

Study of employee perception of hrm in seha



This report comprises the analysis of responses from employees at Abu Dhabi Health Services Company “ SEHA”. As we go through the report we hope that we will be able to identify some of the key trends of the work preferences and orientations of the employees. This will include core personal strengths and attributes and the level of engagement and satisfaction of the various organizational and HR aspects at Work. The key outcomes from this report may indicate the priorities of the HR department and the awareness of those strategies policies by employees around the organization.

This research paper is intended to detect and enhance the HR practices through scientific basis research. The study focuses on a broad set of research variables that may positively impact an employee’s satisfaction, performance, engagement and productivity at work. Hence, the outcomes to be generated from this study could inform human capital strategies and initiatives within organizations, with the objective of increasing employee motivation and well-being at the workplace.

This research is a result of a huge collaborative effort between our group members the Abu Dhabi Health Services Company “ SEHA”.

1. 2 Statement of the problem:

This paper aims to distinguish the transparency by the HR Management towards employees at the Abu Dhabi health Care Service Company “ SEHA”. It is merely a measure of different variables to indicate the level of involvement by employees to articulate the policies and procedures adopted by the HR department. The variable hopefully to cover the different concerns

of employees at the company. Such concerns will include five broad categories of orientations by employees i. e. orientation to work, orientation to self, orientation others, work environment and identity.

1. 3 Aims and objectives:

The ultimate objective of this study is to discover weaknesses areas in the awareness of employees of the HR policies and procedure and then to produce a comprehensive action plan for rectification and recap of such areas. That would lead us to whether HR drivers need attention from SEHA Overall especially to focus on clear and fair HR policies, employee treatment, pay and benefits.

1. 4 Objectives of this study:

To conduct a root causes analysis (RCA) for the underlying problem for the different areas under consideration.

To provide an action plan includes feasible steps to be taken by the company for improving the employee's perception of the governing HR policy and procedure.

This research provides methodologies for the HR management on how to break up prevailing generic stereotype perception of HR practices.

1. 5 Scope of the study:

To project will try to outline an approach to the HR practices, policies manual, actual performance on the ground of the HR unit at the Al Gharbia Hospitals which is an affiliate to Abu Dhabi Health Services Company.

Therefore, this study might be feasible for this organization specifically or similar organizations fall in the same environment.

1. 6 Significance of the study:

Al Gharbia Region is one of the fastest growing regions in the Gulf Countries, both economically and demographically, with an emerging population. The advancement of the local workforce is one of the biggest HR issues in the region and requires focused and sustained effort to support the region's future growth and development.

It is our hope that this research would be pioneering and pave the way for ongoing dialogue and debate as well as future evidence based HR practices in the region.

Considering the importance of human resource policies will affect the responsiveness of the satisfaction in the organization. This will help employers to understand their employees better and implement the need of satisfaction in their work that may cause increase the productivity of the employees.

The benefit of this study is not only for employers but also for employees themselves. It will allow them to evaluate their communication abilities. It will also spot the light on the weaknesses areas. Moreover, it will provide good reputation and relationship that will lead for happiness and satisfaction which might cause to increase competitive factors with their colleagues.

1. 7 Limitation of the study:

This is only a local research study built based on current practices of a local HR Department. There is no international aspect what so ever for this study unless for similar organization if exist in the same environment and of similar practices.

CHAPTER 2:

2. 1 LITERATURE REVIEW

In our study, we will focus on human resources policies and how can affect the employer and the employee. There is lot of researcher wrote about this topic but in our research we will not need everything ever written on this topic because there is a huge information and data. We will consider SEHA Company as practice approach in our research.

In our research we will conduct comprehensive survey to analyze the perception of human resource policies to SEHA company employees. The purpose of literature survey is to provide foundation theoretical framework that can be helped to develop our research.

2. 2 Definition of Human Resources Management

The first point will give clear picture of Human Resources Management definition which is considered as strategic direction of managing people, workplace culture and environment. Also, it is the main function in the organization that can be addressed all issues related to employee such as compensation, hiring, performance evaluation and management,

organization development, safety, wellness, benefits, employee motivation, communication, administration, and training.

Human Resources Management is the art of managing people by displaying creative and innovative approaches. It is concerned with fulfilling the relationship between Employer and their employees and provides the direction for the people who work in the organization.

Human Resource Management (HRM) plays a vital role in the organization and act as a backbone for each organization. It is the effective management of people at work in order to achieve and align individual goals with organizational goal.

2. 3 Role of Policies in Human Resources Management

The second point will be clearly mention policies role in Human Resources Management. As we know policies is the system in the organization to support administrative personnel functions such selection, hiring, training, career path development and performance appraisal, etc.

HR policies give the organization opportunity to deal with risk by making assessment and being updated with employment standards and legislation. Therefore, policies are framework that can benefit all organizational levels by match policy with organization vision, strategy, mission and objectives. It is consider as a guideline

HR policies can also be very effective at supporting and building the desired organizational culture. For example recruitment and retention policies might outline the way the organization values a flexible workforce, compensation

policies might support this by offering a number of says pay option where employees can take an extra dates for their holidays per year.

2. 4 Resources

Our research will include following resources:

Internet

Questionnaire as the primary data

2. 5 Overview of SEHA Organization in focus

The Abu Dhabi Health Services Company (SEHA) established on 29th December, 2007 and owned by the Government of Abu Dhabi. SEHA objective is to maintain healthcare facilities in the world, locally.

SEHA vision is to provide their community and the region with compliance of healthcare standard, quality of service provider in the healthcare field.

SEHA mission is to maintain leadership role in providing superior healthcare facility service in cost effectively manner.

SEHA Strategic objectives are:

Providing healthcare facilities with high quality services.

Conducting research and development for wealthy information focus on continuous improvements of healthcare services.

Attracting people to work in SEHA

Building relationship with partners in order to attract local and international investment opportunities.

Make competitive initiatives by focusing on delivering health care in effective and efficient manner.

Providing world class standards for health care delivery.

Contributing and implementing Emiratization initiatives by hiring qualified people.

Ensuring to deliver of healthcare services and build trust relationship with patients

Chapter Three

3. 1 Research Design

This is purposeful designed study, wherein a large number of variables were selected as part of the research design in order to understand HR policy and practices impact employees' engagement and performance at work. The process of selecting the variables included a detailed review of relevant literature and culture.

The research design is based on five broad dimensions described below:

Orientation to Self: This dimension focuses on the flexibility of HR policies and practices to absorb the personal attributes and psychological strengths of employees at the workplace, such as level of teamwork, goal-setting, pro-activity within individuals.

A detailed review of literature clearly relates personal strengths and attributes to better performance, higher levels of engagement, meaning at work, ability to deal with stressful circumstances, better health and so on.

Orientation to Work: This dimension focuses on understanding employee attitudes and preferences towards work. It probes on the relative importance and satisfaction of various HR drivers at work as well as looks into how employees perceive their work, derive pride and meaning from their work and so on.

Orientation to Others: This dimension focuses on HR policies and practices care for relationships and attitudes towards others at work – peers, managers, leaders, and customers and so on. It also probes on aspects such as tolerance to diversity.

Work Environment: This dimension seeks to understand the current work environment and levels of satisfaction with the same – in terms of the work culture, organizational structure, and physical work environment and so on in light of the implemented HR activities.

Identity: The last dimension seeks to understand how other aspects such as family, work identity, cultural identity etc. impact perceptions and decisions related to work.

The Research design looks into five broad dimensions and 23 over all drivers or variable:

Five Broad Dimensions:

23 Overall Drivers

Orientation to self

Orientation to Work

Orientation to work

Orientation to others

Work Environment

Identity

Job Description

Organizational Chart

Reports to management

Recruitment Agencies

Code of Conduct

Satisfaction Survey

Attendance Monitor

Employee Feedback

HR Procedure Manual

Employee Remuneration

Employee Handbook

Exist Surveys

Fairness at work

Orientation Program

Learning and Development

Personnel Records

Manpower Planning

Tolerance to diversity

Succession Planning

Senior managers visits

Self efficiency

Level of trust

Optimism

3. 2 Questionnaire:

Your perception of the HR Policies - AGH

The following Statements are evaluated on an Agree/Disagree scale of 1 to 5, where 1 = "strongly disagree" and 5="strongly agree". Please read each statement in entirety and mark the box corresponding to how you feel about the statement. Please reflect on your own opinion rather than the general or

perceived opinion. If one of the statements does not apply to your situation, please leave the rating area blank.

Description

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

My job description is well designed and clearly states my duties expected.

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â-ï

â-ï

â-ï

Have you ever received a staff satisfaction Survey

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â-ï

Did you receive an employee handbook when you joined the organization

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â-ï

Personal record is easily accessible

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â-ï

All in All, are you satisfied with your job?

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Organizational Chart is well designed and publically circulated.

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There is a sort of flexibility in the attendance system

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HR is interested in reasons for leaving people and they conduct exist

interview

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I know the eventual ultimate size of my team.

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Reporting relationship is efficient and well defined.

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My complaints are easily raised to the HR department

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No bias or discrimination of staff in the organization.

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â-ï

The people I work with are friendly and helpful

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â-ï

Are you outsourced staff?

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The organization is committed to quality services for employees and provide procedure Manual

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The orientation for new employees is adequate

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The policy for delegation of authority/responsibility is clear

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â-ï

The Organization has a profile and code of conduct handed to employees.

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â-ï

I am paid fairly for the work I do.

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â-ï

My job gives me an opportunity to learn new skills.

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â-ï

Senior Managers frequently visit my department.

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â-ï

I would recommend this AGH as a good place to work to a friend or relative

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Organization policy are clearly communicated

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â-;

The study has been split into 5 broad dimensions or areas of focus namely Orientation to Self, Orientation to Work, Orientation to Others, Work Environment and Identity.

3. 3 Over All Survey Coverage:

According to the sample size calculator <http://www.surveysystem.com/sscalc.htm#one> we target a feedback of 41 on our survey. here below is our data input for the number figure out.

Determine Sample Size

Confidence Level:

95% 99%

Confidence Interval:

Population:

Sample size needed:

Coming back to the HR Department we could get the following data as per Mr. Saif Bakhiet Al Marar who occupies the head of personal section. Mr. Saif advised the following after checking his account on the ERP System/ Oracle.

<https://assignbuster.com/study-of-employee-perception-of-hrm-in-seha-essay-samples/>

“ We have the following active assignments benefiting from the Human resources Department services. They fall into the following categories:

As per Job Nature:

Administrative staff

Physicians

Nurses

Paramedical staff

total

328

214

402

236

1180

28%

18%

34%

20%

Male

Female

Total

502

678

1180

As per the data and in light of our target sample size we need to have responses as diversified as:

Administrative staff

28%

41

11

Physicians

18%

41

7

Nurses

34%

41

14

Paramedical staff

20%

41

8

As per Gender classification, we will be targeting 60% female versus 40% male. The interview technique will be adopted along with the survey of the employees. That will help us to have two perspectives in our research (Input by employees as well as the Human resources department).

3. 4 Suggested Questions for the interview Technique:

HR department does not have a Strategic Plan in place which sets the department objectives, priorities, targets, and timelines for achieving objectives, etc.

Do you have a job description for all available position at your organization?

Do you have formal procedure that would require HR reports to be submitted to senior management on a periodic basis for their review and monitoring?

Do you have a formal mechanism in place for obtaining feedback from employees regarding the provision of the quality of HR services and working environment in the Facility?

Do you conduct exist interviews for resigned staff?

Do you review attendance records on a regular and timely basis?

Do you have organizational charts on the department's level?

Do you have a formal orientation program for new employees?

Do you have a written procedures manual for the operations of the HR function?

Do you have employee's handbook which would act as a quick reference guide of staff related HR policies?

Do you have a system in place to monitor the performance of recruitment agencies?

Do you have a documented, finalized Code of Conduct to its employees?

Do you have manpower planning in place?

How do you maintain employees' records?

Do you have any documented and approved succession plans for key positions within the organization?

How do you carry out staff remuneration review?