

PRI-AIN753

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DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

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RW A 1 - ¹Individual Presentation on- Training and Development needs for a HR officer

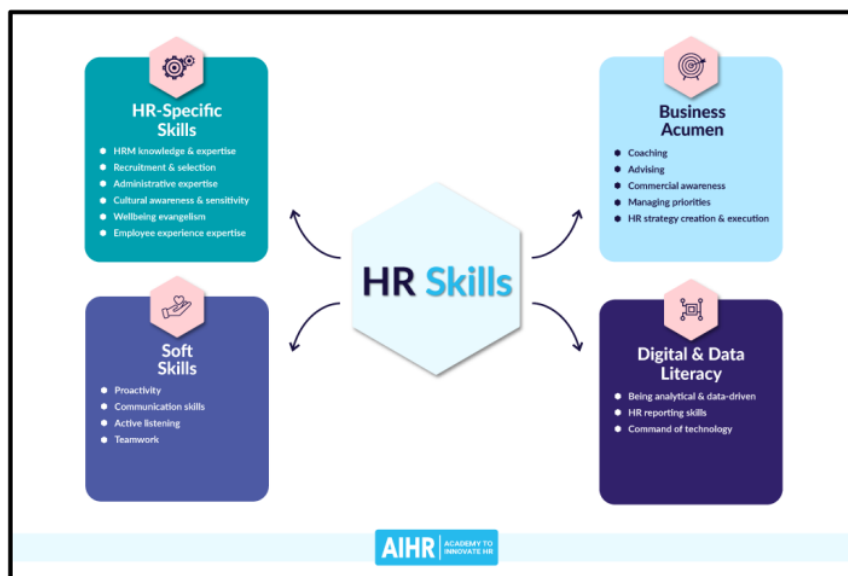
1. Introduction

- Training and development is effective to enhance personal development.
- HR officers can acquire knowledge regarding organisation and work process.
- Training and development is helpful to enhance knowledge, skill and behaviour.
- Training and development is essential to assess knowledge regarding the drawbacks.

Training and development is a process that helps HR officials in acquiring new knowledge regarding company and work process. The effective assessment of knowledge reading companies is effective to enhance productivity and become better leaders. The HR officials of Amazon need to participate actively in training and development sessions as it is helpful for them to enhance their personal development.

2. Knowledge, skills and behaviours (KSB) for HR professionals

Knowledge, skills

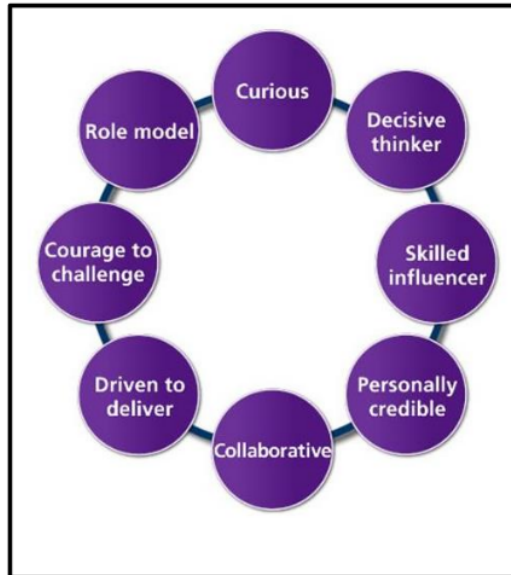


- HRM knowledge and expertise are essential factors for HR officers.
- Communication skill for HR officers to negotiate with staff and their representatives.
- Managing priorities and advising skills are significant for HR officers of Amazon.
- Developing HR planning strategies for Amazon.

The HR officers of Amazon need to enhance their HRM knowledge and expertise to ensure success of work process and maintenance of organisational growth. According to the views of Singh *et al.* (2021), HRM knowledge is helpful to assess relevant knowledge that is effective to assist Human Resource officers of Amazon. The enhancement of communication skill is a vital factor for Hr officers as it helps them to gather knowledge regarding employee satisfaction. As mentioned by Rothwell *et al.* (2020), managing priorities and advising skill is essential to ensure success of HR officers of Amazon. The skills of managing priorities is essential for a HR

officer as it helps them to manage multiple tasks. Besides, skill regarding advising is an effective approach for HR officers as it helps them to encourage employees. The HR managers need to develop HR planning strategies to ensure maintenance of organisational growth.

Behaviours



- Manage the process of recruiting staff for Amazon.
- Maintaining organisational policies to avoid workplace violations in Amazon.
- Implementing disciplinary procedures for Amazon.
- Analysing training needs for HR officers of Amazon.

The HR officers of Amazon need to have the ability to recruit potential employees for the organisation to enhance the success rate of the company. As mentioned by Anwar and Abdullah (2021), HR officers need to cherish their behaviour accordingly by considering the process of identifying potential candidates for the organisation. The maintenance of organisational policies is a vital part of HR officers that is essential to avoid workplace violations. The HR officers of Amazon need to ensure maintenance of organisational policies and need to monitor work processes accordingly. As mentioned by Leicht-Deobald *et al.* (2022), HR officers need to have the ability to maintain disciplinary procedures for employees and company officials to ensure organisational well being. The HR officers need to analyse training needs of employees to ensure personal development as a HR officer.

3. Conduct a personal skills audit and a SWOT analysis

Personal Skills Audit

- Adequate knowledge regarding information technology for Amazon.
- Very good with communication skills as a HR officer of Amazon.
- Good at problem solving skills that are helpful to manage sensitive issues regarding the work process.
- Little knowledge regarding supervisory management that impacts leading qualities for Amazon.

The personal skill audit of an HR officer has highlighted adequate skills regarding information knowledge which is effective to enhance the systematic work process of Amazon. Besides, this has acquired very good knowledge regarding communication skills that are effective to analyse issues of employees of Amazon. Personal skill audit has evaluated good knowledge regarding problem solving that is effective to provide effective solutions for sensitive issues of organisation. This skill audit has analysed the drawbacks regarding supervisory management that is responsible for impact on leading qualities.

SWOT analysis

Strengths

- Effective communication skills.
- Adequate knowledge regarding information technology.
- Strength in problem solving skills.
- Strength of managing multiple tasks.

As a HR officer of Amazon, effective communication skill is a strength factor as it is helpful to analyse issues of employees. As commented by Krishnan *et al.* (2019), communication skill for Hr officer is effective to enhance customer engagement rate that is essential for organisational growth. On other hand, strength regarding problem solving skills is helpful for a HR officer to provide effective solutions for employees regarding sensitive issues. According to the views of Goga *et al.* (2020), strength regarding managing multiple skills and information technology is helpful to maintain the work process of an organisation in a systematic process. As a HR officer of Amazon development of these strength factors through training and development is effective for ensuring success of organisation.

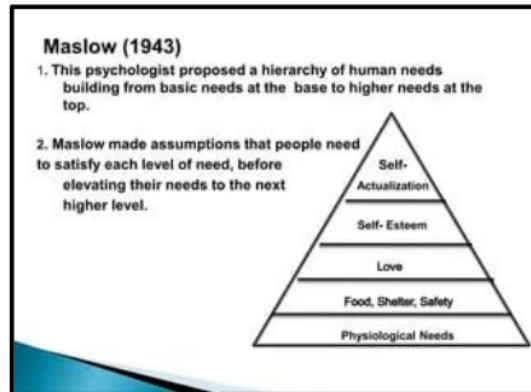
Weakness

- Lack of supervisory management as a HR officer.
- Lack of maintaining disciplinary activities.
- Weakness regarding time management.
- Lack of Managing priorities.

The lack of supervisory management skill in an HR officer of Amazon included issues regarding the process of managing employees regarding the work process of the company. In views of Szulc *et al.* (2021), lack of maintaining disciplinary activities creates conflicts regarding work process among employees. Besides, weakness regarding time management and lack of managing priorities is effective to increase conflicts regarding the work process of Amazon. Therefore, HR officers of Amazon need to assess training and development to enhance time management and maintaining disciplinary activities skill.

4. Potential benefits of training and development for HR officer

Implementation of human relation theory



- The usage of human relation theory for development of HR officers in Amazon.
- Identify the importance of social structure for Amazon HR officers.
- Maintaining effective rules and regulations for employees of Amazon.
- Assess effective information regarding demand and expectation of employees.

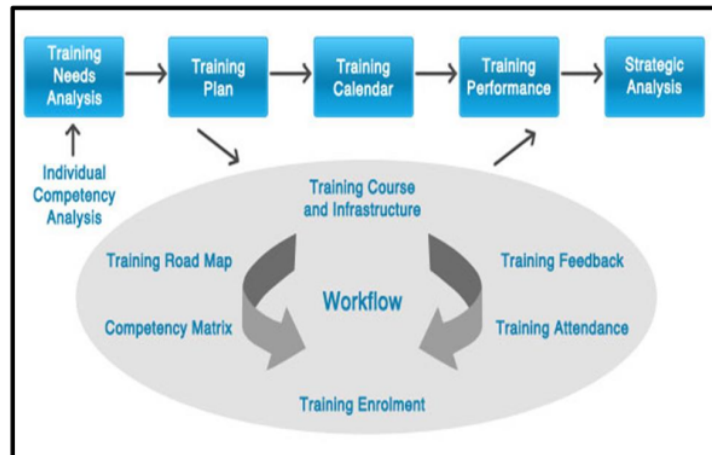
The implementation of Maslow human relation theory is helpful for HR officers of Amazon as it helps to enhance understanding among employees and company officials. In views of Ishii and Kawahata (2020), usage of human relation theory is helpful to enhance knowledge regarding employees expectations and demand that is effective to enhance growth of a company. Thus, providing training to employees emphasis on this concept HR managers in Amazon might be able to retain success and progress accordingly.

Effectiveness of training and development



- Training and development sessions are helpful to identify drawbacks of HR officers in Amazon.
- Training and development for HR officials is helpful for Amazon to retain top talent.
- Process and approaches of training an HR of Amazon.

Training and development for HR officers of Amazon is effective to enhance drawbacks of individuals by identifying weakness factors. According to the views of Alzoubi (2022), the training and development process is essential to enhance the work process of a company by enhancing understanding regarding the process. Training and development is helpful to retail top talent that is effective to increase potentiality of the work process.



- Training development for HR officers of Amazon is effective to analyse employee demand.
- Training and development is effective for HR officers of Amazon to ensure proper employee hiring.
- Training and development for HR officers in Amazon is essential to discuss openly about organisational issues.

The usage of training and development for HR officers of Amazon is effective to discuss organisational issues to ensure effective solution. As mentioned by Aburumman *et al.* (2020), usage of training and development is helpful to enhance employee satisfaction rate. Moreover, training and development process for HR officers of Amazon is helpful to maintain organisational success of Amazon.

Conclusion

- Training and development is effective to enhance the KSB for HR professionals of Amazon.
- Training and development is helpful for identifying the drawbacks of HR officers.
- Training and development is effective for future improvisation.

The training and development process for the HR officers is effective to enhance the work process of Amazon. The identification of the drawbacks regarding the work process is possible by arranging effective training and development processes. Training and development is effective to enhance the professional factors of HR officers.

RW A 2 - ¹ Individual Report On- Development Of A Plan By Meeting The Identified Personal Development Needs And Expectations Of Individual Employees In Amazon

1. Introduction

Professional development helps in analysing individual growth that also contributes to understand the impact of productivity and inclusiveness within the organisation. Employees have the notion to obtain individual skills and enhance those skills in practical terms while working under organisations. HR or Human resource management is a key function for businesses that enables the skill development of the employees and their productivity within an organisational approach. In this report, the individual employee needs of Amazon have been evaluated along with a professional development plan which emphasises meeting unmet employee expectations. Furthermore, critical evaluation of development vehicles to understand individual employee needs have also been discussed in this report.

2. Evaluation of development vehicles and their appropriateness

HR officers that are involved in understanding the performances are crucial in understanding implications that are helpful in understanding the scope of that are important to analyse the usage of tools. Multinational company such as Amazon finds it important to examine the key roles that are important to consider in this regard. Therefore, it is important to consider the implications that are key to focus on understanding the job roles and efficiency in developing the potential implications that are important to develop (Bommasani *et al.* 2021). The HR roles are also important considering the implications of the system which impacts on the workflow. The critical evaluation of development vehicles is helpful to enhance the performance of the HR officers and encourage them to enhance the employee engagement rate. Development vehicles include performance appraisal tools and techniques such as ranking and confidential reports that are effective to identify the development needs of the employees. The performance appraisal tools are such as ranking, confidential reports, and graphic rating scales which are effective to develop the essential qualities among the employees.

2.1 Ranking

Ranking refers to the process of making classifications of the employees based on their performance and abilities. According to the views of Camilleri (2021), the usage of ranking as a performance rating tool is effective to evaluate the performance of the employees. Besides, the ranking is a system that is effective to enhance employee satisfaction by providing effective chances for promotion. The ranking system is helpful to summing up the past data of individual employees that is helpful to identify the capable employees for higher posts. As mentioned by Sułkowski *et al.* (2020), the ranking process is helpful to encourage the employees for more quality work that is essential to maintain the success of the organisation. As a multinational company Amazon uses the ranking process based on the past performance of individual employees. It is helpful to maintain the inclusivity of the workplace by providing equal chances to the employees. Amazon provides chances to categorise the job roles accordingly by considering individual potential to ensure the proper engagement of the employees (amazon.jobs, 2023). The categorisation of jobs is helpful for the employees of Amazon as it is helpful to

encourage them for more systematic and effective work. The ranking system is helpful to encourage the other employees of the company for more potential work processes as it provides them chances of having promotion.

2.2 Confidential reports

The confidential reports are the key factor that is helpful to enhance the performance of the employee. It helps the company officials and supervisors to obtain data regarding the duty of the employees. According to the views of Dwivedi *et al.* (2021), the usage of confidential reports is effective to be up to date with the information regarding employee satisfaction and potentiality. The performance rating process becomes easier with the help of confidential reports as it helps to assess relevant information regarding the work process and the employee engagement rate. As a multinational company Amazon uses the confidential reports of the employees to obtain the drawbacks and the strengths of the employees. Amazon used to maintain specific softwares such as MS. word that is effective to store relevant data regarding individual employees (amazon.jobs, 2023). The usage of confidential reports is effective to identify the drawbacks regarding the work process of Amazon that is effective to enhance the work process. The confidential report contains information regarding the p-ast performances of the employees that is effective to enhance the work process by improving the drawbacks. On the other hand, the usage of confidential reports is effective to provide justified opportunities to the employees. Confidential reports are effective to encourage the employees for future improvements as it shows them the drawbacks for their work process.

2.3 Graphic rating scale

The graphic rating scale is the important performance appraisal tool that helps to evaluate customer engagement rate, performance and productivity rate of the Amazon employees. According to the views of Taherdoost (2019), the usage of graphic rating scale is effective to enhance the employee engagement rate by providing them an overall rating regarding their performance. Therefore, the graphic rating method is effective for the performance scaling as it is helpful to enhance the employee performance rate by highlighting their drawbacks regarding the work process. The company officials of Amazon use a graphic rating scale to analyse the overall performance of the employees. The company officials of Amazon use the system softwares such as Ms Word and Ms Excel to store the statistical data regarding the employees and their performance (amazon.jobs, 2023). The graphic rating scale is effective to produce the statistical data in a systematic method that is essential to enhance the engagement rate of the employees. The graphic rating scale is helpful to enhance the performance of the employees. Furthermore, the usage of the graphic rating scale is effective to enhance the employee engagement rate in Amazon. Graphic rating scale is helpful to enhance the employee performance by ensuring the proper rating for their skill.

2.4 Essay Evaluation

The essay evaluation is an effective performance rating system as it helps to identify the evaluation of the employees. As mentioned by Hussein (2019), the usage of essay evaluation is helpful to enhance the employees of Amazon for more effective participation regarding the work process. The essay evaluation is a performance rating scale that is essential to encourage the employees for more potential work regarding the company

essential. Furthermore, the usage of essay evaluation is effective to track the performance rate of the employees. Furthermore, essay evaluation is helpful to provide a written description of the performance rate of the employees in Amazon (amazon.jobs, 2023). The company officials of Amazon use the easy evaluation to analyse the evaluation rate of the employees. The usage of essay evaluation is essential to enhance the work progress of the organisation by highlighting the existing drawbacks. Therefore, the usage of essay evaluation is helpful to enhance the employee engagement rate by analysing the progress rate of the development process.

3. Development of needs of individual employees

The development of needs of individual employees is essential to maintain the inclusivity of the workplace. As mentioned by Stachová *et al.* (2019), the identification of individual needs among the employees is a virtual factor for the HR officials as it helps to enhance the employee engagement rate. The most common individual needs of the employees refers to the factors such as work life balance, fair wages, clear goals and physical and mental wellbeing. The development of needs is essential to provide equal opportunities to the employees of the organisations.

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3.1 Work life balance

The **work life balance** is the vital need of the employees as it helps to maintain the satisfaction of the employees. According to the views of Le *et al.* (2020), the HR officials need to help the employees to balance their work life. It is mandatory for the enhancement of employee satisfaction rate. The HR officials of Amazon need to ensure the rate of employee satisfaction by providing effective procedures that are relevant to maintain the shift timing for the employees. The Amazon HR officers use strict guidelines regarding the maintenance of the shift timing to ensure the balancing of work life (amazon.jobs, 2023). Moreover, the usage of proper frameworks regarding the timing of the office activities is essential to maintaining the work life balance for the employees.

3.2 Fair wages

The HR officials need to maintain the fair wages system of the employees that is effective to enhance the engagement rate of the employees. According to the views of Whiting *et al.* (2019), the usage of fair wages is essential to enhance the employee engagement rate by maintaining their satisfaction rate regarding the work process. The HR officials need to ensure fair wages for the employees as it is necessary to enhance the customer satisfaction rate. Fair wages is a factor that is helpful to enhance the employee satisfaction rate. The HR officials of Amazon need to ensure the proper increment system for the employees to fulfil the need for a fair wages system (amazon.jobs, 2023). Furthermore, the providence of fair wages enhance the rate of new recruitment that is helpful to enhance the work forces for the company. On the other hand, fair wages are helpful to increase employee satisfaction.

3.3 Clear goals

The HR officials need to provide a clear goal for the employees as it is necessary to maintain the success rate of the company. In views of Naidoo and Fisher (2020), the providence of clear goals is effective to ensure the

employee satisfaction rate as it helps to enhance the success rate of employees. The HR officials need to provide clear goals to the employees as it is helpful to ensure the success rate of the employee regarding the work process. Besides, the providence of clear goals is effective to ensure the employee satisfaction rate as it is helpful to ensure the success rate of the employees regarding the work process. The HR officials of Amazon need to provide a clear goal to each of the employees to enhance the success rate of the employees within the organisation (amazon.jobs, 2023). Furthermore, the providence of clear goals is effective to ensure the success rate of the employees by ensuring the employee engagement rate.

3.4 Physical and mental wellbeing

The physical and mental wellbeing of the employees is essential to enhance the employee satisfaction rate by ensuring the satisfaction rate. According to the views of van Agteren *et al.* (2021), the physical and mental wellbeing of the employees depends on the presence of effective initiatives for the health maintenance. The presence of effective medications and treatment for the medical issues of the employees is helpful to maintain the physical wellbeing of the employees. The HR officials of Amazon provide effective medication and mental health curing activities for employees to ensure the maintenance of physical and mental well being is effective (amazon.jobs, 2023). The providence of effective medication and counselling sessions is effective to enhance the physical and mental wellbeing.

3.5 Good leadership

The employee satisfaction rate depends on the providence of good leadership that is effective to reduce issues if the employees regarding teamwork. According to the views of Ciulla (2020), the providence of good leadership is effective to enhance the employee engagement rate that is essential for the growth of the company. The maintenance of good leadership is helpful to mitigate the issues of the employees regarding teamwork. Therefore, the usage of good leadership is essential to enhance the customer engagement rate. The HR officers of AMazon need to identify the past records of the team leaders to ensure the proper choice of team leaders (amazon.jobs, 2023). The maintenance of good leadership is essential to enhance the employee engagement rate by ensuring the providence of helpful leadership for the employees.

4. Professional development plan for Amazon

(Refer to Appendix 1)

4.1 Analysis

During Amazon's effective functional management, HR skills are required to be aligned with the collective objective of the team which is developed through the identification of team management skills. It is important to develop the professional integrity of individual employees by enhancing their skills and managing their understanding of implications (Zhang *et al.* 2020). The suitability, feasibility and acceptability of the key skills have been important for Amazon considering the performances of individuals involved in the workplace. IT skills help in developing the capability of employees to enhance productivity and reduce technical dependence. Therefore, it

can be crucial for the employees of Amazon to enhance their IT skills which are key in enhancing productivity and independence. Communication skills are also required to enhance inter-team communication that is important, while problem-solving skills are also essential in assessing skills and solving complex problems (Dorius *et al.* 2021). Therefore, supervisory management and implication within the employee skill enhancement and settle key regulation. Team building skills also enhance developing leadership capability and settling advantage that helps in developing individual capability of the employees to understand collaborative improvement. It is essential to analyse the objectives with SMART goals which can help the individual employees in understanding involvement.

4.2 SMART objectives

Factors	Goals	Timeframe
Specific	To enhance the IT skills of more than 25% of the employees	2-3 months
Measurable	To develop communication skills of the employees of 20% of employees	2-3 months
Attainable	To improve the problem-solving skills of the employees by the next financial quarter	4-5 months
Relevant	To enrich the supervisory management skill of all the HR managers in Amazon	3-4 months
Time-bound	To build teams with a collective objective to enhance business revenue by 10 % within 2024	3-4 months

Table 1: SMART goals framework of Professional development plan for employees in Amazon

(Source: Created by Author)

It is estimated that aligning SMART framework within the professional development plan has been important for enhancement of HR relations. This also enhances the organisational motivation that contributes in developing performances of the individual employees within Amazon.

5. Conclusion

This report can be concluded by stating that individual motivations and skill enhancement is required to develop the performance of the company. Amazon's focus to meet the requirements of individual employees helps in enhancing the workplace environment which is important to enhance productivity. In this regard, it is important to plan the key activities in advance to determine the development of the performance that contributes in analysing enhancement.

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Appendices

Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to

understand and implement policies and procedures, promoting equality and

□ diversity as part of the culture of the organisation.

□ liaising with a range of people involved in policy areas such as staff performance and health and safety.

□ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.

□ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. preparing
□ staff handbooks.

□ advising on pay and other remuneration issues, including promotion and benefits; □
undertaking regular salary reviews.

□ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.

□ administering payroll and maintaining employee records; □
interpreting and advising on employment law, dealing with grievances
□ and implementing disciplinary procedures.

□ developing HR planning strategies, which consider immediate and long-term staff requirements; □
planning and sometimes delivering training - including inductions for new staff.

□ analysing training needs in conjunction with departmental managers.

Strengths

What do you do well?

What unique resources can you draw on?

What do others see as your strengths?

- Effective communication skills.
- Adequate knowledge regarding information technology.
- Strength in problem solving skills.
- Strength of managing multiple tasks.

Weaknesses

What could you improve?

Where do you have fewer resources than others?

What are others likely to see as weaknesses?

- Lack of supervisory management as a HR officer.
- Lack of maintaining disciplinary activities.
- Weakness regarding time management.
- Lack of Managing priorities.

Opportunities

What opportunities are open to you?

What trends could you take advantage of?

How can you turn your strengths into opportunities?

- Analyses issues of employees of Amazon.
- Enhance customer engagement rate for Amazon.
- Maintain the work process of an organisation in a systematic process.
- Maintain time effectiveness of the work process in Amazon.

Threats

What threats could harm you? What is your competition doing?

What threats do your weaknesses expose to you?

- Issues regarding the process of managing employees regarding the work process of Amazon.
- Creates conflicts regarding work process among employees of Amazon.
- Decrease employee engagement in Amazon.
- Create issues regarding multiple task control.

Appendix C

Name
Job role: Human Resource Officer

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word				
Use Excel spreadsheet				
Use a Database				
Use specialist HR software				
Use the internet				
Use e-mail				
Use PowerPoint				

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment				
Taking notes of disciplinary hearings				
Write reports				
Produce material to support presentations				
Delivering a training session				
Resolving disputes/complaints				
Interviewing				
Advising on HR issues				

	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and				

make selective use of information				
Explore more than one solution in order to solve a problem				

Professional ¹ Development Plan

Development Objectives	Priority	Activities to be undertaken	Resources	Target Start Date	Target End Date	Evaluation
To enhance IT skills	Usage of Microsoft office and making official presentations	Undertake training to develop IT skills	Computers, internet connection.	12 January 2023	30 March 2023	This enhances the technological skills of personal development
To develop communication skills	Writing reports	Careful planning and execution	Trainers and online courses	14 February 2023	15 April 2023	This skill have helped in enhancing communication
To improve the problem-solving skills	Reasoning skills and exploration	Communication of team members and brainstorming	Web resources, blogs and learning material	10 January 2023	12 March 2023	This skill helped in personal analysis of skill assessment
To enrich supervisory management skill	Supervision ability	Creation of performance dashboard and communication of team meetings	Supervisor training resources and management toolkit	11 February 2023	16 June 2023	This skill increased the employee management capability
To build teams with a collective objective	Understanding team motifs and mentality	Team meetings	Meeting room and presentation slides	20 March 2023	25 June 2023	This skill can improve leadership capability

1 Consider the ideas of others to help solve problems				
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Supervisory Management			
How much experience have you had in your role?	< 1 month	1-3 months	> 3 months
How many people have you managed at any one time?	None	1-5	Above 5

I declare that the information given in this form is true	
Signed	
Date	

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