

# Panic, choke and learn



## Human Resources: Case Study Human Resources: Case Study Question

Problems with the Company's Program In this electronic firm in Ontario, the selection program and management strategies in general are a huge challenge. The testing program is obviously detested by many workers who report varied issues about it. First, the irrelevancy/invalidity of the test content is a real problem that must be reviewed. Based on the nature of the company's operations, asking workers to carry metal pegs in a bid to evaluate manual dexterity achieves nothing but frustration. Second, the confidentiality of the test outcomes subjects the integrity and transparency of the procedure to doubt. Evaluators are likely to dismiss or assign scores based on their liking. Third, the success rate of the test is extremely low which raises eye-brows. If only 20% are likely to pass the test then it seems like its serving a totally different purpose other than the intended. 50% success rate would be reasoning enough if the tests were valid and reliable (Gatewood, et al., 2011).

### Question 2: How to Modify the Program

Based on the above highlighted problems reported on the selection program, a more motivating program that serves a relevant purpose should be adopted. First, the management team should devise and develop academic/mental interview questions and evaluation criteria that can assess employees on the electronic arena which is relevant to their job descriptions and not ask outrageous questions. To test for practical skills, the panel should ask the employees to perform some relevant operations using electronic equipment and replace the metal peg activity (Gatewood, et al., 2011). Also, much more transparency in the manner in which the procedure is undertaken should be enhanced such as openly printing out the results

with the score criteria clearly elaborated.

Question 3: Grounds for Union to base its Argument to eliminate the Program

The union has valid arguments that can be backed up by the payment/compensation packages offered by the company. It can compare the kind of work the employees do with the remuneration. As reported, the company seeks to hire inexperienced workers so as to pay them as little as possible. Consequently, the confidentiality of the procedure is a point worth noting. The union can claim that the examinees' results are tampered with since they are enclosed. Thirdly, the invalidity of the test questions is a strong argument to bring across as the activities asked to be performed are irrelevant with the nature of work. This is an indication that there is a hidden motive (Gatewood, et al., 2011).

Question 4: The Test against Human Rights-Information gathering

To ascertain that the aged worker was discriminated against, information about the eliminatory process in the program that sought to scrap off those who have the experience and capability but do not have the 'trendy' aptitude skills required by the organization would have to be availed. As Gatewood et al. (2011) put it, the complainant must prove that the test they were subjected to were discriminatory in nature and favored one generation at the expense of the other. The payment scale information will also be a backup that the organization favors young person who can accept low wages. Owing to the deteriorating capacity of older people, the company could be taking advantage of this by examining those areas that are lowly scored by the aged such as strenuous metal peg transportation and mental tests.

Reference

Gatewood, R. D., Feild, H. S., & Barrick, M. R. (2011). Human resource selection. Mason, OH: South-Western, Cengage Learning.