



COVER PAGE AND DECLARATION

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Introduction

This article examines the present condition of Alzoubi Health Group's human resource policies, highlighting the most significant strengths and flaws of its existing configuration.

It also gives specific suggestions for how to make policies better, such as keeping employees, making customer service better, and using technology wisely to talk to people in different offices. This research also says what the starting pay should be for a secretary, a marketer, and an operations manager. It also talks a lot about rules for workers' health, safety, and general well-being. This shows how important HR is for making the workplace a good place to work (Bello et al., 2024). (Mhlongo et al., 2024). The ideas in this paper show how important HR policies are for hiring and keeping good workers, which is something the company needs to do well and stay in business for a long time.

Healthcare organizations require an effective HR system as they often encounter difficulties in recruiting, retaining, and training healthcare personnel (Karim & Islam, 2024). To ensure optimal patient care and employee performance in a constantly evolving healthcare sector, targeted human resource management strategies are essential (Owolabi et al., 2024). If

Alzoubi Health Group deals with these HR problems more fully, it will be better able to keep up with global trends in healthcare transformation. For example, Saudi Arabia's Vision 2030 focuses on strong public health infrastructure and responsible digital health practices (Mani & Goniewicz, 2024). This strategic alignment is essential to foster a workplace environment that improves employee satisfaction and productivity, especially for Generation Z, motivated by HR policies that emphasize work-life balance and meaningful engagement (Anggapradja et al., 2024).

This study will assess current HR policies, suggest new ones, and formulate a comprehensive strategy for employee welfare, considering the dynamic characteristics of the contemporary workforce. This part will talk about how well current HR policies can help a company get

ahead of its competitors by using its employees. Good people management is an important part of business success (Hamdan & Alheet, 2021).

The next sections will give you more information about the proposed changes to the health and well-being policy, pay, and benefits. They will help Alzoubi Health Group figure out how to make the workplace more welcoming and better for its employees.

Critique the company's HR policies

Overview of Current HR Policies

An examination of Alzoubi Health Group's existing strategies on human resources

Alzoubi Health Group's present HR rules give a basic structure, but there are many places where they need to be carefully examined and changed on purpose. The existing performance management policy talks about how to judge performance and help people progress, but it may be better if it included more up-to-date ways to evaluate performance that go beyond merely judgment and include active coaching and continuing feedback. Also, the policies do not seem to have clear rules for fulfilling the mental health needs of a varied workforce, notably those of Generation Z workers who often prioritize mental health care at work (Dudija & Apriliansyah, 2024). This is highly essential because when employees' psychological needs are not addressed, it can have a huge effect on how well they do their jobs and how long they stay (Dudija & Apriliansyah, 2024). Also, the HR framework's present standards for communication do not fully leverage sophisticated technology, which might make it much easier and more efficient for offices to talk to each other. This difference is essential since Gen Z, who will soon make up a large part of the workforce, does well in workplaces that are connected to the internet (Zahra et al., 2025) (Ayuni, 2019).

Strengths of Current HR Policies

For instance, the present staffing plan illustrates a clear and orderly manner to plan for the people who will work there. It has techniques to see how well things are doing and how to

accommodate staffing demands into the yearly budget (Staffing Plan Strategy, 2023). This proactive way of allocating resources is necessary to keep operations running smoothly and make sure that the people working for the company are working toward the company's goals (Staffing Plan Strategy, 2023). The focus on a participative process, where department heads help make the staffing plan, provides a feeling of ownership and guarantees that departmental needs are catered to (Staffing Plan Strategy, 2023). The staffing approach through collaboration is useful, but the existing HR platform fails to provide directives on how these findings can be applied in developing the workforce strategically, particularly when filling skill gaps or forecasting future talent requirements in an ever-evolving healthcare industry (Al Saud & Al Saud, n.d.).

These policies need to get better because they fail to give managers other means of handling people that are congruent with the greater objectives for making workers more productive and motivating people to maintain growing (Owolabi et al., 2024; Mani & Goniewicz, 2024). The current policy does explain how to hire and choose staff, including how to post job positions, accept applications, and get new employees started.

But it should need more creative ways to hire healthcare professionals and make sure the staff is nice and varied.

Adding clear feedback loops and assessments based on skills to Alzoubi Health's performance management policy could help staff go forward and follow best practices in healthcare HR around the world (PERFORMANCE MANAGEMENT POLICY, 2024) (Wang et al., 2024).

Weaknesses of Current Policies

One major issue is that the way HR processes are intended to work and the way they truly work may not always be the same. This is particularly true when it comes to making sure that all departments utilize performance management frameworks in the same manner

(Gile, 2013). This inconsistency may make people believe things are unfair, which can also make staff development programs less successful.

The existing guidelines also don't do enough to make sure that new technologies are employed to enhance HR operations or communication between offices. This might slow down productivity and make staff less interested in their work in a contemporary healthcare environment (Oladapo et al., 2023).

Areas for Improvement

For example, there are no 360-degree feedback systems and objective data-driven key performance indicators applicable to certain healthcare professions in the current performance appraisal system. Such reforms would enable the system to run more smoothly and be more just (Ning et al., 2024). Furthermore, there is a considerable lack of established guidelines for strategic Human Resource Information Systems integration or other electronic systems for general employee lifecycle management, including recruiting, performance appraisal, and succession planning (Tursunbayeva, 2019).

Without this kind of control, the company becomes less flexible when it comes to making decisions based on data and leading its employees. This might not work as well and take longer to adapt to changes in the need for staff (Ampauleng et al., 2024). Without this level of control, the company is less responsive to making decisions on data and leading its employees. This would be less effective and take longer to react to shifts in demand for employees (Ampauleng et al., 2024). It is also a concern that there is no support for succession planning and career development. These are needed to maintain star performers and guarantee that leadership is continuous in a competitive healthcare environment. The current framework also does not make available adequate information on proactive initiatives to increase worker safety and well-being above that of basic occupational health.

Healthcare professionals who work in high-stress facilities require this more and more. It is hard to establish a culture of work that is actually supportive and will last for a long time for healthcare professionals because there are not many good mental health support, resilience building, or stress reduction programs. There are no traditional norms for utilizing technology, including AI-based solutions, in an effort to automate HR processes. This makes the lack of these rules all the more important. Mora et al. (2025) assert that this would enable HR personnel to focus on such critical, people-related activities.

Proposed New HR Policies

This section suggests a new set of HR policies that will allow Alzoubi Health Group to render the workplace stronger, more resilient, and more employee-centred to deal with the problems that have emerged.

Improving Employee Retention

Giving the employee good pay isn't enough to keep them. We also need to employ a number of additional methods. Some of these include offering people the opportunity to progress forward in their professions, making the workplace a nice place to work, and making it clear how to do so (Kess-Momoh et al., 2024). One important thing to do is to set up a comprehensive mentoring program that pairs new staff with more experienced workers. This will help them learn from each other and make them feel like they are part of the company. Employees should also be allowed to attend to seminars and courses on a regular basis to learn new things and improve their skills. This will help individuals learn new things and perform better at certain elements of healthcare (Al Saud & Al Saud, n.d.). Personalized career pathing plans that show workers how to grow and provide them opportunity to learn new skills in other areas may also help keep them at Alzoubi Health for a long time by

showing them that they can really succeed. In addition to helping employees grow, creating a positive work environment through regular employee recognition programs and open communication channels, like anonymous feedback channels and quarterly town halls, can also help keep employees by addressing problems before they happen and celebrating successes. It is also important to include mental health and well-being programs, like as stress management classes and counselling services, to help healthcare workers who usually work in high-stress settings (Mhlongo et al., 2024). These initiatives indicate that the firm cares about the health and happiness of all of its workers, which makes them more loyal and less inclined to quit. Lastly, we may utilize data analytics to find early signs of impending turnover, such as reduced levels of engagement or increased absenteeism. This gives us a way to keep our top workers.

Effective Customer Service Practices

The company has to put up a complete training program that teaches individuals how to interact with each other with compassion, work out their differences, and utilize patient management systems correctly (Goel, 2025). This will improve customer service. Putting patients first and giving staff the flexibility to quickly and efficiently handle issues should be the major focus of this program. Patients will be delighted, and the organization's reputation will grow (Knight, 2018; Boland et al., 2025). We may also utilize AI chatbots and feedback systems to make communication simpler and obtain help straight away, in addition to talking to humans. Having clear service level agreements for how long it takes to reply to clients and how to fix issues may make interactions with them even more predictable and responsible. The business may create a culture of excellence that always goes above and beyond what patients expect and boosts the brand's image by putting up clear protocols for service recovery and awarding prizes for great service (Purwadi et al., 2024). This all-encompassing strategy will not only make patients happy, but it will also make staff feel

proud and responsible, which will lead to better service and higher outcomes for the company (Morão et al., 2024).

Technology for Interoffice Communication

The company should set up one online place where personnel from separate offices may communicate to each other via video conferencing, instant messaging, and file sharing. This will make it simpler for departments to talk to one another and make decisions right away. To make sure that everyone can utilize this centralized system appropriately and to its best capacity, there needs to be defined guidelines for training and communication. This will enable the workforce to get along better and be more flexible. AI applications may also automate everyday chores and bring together information as part of the digital transformation plan for healthcare. This will let staff workers work on more difficult tasks with patients (Muafa et al., 2024). This integration not only makes things operate more efficiently, but it also makes the space more structured and tranquil, which is what patients need to obtain the best treatment possible (Vats, 2024).

This integrated way of working also helps with the problem of too many people needing services and not enough specialists by making internal processes more efficient and sharing knowledge. This leads to better management of protocols and services (Mora et al., 2025) (Malik et al., 2024).

The establishment of a virtual academy to impart essential knowledge and skills, as proposed in the plans for the transformation of the healthcare sector, can also enhance inter-office communication by formalizing best practices and fostering a culture of continuous learning (Al Saud & Al Saud, n.d.). This digital infrastructure is also very important for improving healthcare services and making them faster. This is in line with what health systems around the world are doing to make the health sector more digital (Almeshari et al., 2023).

Revised Employee Performance Appraisals

The staff performance appraisal method at Alzoubi Health Group needs to be entirely changed in order to promote a culture of ongoing improvement and open professional progress. This new approach should get rid with the traditional once-a-year review and move toward a more flexible, continuing feedback system that incorporates 360-degree evaluations and regular check-ins to deliver timely and meaningful information (PERFORMANCE MANAGEMENT POLICY, 2024). Employees and managers should work together to develop key performance indicators that link each person's goals to the organization's overarching strategic goals, such managing resources and improving quality (Al Saud & Al Saud, n.d.). The assessment process also needs to incorporate both qualitative comments on how well someone executes their work and quantitative measurements based on clinical results and continuing monitoring, especially for medical and nursing staff (PERFORMANCE MANAGEMENT POLICY, 2024). This makes sure that the evaluation is thorough and looks at more than just how effectively someone does their job. It also looks at how well they follow ethical norms and how much they assist the team in functioning better. The system should also explicitly incorporate metrics for patient safety and preventing mistakes, as well as opportunities for professional growth and training based on areas that need work (PERFORMANCE MANAGEMENT POLICY, 2024). This strategy will assist in making standard procedures and treatment paths, which will make services better where they are now missing (Al Saud & Al Saud, n.d.). The new assessment system should also provide managers with adequate time to complete thorough evaluations and deliver useful comments. Dedicated resources are crucial for good performance management (PERFORMANCE MANAGEMENT POLICY, 2024). we should also think very carefully about using a forced distribution method for performance assessments, as described in some

HR policies. This is especially so when looking at outcomes for the whole health organization (PERFORMANCE MANAGEMENT POLICY, 2024).

Such total evaluation process, focusing on decentralization and building management power, is aimed at improving employee enthusiasm as well as employee engagement. It also addresses issues that routinely face traditional performance evaluations (Homauni et al., 2021).

Job Listings and Starting Salaries

The Company has to make initial salary decisions on new hires that are comparable to what other companies in their market pay and take into account each job's demands. They can utilize this in order to find and keep the best workers.

This strategy will bring in top-class employees and establish a motivated team, and this is important in offering patients the best treatment and attaining business objectives. This plan is especially critical in a healthcare context where there are not enough competent clinical staff and a lot of work is done by people from other countries (Al Saud & Al Saud, n.d.).

Secretary

To be a competent secretary, we need to be very organized, know how to utilize office software, and be very careful when it comes to scheduling appointments, writing letters, and running the office. A good candidate will be capable of solving issues independently and keeping matters confidential. This will render them an effective member of the team.

To encourage experienced and dedicated professionals to apply for this critical support position, a company should provide a starting salary ranging from SAR 6,000 to 8,000 per month, depending on experience and in accordance with what is available in the local labor market.

This compensation package not only covers the minimum administrative functions that must be performed, but it is also on par with what other similar professionals in the healthcare sector are earning, according to the cost of living and the specialized skill set required to operate the firm as efficiently as possible.

This work would also be more attractive and allow for the retention of workers for a long period of time if it came with complete benefits like health insurance, paid time off, and room for advancement in the business (Beri, 2019; Salem & Al-Dubai, 2024).

Marketer

The Marketer position requires a person full of life and with extensive years of experience in healthcare communications, brand management, and strategic outreach to render Alzoubi Health Group distinctive in a competitive landscape.

We will be called upon to create and implement marketing campaigns that explain what makes the organization distinctive and help we build good rapport with the patients and other stakeholders.

The perfect candidate will be knowledgeable in public relations, online marketing software, and making others want to become patients.

All these areas are important in a bid to get the group more publicity and popular with more people.

A competitive salary of SAR 9,000 to SAR 12,000 per month is suggested as marketing is an important aspect of the healthcare industry, and the person in this position will have to have certain skills to keep up with the changes in how patients are acquired.

This salary rate is very important as it will help to draw highly qualified persons who will help to communicate Alzoubi Health Group's commitment to quality care and join national efforts toward improving the provision of healthcare (Elsheikh et al., 2018).

Operations Manager

The Operations Manager is very important in making Alzoubi Health Group run on a daily basis.

They are charged with key things like making sure the company is following all the rules, optimizing its services, and allocating resources (Alnowibet et al., 2021).

For things to be smoother and patients to be happier, this career needs someone who is a strong leader, can solve problems, and knows a lot about healthcare.

To attract top-notch candidates with a track record of improving the provision of healthcare services and implementing AI-driven operating systems, the suggestion is to offer an initial salary range of SAR 15,000–20,000 a month (Kumar et al., 2025).

This is because operational performance is growing more important over time and managing healthcare is becoming harder.

Vision 2030 wants a strong and efficient healthcare system, and this competitive salary proposal aims to attract the brightest minds that can solve the tough problems involved in providing healthcare (Suleiman & Ming, 2025).

This pay bracket also takes into consideration the Kingdom's urgent need for skilled executives to help it meet its ambitious healthcare reform targets, especially in staff expansion and infrastructure (Alfahad et al., 2024).

Health, Safety, and Wellbeing Guide

The organization is dedicated to making sure that all of its employees are safe, healthy, and happy at work.

This book covers all the steps and guidelines that will be followed to make the workplace safe and helpful.

It does this because it knows that decent health care is good for both the employees' health and the business's bottom line.

Health Guidelines

Such policies are premised on an active approach towards employee health, in that employees are to be provided access to all types of medical care as well as preventive care and early intervention.

Wellness programs, monthly health check-ups, and personal therapy sessions for the upkeep of mental and physical health are encompassed.

The Alzoubi Health Group also adheres to the KSA Labor Law in its entirety.

They carefully schedule their workers' breaks, shifts, and working hours so that everyone receives sufficient time to relax and replenish themselves (Working Hours Policy, 2024).

This assurance means that the corporation will draw upon its own network to make sure that its workers receive medical treatment and advice from professionals.

By ensuring people receive the best treatment they require at the appropriate time, the company demonstrates that it cares about the well-being and productivity of its workforce (Lsloum et al., 2024).

The company also encourages health literacy actively by teaching its workers how to stay healthy and make smart choices so that they can take care of their own well-being.

The Alzoubi Health Group also ensures that the health services it offers correlate with the country's health goals. For example, Vision 2030 seeks to have all citizens of all ages happier and healthier (Rahman & Qattan, 2021).

The larger plan of the Kingdom to improve its health sector in such a way that private corporations can help the country achieve its universal healthcare goals and enhance people's lives (Suleiman & Ming, 2023).

Safety Protocols

These regulations are precisely crafted to ensure the safe environment at the workplace by protecting employees from hazards relating to their occupation and minimizing the threats of healthcare processes.

This aligns with the international emphasis on ensuring safety at the workplace (Asad et al., 2023).

we can avoid accidents and respect government rules by following safety laws, keeping our equipment in good shape, and taking extensive training courses (J, 2024).

The regulations mandate that there must be an efficient system of incident reporting, and there must be arrangements available around the clock to identify hazards.

This makes sure that the threats are dealt with right away and steps are taken to make sure they don't happen again.

There are many safety measures in place to make sure the workplace is safe, such as auditing facilities from time to time and giving staff ways to give feedback.

This is in accordance with the best way to manage risk.

Wellbeing Initiatives

These initiatives consider every facet of an employee's well-being, including mental, psychological, and social health, aiming to create a fun and supportive work environment.

This involves providing employees with resources to manage stress, assisting them in achieving a balance between their professional and personal lives, and offering opportunities for both professional and personal development.

These elements contribute to individuals' success in both their personal and professional lives (S & S, 2024).

Organizations should implement these types of programs to ensure their employees remain engaged and satisfied at work, as they demonstrate the company's commitment to improving

the workplace (Elufioye et al., 2024).

The company is dedicated to the well-being of its employees, reflecting a broader movement in the US and beyond that emphasizes the importance of human resources in achieving both business and social objectives (Mani & Goniewicz, 2024).

This plan covers everything and follows the rules set by international health organizations and national goals like Saudi Vision 2030, which suggest that workers' health is important for both their own productivity and the expansion of healthcare(S & S, 2024) (Mani & Goniewicz, 2024).

Conclusion

In summary, to build a strong and high-performing team in today's fast-paced healthcare company, the company needs a complete HR policy framework that includes competitive pay and top-notch health, safety, and wellness programs.

This method not only finds the best people, but it also helps them get around and do their jobs, which is good for patients and helps Vision 2030 reach its goals.

Taking care of workers' health and well-being, such as by giving them flexible hours and full health programs, is directly related to keeping employees and the company's overall performance (Elufioye et al., 2024). This all-encompassing framework ensures that the Alzoubi Health Group continues to thrive in healthcare delivery, driven by a motivated and well-supported workforce, thereby demonstrating the lasting influence of workplace systems on employee health and safety (Lari, 2023). Moreover, the provision of mental health support, opportunities for career growth, and the application of organizational justice principles significantly contribute to a pleasant workplace environment, directly impacting employee happiness and mental well-being (Mahdia, 2024) (Mhlongo et al., 2024). The planned implementation of these strategies illustrates a sophisticated HR approach that

emphasizes human capital, recognizing the significant influence of well-being-focused human resources administration procedures on work meaningfulness, job retention, and diminished turnover intentions (Mansour, 2024). This comprehensive approach demonstrates a dedication to fostering a psychologically safe workplace, increasingly vital for employee well-being and organizational resilience in a competitive global market (Elufioye et al., 2024) (Bhoir & Sinha, 2024). This proactive approach to employee well-being is consistent with recent research demonstrating the significance of Human Resource Management initiatives for both employee well-being and overall organizational success (Bhoir & Sinha, 2024).

Alzoubi Health Group also strengthens its position as a socially responsible employer that can adapt to the changing needs of the healthcare industry and help the country reach its health goals by making employee well-being a part of its core HR framework (Alasiri & Mohammed, 2022) (Mani & Goniewicz, 2024). Saudi Arabia's Vision 2030 demands for a healthcare system that is both revolutionary and sustainable. This means that the workforce needs to be skilled and well-equipped (Mani & Goniewicz, 2024) (Alasiri & Mohammed, 2022).

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