

ASSIGNMENT

MID TERM EXAM (Spring 2020)

SUBJECT:-

CASES IN H.R

INSTRUCTOR:-

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Q1 (i):-

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Human Resource management involves management decisions related to policies & Practices, which together shape the employment relationship and are aimed at achieving individual, organizational and societal goals.

The hospitals were doing business before the implementation of performance management system/strategies.

With this new performance management system the hospitals took corrective measures and implemented the same inside the hospital and the employees get bound to it, which aimed at improved quality & increase efficiency.

This new P.M system brought a positive impact in a hospital.

Changes that occur with this PM strategy

- Improved and improvized quality and increased efficiency.
- Innovations, Research and development.
- Team Competition increased with Performance appraisals.
- Employees getting aware of their rights.
- Commitment to the objective of organization to give it a Competitive edge.

Q1 (ii):

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To my mind, outsourced employees are those whom have been contracted to perform a service that another could have done for itself, so that, the organization benefits from what each can do best.

The outsourced employees loses its secrets & security. This exposes not only the organization to un-fair competition, but the workers job security which can be compromised by un-necessary competition.

Another effect is the degradation of the skills set of the workers, and the competitive skill advantage may be weakened.

Paralled to this argument is the loss of all round capabilities and skills set development of the employees, which limits employment opportunities in future, hence effects the morale and motivation level of the employees.

A remote and faceless person and organization calls the shots, instead of people the worker knows and trust.

Yes, there is a positive impact also, such as continued employment, and perhaps better salaries

as a result of continued production.

But the pros and cons need to be carefully balanced to negate the negative effects on workers who stay.

Outsourcing of employees concerns found that contrary to what managers predict; a satisfied and involved workforce could prove to be the most difficult to assimilate into new organizational structure resulted by outsourcing.

Q. (iii) :-

Private equity firms are likely to turn to more trusted partners, through embedded relationships when they perceive that horizontal or vertical agency problems can lead to more difficult or costly ex-ante contracting or ex-post monitoring and recognition of contracts.

Private equity buyout process may cause problems in the human dynamics in the investee firm due to employee fear of impending changes, which can lead to a worsening of employee relations, lower trust and less effective H.R in the investee firm.

The HR professionals should be required

to focus on communication skills and remove communication gaps.

The need and focused toward the convincing the employee for a sudden and uncertain changes, and convince the workforce that the changes are for the better sake of the organization.

As P.E intervention will bring more opportunities, and financially attractive forms as well.

Q1 (iv):-

To minimize the negative effect on Private equity intervention and the employee attitude and perception, the H.R department should develop some practices and initiatives towards the employee attitude & private equity intervention.

that as :- (1) Sympathetic attitude

↳ Humane approach to Human Resource Problem.

(2) Quick decision making.

(3) Showing Integrity and patience and develop better communication skills.

↳ Honesty and frankness to the organization and become the voice of the employees.

- ④ Sharing of information.
- ⑤ Empowering employees.
- ⑥ Keep providing safety and security and make employees realise that they are secure and convince them that the intervention have plans for them.

↳ Private equity intervention might bring changes which can disrupt employee morale at any point as it is not familiar with employee emotions, which make them feel negative about new change.

what you have learned during reading different case studies?

Refer to case study:-

"Why Can't organization engage their Employees"?

By James Heskett (August, 2017)

I learned that surveying the participants in "not for profit", "for profit" and the "Health care management process" strongly support the three (03) main ideas:- (i-e)

① Not for profit organization employees are motivated by, and enjoy their jobs for more than for profit organization employees. Health-care is in the middle.

② Organization stressing intrinsic motivators have a higher level of employee motivation and satisfaction.

③ Commitment to organization mission is primary driver for job motivation and satisfaction.

My conclusion from this sample as:-

The organization that engage their employees in with a mission of service to customer/ community/patient, which stress intrinsic over extrinsic reward will have higher levels of job motivation, engagement & satisfaction.

② Refer to

Zappos (Facing Competitive Challenges)

"Zappos knows How to Kick it" by
J. O'Brien (February, 2009)

Employees at Zappos have high level of engagement, because they are more motivated and involved in company activities.

Conclusion:-

- ① Employee engagement has led to the organization winning various awards.
- ② Regularly fill up status of your participation, shows the involvement in work and responsibilities.
- ③ Evaluation of reports to identify existing gaps & training need assessments.

④ Encouragement to use social media networks to put Human face on the Company and engage its Customers.

↳ Community willing to build open and honest relationships, build positive team with family spirit and will to embrace and drive change.

How did you find thoes Case Studies in relation to your job/Experience?

A general belief is that, organization (Hospitals specially) Value their employees Contribution and care about their well being.

Being employee of SKMH (Shukat Khanum Cancer memorial Hospital) perceived organizational support is fully in favour of their employees engagement/involvement.

Fairness, Supervisor support and rewards turned as favourable outcomes which leads to Job satisfaction, Commitment and fulfillment of socio-emotional needs of the employees.

The Principles and processes of Human Resource department in SKMH targets susceptibility to outside influences and considered in light of rewarding the Human functioning:-

(1-0)

① Motivation to form accurate participations of reality and react accordingly.

② Develop and pursue/promote meaningful social relationship.

③ Maintain favorable self concept.

Q3: (a)

I like the way the hospital management didn't give-up when the hospital was about to bankrupt and nobody was ready to a financial aid.

The theme of the joint venture with Private equity intervention was to retain the highly qualified and motivated staff.

I like the way they rise, they adopt the methods/strategies to increase their efficiency, improve service quality and stimulate innovations.

The improvement was remarkable:- as they overcome the deficit of 4.3 million € into a profit of 5 million € and improved rank to 49 from 99 in 4 years.

what I dislike was, they took some initiatives like → Volunteers were dismissed.

→ Middle management was removed.

→ Contracts with interim managers and external advisors were terminated.

These initiatives led the employees disgraced. The employees appear reasonably satisfied about their job. But employees trust in management was relatively

low. Hence they lost ^{some} good "health-care" workers.

Q.3 (b):

The research ideas that I have extracted from the said case study are as follow:-

- ① The importance of dynamics and rotation of time.
- ② The role of the top management in stressed situation.
- ③ Employees trust and strategic decision making.
- ④ Stressing leadership support.
- ⑤ Employees security.
- ⑥ Factors that led to employees/management turnover intentions.
- ⑦ Relevance of Perceptions and sentiments of emotions, feeling of insecurity, Employees distrust and dissatisfaction and the low level of commitments.

Q3 (c):-

Reading that particular case, I personally feel that, employees other than top management should be informed in advance, before any intervention been made, so that they did not feel insecure.

The reason is that they consider themselves responsible and accountable for their work. If they have been valued by the top management, literally they are the most trustworthy, and they will perform their duties as it is their own.

Being valued, they feel connected to the organization and work more efficiently.

It is the workforce that bring a positive change in the environment.

Being a part of a private & charity organization (Shoukat Khanum Cancer Memorial Hospital)

my experience is very good and consistent

because :- → they give value & respect to their employees.

→ The Organization is reliable, trustworthy, dynamic, secure and committed towards job-satisfaction, motivation through performance appraisals.

→ No management barrier, all employees (top to line staff) come across a single table of communication.