

ASSIGNMENT # FINAL TERM

SUBMITTED TO

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MBA 72

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SUBJECT

CASES IN HR

Q1 :- Attempt first 3 Q's of the Case study "Career Development at electronic applications?"

Q1

Describe the Nature and The Causes of the problem faced by Harold Sweeney.

Answer :-

The case study indicates some of the internal problems that led their company down in the competitive market.

Nature of the Problem

The H.R Director (Harold Sweeney) faced the problems that are very complex in nature like :-

- (i) High ratio of employees turnover.
- (ii) Inadiguate H.R policies.
- (iii) Human Resource have not been given priority.
- (iv) Low salary packages.
- (v) Company doesn't care about good people.

(vi) Personal development Career expectations of the employees.

These problems are connected to the esteem needs of the employees.

Causes Of the Problems

Number of Causes for these particular Problem are listed as:-

- (i) Company does not care about good people.
- (ii) Management lack of interest in development opportunities of employees.
- (iii) High-ups favor themselves, by keeping good employees in their department.
- (iv) No cross learning activities.
- (v) One of the major cause of the employee turn-over was the competitors were offering good positions.
- (vi) Employees felt "dead-ended" in their particular field, because there was no encouragement and motivation.

Q2

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

Answer:- As there were number of problems inside the organization (i-e)

- ↳ Future development opportunities
- ↳ Rewards for successfully monitoring sub-ordinates.
- Planning for future job openings.
- Communication barriers

Beside these Harold Sweeney should also take some considerations before proceeding into the solution of the matter.

① Find out the other causes of employee turn-over

- ↳ Discrimination.
- ↳ Favoritism
- ↳ Black-mailing.

② Identification of Career paths and promote motivated and enthusiastic people.

- (iii) Investigate the competitors and compare their flaws to the competitors.
- (iv) Human Resource should be given priority.
- (v) Find out if there is any health and safety issues.
- (vi) One reason could be low wages and high transportation and accommodation cost.
↳ So if a company provide at least transportation to those employees who come from far-away.

Why these actions shall be taken?

Because, if these problems remain the same and you change only the H.R Policies, it is all in vain.

Before adopting new H.R policies you should

- (i) Appreciate good employees.
- (ii) Reward them for good work.
- (iii) Provide motivation.
- (iv) Narrow down the communication gap.
- (v) Arrange cross-cultural activities.

Q 3

what are the individual and organizational benefits of a formalized career development system?

Answer:-

The formal Human Resource system shall ensure

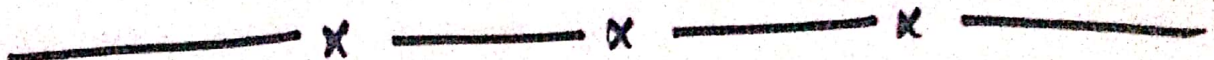
(i) The employees meeting their esteem needs.

(ii) Promote good-ones and train the other's to be good.

(iii) Ensure the health and safety requirements and keep the employees happy.

That could lead to a better performance.

A formal H.R system will ensure proper employee development is taken care of along with the organizational development also does happen.



Q2: Short Summary of Case study "Enterprise build on People"

1957, Jack Taylor (the owner) of Enterprise Rent a Car has initiated a brilliant idea of renting the cars to the people who are in need :-

Like
→ If their car is accidented and need repair, Or it has been stolen.
→ and customer who are taking driving vacations.

Jack has registered his enterprise to the Insurance Companies at first, providing their customer a quality ride at lowest rates.

The Competitors (Hertz and Avis) charges relatively more than Enterprise, because they have their offices near air-ports.

Jack Taylor was providing the same services in relatively low rates, and their outlets / locations were ⁱⁿ downtown and sub-urban areas, where people actively live.

The Enterprise also provide local services like pick & drop and delivery services.

Enterprise, while expanding his business, initiated two growth strategies.

- ① Opening airport locations to compete Hertz and Avis more directly.
- ② The firm also began to expand into international market
↳ Expanded to U.K, Ireland & Germany.

★ The key factor of the Enterprise success was his Human Resource strategy.

They hire the individuals with collage degree from bottom half and preferably an athlete or the one who is actively involve in social activities.

Enterprise (The Company) believes in the interpersonal relations, other than you are a brilliant and intelligent.

The Enterprise wants and prefers directors / high ranking officers of social organizations and Athletes were desirable because of their competitiveness.

Enterprise give tough-time to the newly hired employees to ensure the performance expectations.

Dress code for male employees

↳ Dress shirt with tie &

↳ For females its skirts & creased pants.

Job at Enterprise is an incentive for those who have low grades, coz they often struggle for a job.

So a job at Enterprise is easy to gain with low grades even, and still better than no job at all.

★ Enterprise does not hire out-siders for ranking positions, but promote someone already working with company.



Q3:- First Question of Case study " Performance Appraisal "

Answer:- Refer to the Case Study "The Self-Appraisal Problem", Coral the lady has not completed her self evaluation form.

The case study states that the manager of the Coral has submitted her documents to Leroy Washington (H.R Director) without self-evaluation form.

★ I think her appraisal form should be returned back to her, because she has been given 03-weeks of extra time.

★ Further-more a necessary action should be taken against her, for not following the company policy and directors instructions.

Should she be granted rise:-

will, In my opinion her appraisal/ rise should be suspended till date she

Submit her self-evaluation form.

(ii) And secondly, not following the company policy, so No award shall be given.

(iii) An Intimation to the official with
"no such things shall happen in future"



Q4:- Write a brief summary on how did you find the different case studies and how has it impact on your life?

Refer to the case study "The Self-Appraisal Problem";-

This case study narrates the issue arise at Engel products, with one of the employee "Carol McCalmont" who has not evaluated her appraisal form and expecting the H.R to grant rise in pay.

The Director H.R department has pointed out the issue to the manager in line to the particular individual and granted her one week to evaluate the self-assessment/appraisal form, but the same was not followed by the aforesaid official.

The self-evaluation form have two sub-sections -

① Regarding responsibilities and goals achieved by supervisors.

④ Secondly, they have to evaluate Career development self evaluation report which is used for Training and development Purpose.

That indicate their strengths, develop Plans for improving skills and knowledge.

The firm had a policy that all Supervisors were to be evaluated annually by their immediate managers through self-evaluation form, and the managers also quote/draw their feedback and submit it to H.R for review, and Consideration for rise in Pay.

Since McCalmont have not attempted to the evaluation-form, and her immediate boss has a view/opinion about her that she is not admitting the fact that her performance is un-satisfactory in some areas.

Further added that she did not want to hold up McCalmont raise any longer and that is why she completed and submitted evaluation, and failure to complete self-evaluation should not dis-qualify her

from receiving the raise in pay and Promotion.

Opinion:-

My opinion about that particular case is :-

The Director H.R department "LEORY WASHINGTON" should have to suspend her raise in pay and promotion till she submit her evaluation report, or to reject her raise completely for not obeying the H.R policies with a warning to the official with "no such things shall happen in future", otherwise disciplinary actions will be initiated against the official.

Personal Impact (Impact on your life).

Selecting the particular case was related to my job.

I am working in a private sector organisation "Shogal Khanam Cancer Hospital" and it is very concerned about employees work progress and performance.

Once the hospital management have arranged a training program, and I was a bit late to attend the session.

✳ Before the issue was discussed to me and my opinion was to be reviewed, the H.R department have issued a warning and also a percentage of 3% was deducted from 20% raise in pay.

✳ Also in the performance evaluation form, my immediate boss have given me the lowest performance marks.

✳ From then onward I perform my duty as per schedules provided by the H.R department.

I limit my-self for what I am concerned.

✳ Upon seeing the progress, H.R department have approved a post of Analyst for my performance, and soon I will be promoted.