to. In short, investing in employees? That's probably the most crucial decision any organization can make. When people feel valued, challenged, and supported, they don't just help the company thrive; they become its most passionate advocates. XYZ Corporation stands at a fantastic crossroads to redefine what HR excellence looks like—building an environment where employees are driven not just by money, but by a genuine commitment to the organization. If we act on these changes soon, we can lay the groundwork for a stronger, more resilient, and more human-centered workplace going forward. Adopting these HR policies will surely put XYZ Corporation on the map as a top employer in the field. Employees are likely to feel happier at work, which can lead to better performance, lower turnover, and overall increased productivity. By prioritizing employee well-being, using technology smartly, and continuously refining HR strategies, taking a proactive approach to HR policies means we're not just aiming for employee satisfaction; we're also setting ourselves up for lasting business success.

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