

Employment and job satisfaction



Activity One Reasons why the organisation needs to collect HR data

- 1) To record contractual arrangements and agreements. Through retaining a copy of the employees contract along with any amendments ensures that there is no confusion in regards to an employee status.
- 2) To ensure compliance with legal requirements and provide a statutory excuse if required. An example of when this could be required is if an employee working for your company is found to be working in the UK illegally. If you are able to demonstrate that you carried out the necessary initial and annual checks you can avoid a ? 0, 000 fine.

Types of data that is collected within an organisation and how each supports HR practices

- 1) Customer Feedback - The collection of customer feedback allows the employer to identify any learning and development needs that may be required. It can also be used as a tool for performance management.
- 2) Demographics - The collection of information in regards to age allows for succession planning should you be dealing with an aging workforce. The collection of information in regards to gender can be important when considering equal opportunities.
- 3) Recruitment - The collection and analysis of recruitment information helps assess legal compliance in particular monitoring of equality and diversity information. It also provides statistics on success rates of each stage of the process along with how successful different methods of recruitment have proved.

A description of at least two methods of storing records and the benefits of each

- 1) Manual System - This is the keeping of hard copies of HR records in staff files. Manual filing is low cost and easily accessible.

A manual system cannot be affected by loss of power and cannot be maliciously hacked into from outside the company.

- 2) Hosted Computer

Records - keeping records on a hosted cloud reduces physical storage space required along with allowing access to records remotely. It can reduce administration time (ie filing) and information may be easier to find. Two essential items of UK legislation relating to the recording, storage and accessibility of HR data The Data Protection Act 1998 states that data must be collected and processed fairly and lawfully and obtained for only the lawful purposes.

The data must be adequate and relevant and not excessive along with being accurate and where necessary kept up to date. You must not keep information longer than necessary and it must be stored securely and in accordance with the rights of data subjects. Personal data shall not be transferred outside the European Economic Area unless the country or territory has adequate safeguards for data subjects. An example of where this may be applicable is the keeping of CVs on file. The Freedom of Information Act creates a public "right of access" to information held by public authorities.

This applies to all public authorities including: * government departments and local assemblies * local authorities and councils * health trusts, hospitals and doctors' surgeries * schools, colleges and universities * publicly funded museums * the police * other non-departmental public bodies An example of where this may be applicable in an HR setting would be the request of information regarding the successful candidate by an unsuccessful applicant following the recruitment of a new position. Activity Two Introduction On an annual basis our company carries out an Employee Survey.

The survey is sent out to every single staff member from branch staff to directors and there is an average response rate of around 80%. This year's employee survey was carried out in July with the results being collected and collated in August and September. The surveys are carried out anonymously and employees are asked to identify their level of seniority within the company along with length of service. I have decided to look at staff members length of service and job satisfaction in relation to their seniority within the company.

I think that there are several factors which make this a valuable exercise. Through identifying length of service by seniority it may identify specific job roles where there is a trend of employees are leaving after a particular length of time. Through doing this it may allow further investigation as to the reasons behind this and allow the company to bring in measures to limit this, eg specific areas of training or changes in approach to particular roles. Through reducing turnover this can reduce recruitment costs and disruption in the workplace.

Identifying job satisfaction can take this a step further by identifying people who are currently in positions who may need some extra attention to prevent them leaving. Analysis and Interpretation Firstly, I transposed the dataset into percentages as this allows standardisation and ease of comparison. I decided that it would be a good idea to give a general overview of the company by creating a pie chart to show how the company is made up (graph one). I then further broke this down to compare length of service by seniority (graph two).

I decided to use a bar chart with the break down of figures below as I think it gives good visual representation of the situation across the company. I then broke the data down further to identify job satisfaction by seniority - again in a bar chart as I am looking at a discrete set of data (graph 3). I attempted to link the three sets of data (length of service/satisfaction and seniority) but found that the resulting chart was very complicated and unclear so decided it was better to keep these as two separate entities. Finally, I identified the reason why people were unsatisfied in the workplace and displayed this in graph four.

From the work carried out I believe that there is evidence that the people at "assistant" level within the company are in need of a bit of TLC. Whilst their pattern of length of service may be explained through people being promoted, they are also the least satisfied group in the company and cite "management" as the reason behind this. Graph One - Break Down of Company by Job Type Graph Two - Length of Service by Seniority Graph 3 - Job Satisfaction by Seniority Graph Four - Reason Stated for Unsatisfaction in the Workplace %