

Human resource management assignment

[Business](#), [Management](#)



CASE I:-EMPLOYEE MOTIVATION IN A GOVERNMENT ORGANIZATION”

QUESTIONS 1. Discuss the long-term relevance of motivational techniques used by Baheti in the light of prevailing environment in the organization.

Answer:- Baheti used good techniques to motivate their employee to overcome the current situation. a. Announcing the performance of the month was very good strategy to keep the performance up and also to sweeten the good relation with customer. b. To improve attendance he also introduced the compulsory attendance of 20 days with the alignment of 200 calls per day.

Going ahead it could be used as a strategy. c. To dig out the root cause of the problem Baheti started talking with operators regarding the problem they face on the floor. Going forward this could also made as a strategy in terms of one to one talk with the employees periodically, if needed. d. Introduction of the yearly or half yearly performer was another best strategy, which could be followed continuously as a strategy. e. Introducing prizes of employees' choice. f. Identifying and recognizing the best employee and keeping their name on the board of honor was another best strategy what was followed. . Issuing the appreciation letter was another technique what helped organization and management to earn the faith of employees. If above points were practiced regularly as strategy, would have resulted greatly from the beginning itself. Indeed the used motivational techniques were long-term relevance of motivational techniques used by Baheti in the light of prevailing environment in the organization. Question:- 2. Had you been Baheti, what other techniques you would have used to improve the

special services provided by the organization? Answers: – a. I could have introduced the “ BSNL brainstorming BOX”.

It would be a box where every employee could contribute his/her idea to improve the services. Not all the idea would have become excellent but could have led to the excellence. This technique would bring the new motivation in employee when “ Best idea of the month” and depending on the consistent contribution “ Thinker of the year” award would be announced. b. To improve the special services, I could have also introduced the “ dear operator of the organization” award, where an operator could get awarded if client had appreciated him/her. These are the few contributions I could have done towards improving the special services.

Genuinely there are N numbers of motivations could be launched to improve the services e. g. by setting weekly intention in the organization like helping others, appreciating each other, observing good qualities and learning a new quality from every one and implementing them in the work and overcoming the problems and launching the award for the consistent follower would have become more productive in this regard. CA S E III:-EMPLOYEE TURNOVER AT XYZ MOON LIFE INSURANCE QUESTIONS: 1. If you were Malik, what strategies would you adopt to solve the problem? Answers:-

A. I would have arranged an open discussion where in front of all the employees and colleagues the problems were put, and had asked for the solution. Giving every solution equal weightage would have categorized them under affordable and non-affordable and had practiced the affordable

one. B. To become friendlier would have organized the parties and outings for all the staff. C. To create the harmony at work would have launched the weekly intention in the organization like a. Helping others ??? For this the employee would have awarded let it be small kind or cash. b.

Appreciating each other ??? For the quality in a person has. In this way the chances of criticism gets reduced and would create the work environment healthier, happier and attractive. D. Learning a new quality from every one and implementing them in the work and overcoming the problems and launching the award for the consistent follower. (Each one teach one) ??? It would have helped in the reducing the dependency of the work and of the information too. I can only see here to keep the solution long-lasting harmony at work was important along with the timely recognition-award, outing and party. Question:- 2.

With high employee turnover in insurance industry, how can the company retain a person like Malik? Answer: – A company can retain a person like Malik by focusing on following points. A. Identify and weed out poor managers:- The relationship with the employee’s front-line manager is the most common factor to retain an employee. B. Hold reporting head accountable for turnover:- Set specific responsibilities for Managers, Human Resources, supervisors, and executives on what their specific role is in employee retention. Train managers so they understand what leads to higher retention and greater job satisfaction.

Hold managers also responsible for retention in their departments, set turnover goals for each manager, and track accordingly. Promote Malik whose behavior is consistent with the organization's values and philosophies.

C. Create a positive work environment:- Money and benefits may bring Malik through the front door, but poor work conditions drive him out the back. D.

Enhance connections between manager and the organization. :-To build stronger bonds between the top management and organization, one corporate office practices something called Employee Scavenger Hunt.

Once or twice a year, they give every manager five names of employees.

They find each person, meet them, and learn about them as individuals. The process builds a better bond, improves communication, and builds trust within the organization.

E. Provide learning opportunities:- For many people, learning new skills is as important as the money they make. Identify career paths and provide developmental opportunities for employees early in their jobs with the organization. Promote on-going, two-way communication between managers and their immediate managers regarding career progress.

As people say they will consider leaving their present employer for another job with the same benefits if that job provided better career development and greater challenges.

F. Make people feel appreciated:- People want to be paid well, but also would like to be treated with respect and appreciation.

Find creative ways to make people feel good about their job. Few have helped organizations set up something called, " peer recognition. " Peer recognition allows people to reward each other for doing a good job. It works

because employees are in the best position to catch people doing the right things.

TD Industries in Dallas, Texas, helps their employees feel valued by using one wall within the company to place photographs of all employees who have been with them more than five years. They also try to make everyone feel equal and have no reserved parking spaces for executives. That is one reason why TD Industries was listed by Fortune magazine as one of the Top 100 Best Places to Work. G. Measure attitudes of Malik's workforce. High-retention workplaces are using employee climate assessments to measure the attitudes and feeling of their workforce.

Every organization should conduct some form of climate assessment periodically during the year. Focus on Motivation and happiness:- I as an organization must manage retention one employee at a time. Focus on the key jobs that have the most impact on profitability and productivity. Everyone has a different set of needs and expectations about their jobs. By conducting an individual retention profile, company can quickly identify Malik's unique motivations, goals, level of job satisfaction, as well as other expectations. H.

Focus on his family:- In US one small company gives their employees' children a \$50 Savings Bond twice a year when they get straight A's on their report cards. Another survey of 1, 000 companies showed half of them let workers stay home with mildly ill children without using vacation or sick days. Two-thirds permit flextime defined as allowing employees to adjust

work hours on a daily basis. CASE IV:-FRAGRANCE COMPANY LIMITED

QUESTIONS: 1. What role do the non-financial incentives play in motivating the workers and minimizing the rate of absenteeism?

Answers:- Non-financial incentives come in many forms such as gifts, rewards, travel. Some are more tangible than others since they are visible and/or can be compared to financial benefits. Less tangible incentives relate for instance to work flexibility, independence of working, recognition of one's work, the possibility of advancement. The value of non-financial material incentives seems to be perceived as a function of psychological processes. There are also a range of distinctions to be made for non-financial incentives.

Like generally financial incentives, non-financial incentives can be “ self-interested”, such as psychological benefits related to the status of power. Further, non-financial compensation and allowances play a major role in total compensation ??? benefits such as housing allowances, official cars, pensions, and other retirement benefits often form a large part of total compensation. These factors can contribute to a culture of absenteeism, alternative employment, rent-seeking and low productivity often compounded by a system of non-transparent benefits and allowances that discourage rather than encourage performance.

Question:- 2. What innovative solutions would you suggest to minimize the rate of absenteeism? Answer:- a. The broader acceptance of teleworking can reduce absenteeism by half:- A broader acceptance of teleworking/homeworking could help to reduce this problem. Teleworking is

now possible and much more affordable than before due to new communication and collaboration technologies (email, IM, videoconferencing, application/desktop sharing etc.). People who stay at home due to illness or just because they need to run some errands can still do all or part of the work.

This approach is valid only to knowledge workers who are not necessarily needed in the office to perform their work. b. Four types of interventions can be distinguished, which address different elements in this framework. 1. The first kinds of intervention are procedural measures, which are aimed at raising the absenteeism barrier; these are measures for the monitoring and control of absenteeism. 2. Preventive work-oriented measures aim to reduce the discrepancy between workload and capacity by reducing the workload.

This is done by removing the work-related causes of the problems in the area of safety, health and well-being. 3. Preventive person-oriented measures are those in which employees are supported to work (and live) in a safe and healthy way. These person-oriented measures aim to improve the balance between workload and capacity by increasing the capacity of individuals. 4. The last types of intervention aimed at reducing workplace absenteeism are reintegration measures. These reintegration measures aim to lower the reintegration barrier and to accelerate the return to work of sick employees.

c. Systematic approach

It is important that workplace initiatives directed at the reduction of absenteeism related to ill health go beyond a piecemeal response to health

problems as they arise, so that they address problems before they become serious through a systematic and comprehensive approach to improve the health of the work force. An approach based on the 'policy cycle of problem solving' seems to work well in practice. This includes different steps such as: preparation of the project; investigation of the health problems; organising solutions before interventions are carried out; and an evaluation of the impact.

d. Co-ordinating project team

The success of a workplace project on absenteeism and ill health depends on a number of factors, of which the main one is the building of a committed project team which has a clear brief to manage and implement the project. This project team can be established by adapting the existing workplace structures or by setting up a new team.

e. Clear tasks and responsibilities

An essential feature of any workplace activity is an explicit agreement at the beginning of the project concerning its scope, the resources that are needed and the tasks and responsibilities of the project team. These agreements may be formal or informal.

f. Support of senior and line management

Active involvement of higher management is a key for the success of workplace initiatives; not only at the beginning but also at the later stages. This increases the identity of the organization, facilitates decision-making.

g. Decisive importance for the implementation of measures and the cooperation of middle management and workers.

h. Good information and communication

i. Involvement of works councils, health & safety committees and trade unions.

j. participation of trade unions appears less important for positive effects.

k. Balanced package of measures

A balanced package of measures also appears to be related to the successful reduction of workplace absenteeism. I. Last but not least company can provide transportation to the employees staying far from the firm. C A S E V :-Vetements Ltee Question 1. What symptom(s) exist in this case to suggest that something has gone wrong? Answers:- There are few obvious symptoms listed below:- a. Inventories were not re-ordered. b. Shelves remained empty. c. Staff standing at the entrance. d. Argument within the staffs for the ownership over a customer. e. Few parts of the stores started remaining un-attended. Question:- 2.

What are the root causes that have led to these symptoms? Answers:- Sales staff were discouraged from selling products that customers do not really want. It impacted the reduction of sell. But this point was overlooked and instead of this the new incentive plan was introduced. In this new plan within one roof every sales man became rivalry. In this new scheme the commission announced for individual became the root cause of the symptoms because it did not suffice every staffs need. With this scheme very small innovation could have been introduced as availability of sales person at prime sale corner on rotation basis.

Question:- 3. What actions should the organization take to correct these problems? Answers: – A very simple action could have been introduced. The incentive scheme would remain as it is but the place of sales person will be available on rotation basis. Means, if there are 5 corners of the sale counter and second and third counter is very prime then every sales person will move at this counter accordingly. If a is on counter 2 and b is on 3 and c at 4

and d at 5 and e at 1, next day it could be a at counter 1 b at 2 c at 3, d at 4, e at 5 and so on.