

IQRA NATIONAL UNIVERSITY PESHAWAR

Subject: Cases in HRM

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Q No 1:- Answer first three questions of the Case Study
"Career development of electronic applications."

① Describe the nature and causes of problems faced by Harold Sweeney.

Ans:- **Challenges:-** The challenges for the King was to change and upgrade the mentality of the company from 50's to 21st Century.

Nature of problems:- Major problem faced was huge turnover of the employees specially the young engineers.

Causes:- There was no file maddozers of interviews of the employees living in the organization.

He compare the pay structure of his organization with the surroundings, He found that his organization pay was better than his surroundings by 5-8 percent.

He study the profile of Helen of 29 years old of engineers who serve for the last seven years. Three years as entering level engineer and later four years as a chief of sections. This was the

This was the last part of promotion letter. He interviewed her and came to the conclusion, that the major causes of the employees' leaving was a grey future. There was no provision of the inter-divisional posts, big promotions and accomplishments every boss of sections. Every boss of the concerned section was self-centred and concerned about his own output and not ready for the inter-transfers of the upgradations of the employees.

② What additional questions should Sweeney ask or what additional information is needed before proceeding towards a solution to this problem why?

Ans: Additional information:

- ① The Health employees identifying future development opportunities and rewards for the subordinates.
- ② Planning to identifying future jobs opportunities, better inter-communications of job opportunities.
- ③ Work as a family unit, not a child care assistance.

- (4) Fully communicating opportunities welfare of the employees Jaza and Saza,
- (5) Identifying the Frables Creatives and Taking appropriate actions-
- (3) What are the individual and organizational benefits of a formalized Career development System?

Ans. **Individuals:** Job Security, promoting Be able to take responsibility for the only actions and for the actions of the sub-ordinates, Rather would increase knowledge of the organization no or less tenure well meted organs easily to control, easy to provide welfare identification of the able problems-

Benefits:- A formalized HR System will make sure that employees is an right path of an organization and is meeting his/her esteem, which will make them stay in the organization for long time. It will helps in keeping the employee happy and motivated which will bring better result. (3)

Q No 2:- Write a Short Summary of "Enterprise build on people" Case Study.

Answer 2:- Introduction:-

- In this case there are mainly two enterprises.
- First is Hertz and Avis
- Second is Enterprise Rent-A-Car.
- As per Enterprise Rent-A-Car's strategy and their work, they overtake the other industry giant

Key points of the Case:-

- Hertz and Avis provide cars on rent to the business travelers who travel from flights and have to go back very soon
- Hertz and Avis charge heavily from their customers
- On the other hand, Enterprise Rent-A-Car provides car on rent to the local residents.
- And charges lesser than Hertz and Avis and provides better service to customers.

HR Strategy of Enterprise Rent-A-Car:-

- The Sources of enterprise Rent-A-car was their HR Strategy.
- In their Strategy, they prefer to recruit college graduates from the bottom half of the college.
- They don't consider how much percentage / numbers / grades they are having in study.

HR Strategy of Hertz and Avis:-

- In others (Hertz and Avis) Strategy, they don't focus on the people who are involved in social activities.
- They also focus on college graduates but on those who are having very good grades or numbers or percentages.
- They don't fill their upper vacant positions or designations by giving promotions to lower one.

Conclusion:-

A service oriented business like enterprise must deliver perfect service every time to keep customers satisfied, an unhappy customer is unlikely to come back.

Enterprises operates a high ~~on~~ competitive market-
place, In order to continue its growth and expansions,
enterprises focus on delivering very high level of
the customer satisfaction-

Its strategy of recruiting people with the right
skills and competencies helps the business to carry
out its aims and objectives, In order to keep
these key skills in the business, Enterprise
provides continuing development and training for
its people as they progress along along term
career path-

QNo3:- What action should Leoy Washington take
in response Carol McClamont's and Janet
weber's actions? Should McClamont's be
granted a raise even though she has not
completed her self evaluation?

Answer:- As per requirement needed to complete
her self appraisal / evaluation on time, no matter
that she was weak in some of her appraisals

Carol failure to Submit her self evaluation shows her lack of seriousness in her job activities, this self evaluation benefits her in return in the form of raise and even then she is postponing it date after date. In addition Jannat informs that the reason that Carol has not submitted the self evaluation because she knows that her performance is subpar in this year and she is afraid to admit it herself in front of management. This action being should take it to not accept the evaluation submitted by Jannat until and unless Carol submitted her self evaluation. She should be warned to take the task assigned to her seriously and ensure their completion in a timely manner. This is benifit both the Company and employee.

On the other hand this also shows the lack of interpersonal communication b/w Jannat and Carol, because she fails to communicate properly if her evaluation was not submitted on time. She will not be getting any raise -

This study suggest that Coral knew that janet have a soft spot for her staff and Coral seem to be exploiting it by not submitting her-self evaluation because some ~~how~~ knew or assume that janet will submit the evaluation on her part and ask for a raise a warranted by the rules-

Coral should not be awarded any raises unless she submit her-self evaluation to Janet and then janet submits her complete performance review to the HR department-

Q No 4:- write a brief Summary on how did you find the different case studies and how was it impact on your life.?

Answer: Case study is a descriptive qualitative form of research that is used to look at subjects a small group, or a group as a whole. Researchers collect data on participants using participants and direct observations, interviews, tests and record exams.

Researchers don't focus on the discovery of a universal, generalizable truth, nor^{do} they seek cause-and-effect relationships, instead the emphasis is placed on exploration and description. This type of method typically examines the interaction of all variables in order to provide as complete an understanding of an event or situation as possible. This kind of understanding is obtained through a process known as thick description which involves a detail description of the entity being assessed,

The circumstances under which it is used. The characteristics of the people involved and the nature of the community in which it is located.

Rough description also involves interpreting the meaning of demographic and descriptive data, such as cultural norms and customs, community values, attitudes and motives;

Moreover unlike specifically directed experiments, the case study requires a problem that seeks a holistic understanding of the event or situation in question using inductive logic-

The case studies impact on our life because this field of sociology and anthropology are credited with the primary information of the concepts as we know it today - this type of research has drawn from a number of other areas as well as. The clinical methods of doctors, the social work techniques, developed by the social workers, the method of historians and anthropologists as well as the

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Qualitative descriptions provided by the quantitative researchers and even techniques of journalist and novelists -

The main impact of the case study as a teaching strategy is to "Transfer much of the responsibility for teacher learning to the students." whose roles as a result moves away from passive absorption to active construction -

- Through careful examination and discussion of various cases we have learnt to
- identify real problems
 - Recognize key actors and their agendas
 - Become aware of those aspects of the situation that contribute to the problem -
 - the ability to use ideas, test them against facts and through them into new combinations -