

Implementation of HR Policies

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Abstract: *Human resource policies are the formal rules and guidelines that companies use to manage their employees and work environment. On the other hand, the HR strategy is a step-by-step instruction of what needs to be done in response to the policy.*

HR practices refer to the various policies, procedures, and strategies that an organization implements to manage its human resources effectively. These practices encompass activities such as recruitment, training, performance management, compensation, benefits, and employee relations. The goal of HR practices is to attract, develop, motivate, and retain a talented workforce, ultimately contributing to the organization's success and the well-being of its employees.

According to R. Calhoun, "Human resource policies constitute guides to actions. They furnish the general standards or bases on which decisions are reached. Their genesis lies in the organizations values, philosophy, concepts and principles."

Keywords: Human resource policies

I. INTRODUCTION

HR policies encourage people to exercise a degree of choice on how and how well they do their job. In other words, they help induce employee discretionary behaviour which makes people work better and improve performance. This happens because the HR policies and practices develop positive employee attitudes or feelings of satisfaction, commitment and motivation

This study examines what factors affect employee attributions to HR practices in relationship with HR satisfaction and organizational outcomes. As a result of study gives a better in sight in how employees individually perceive HR practices and what kind of attitude or behaviour they will display when these practices are made distinctive. This research demonstrates how the HR practices are perceived by employees. If employees are satisfied they are willing to display behaviour that is beyond expectations and is neither described nor rewarded by any formal reward system.

HR policies provide employees with a framework to understand the advantages derived from the processes' consistency.

The policies help a company exhibit, externally and internally, that it meets the needs for diversity, ethics, and training, along with commitment regarding corporate governance and rules. For example, it is necessary to meet employment agreements and bargain contract provisions to dismiss a worker according to employment law requirements and other considerations.

An HR policy sets behavioral standards and obligations and documents the disciplinary process to meet the responsibilities. They offer a structure to make consistent decisions.

HR policies are excellent at supporting and developing the needed organizational culture. For instance, hiring and retention practices may describe how the company treats a flexible workforce. Compensation policies may keep it by providing a 48:2 pay option where workers can take other work week vacations per year and earn less pay.

Actually, HR policies and procedures help with several things:

- Offering clear communication between the company and its workforce about the employment terms and conditions
- Forming a base to treat all employees equally and impartially
- Setting guidelines for managers and supervisors
- Creating a base to develop the workforce handbook
- Establishing a base for reviewing changes impacting teams
- Forming a context for companies' training programs and employee recruitment programs.

Essentials of HR Policy

Employee punctuality and attendance policy

Attendance policies clearly state the expectation that employees should be on time and ready to work for their scheduled shifts. It also outlines the procedures for informing management of late arrival or unexpected absence. Companies often detail how many violations of this policy an employee can have until they can expect discipline.

Health and safety policy

The Occupational Safety and Health Act requires employers with certain workplace hazards to have specific safety regulations in place. Aside from these legal requirements, it's a good idea to include emergency and safety procedures in your employee handbook. You might also detail the steps that employees must take if a workplace injury occurs and mention the expectation that all work-related accidents be reported.

Pay and timekeeping policy

A timekeeping policy goes over the importance of accurately tracking work hours and the proper procedures for recording them. You can also include a payday policy that informs employees about important details regarding their compensation, such as the:

- Proper protocol for when a payday occurs on a holiday
- Pay methods
- Frequency of paydays
- Meal and break policy

According to local, state and federal laws, organizations must provide employees with breaks for meals, rest and lactation. Establishing a policy for these needs allows you to state the restrictions and rules regarding these break periods, including the duration and frequency. For example, companies may require employees to take an hour lunch break daily.

Leave and time off work policy

Local and state laws have specific requirements for leave that you must include in your organization's employee handbook, such as voting leave. You might also review the organization's policies regarding employee time off benefits. There are many different types of leave policies, including:

- Leave of absence
- Bereavement leave
- Parental leave
- Family leave
- Sick leave
- Vacation

Employment classifications policy

There are several classifications for employees that can influence their eligibility for employee benefits. For example, part-time employees are often ineligible for healthcare benefits through their employer. You can clearly define these classifications in your employee handbook for every employee type.

Non-discrimination and anti-harassment policy

You can ensure that your workplace remains safe for all employees by establishing policies that clearly prohibit discrimination and harassment. Consider checking the local, state and federal regulations so that you can appropriately and comprehensively address this policy. This helps protect employees from any issues that may arise from other employees.

Social media policy

Many organizations have begun including a social media policy in employee handbooks so that they can protect the company's online reputation. You can detail the topics or information that employees are unable to post about on social media, and describe the disciplinary action taken if they violate one of these rules. This ensures employees represent the company in a way that matches the company's mission

II. NEED/PURPOSE/ADVANTAGES OF HR POLICIES

HR policies can also be very effective at supporting and building the desired organizational culture. The basic purpose of having sound HR policies is to ensure successful functioning of human resource management. HR policies and procedures serve a number of purposes:

Achieve Objectives:

HR Policies are statements of intended outcomes and show a clear direction to everyone in the organization. It facilitates achievement of organizational goals and objectives that are in line with the vision and mission.

Communication:

HR Policies are intended to provide clear communication between the organization and their employees regarding their condition of employment. Such communication facilitates better employer relationships.

Equity:

HR policies are framed to ensure that there is equality and justice given to all employees this in turn helps to maintain the workplace harmony.

Set Guidelines:

HR policies set guidelines for supervisors and managers. They provide necessary direction for carrying crucial activities of the business which ensures optimum use of resources.

Evidence:

HR policies create a basis for developing the employees handbook. This helps in the smooth implementation of various policies like promotion, recruitment, transfers etc.

Identify Training Needs:

HR policies form a context for supervisor training programs and employee orientation programs. Customising the training programmes would help to build an efficient workforce. HR policies provide opportunities for employee development in order to improve their future prospects.

III. REVIEW OF LITERATURE

A literature review on HR policies and practices would involve examining scholarly articles, books, and research papers to understand current trends, challenges, and best practices in human resource management. Key topics may include talent acquisition, performance management, employee engagement, diversity and inclusion, and HR technology. Look for studies that analyse the impact of innovative HR policies on organizational performance and employee satisfaction. Additionally, explore how HR practices adapt to evolving workplace dynamics and global trends.

This chapter aims to provide a general overview of the literature relevant to this thesis. The Internet is the driving force behind the new global economy, with Internet Banking allowing banks to revolutionize services and giving their customers more options than even before. This is because so many banks world- wide have launched Internet sites in the last few years, banks can no longer differentiate themselves by merely having an Internet presence. Online services such as Internet banking transactions, online credit card applications and online bill payment are becoming the global industry standard. To differentiate themselves in the future, banks will need to continuously evolve such services to better meet customers' needs, capitalizing on new technologies to build stronger customer relationships.

The literature reviewed for this study includes theses, dissertations, articles, papers and books related to Internet Banking. The findings of these studies had enabled the researcher to formulate the problem and to prepare the design of study. The following related studies have enabled the researcher to identify some variables as well as the position of the present study.

Mols (1999) acknowledged that the internet banking was an innovative distribution channel that offered less waiting time and a higher spatial convenience than traditional branch banking with significantly lower cost structure than traditional delivery channels. Internet banking reduced not only operational cost to the bank but also led to higher levels of customers' satisfaction and retention. As a result internet banking was very attractive to banks and consumers', who had higher acceptance to new technology. (Polatoglu and Ekin, 2001. Mols, 2000, Sathye, 1999, Wisner and Corney, 2001).

Natarajan, R. Balaram. A. and VenkataRamana, S. (1999)" in their article, reported on the development and application of a service template as a diagnostic tool for identifying opportunities for improvements in the service package. The operations in the branch of a bank in Bangalore, India, provide the context. For twenty one services attributes, the gap between the expectations of a target customer group and the actual service experience was assessed through a customer survey. A service template graphically displaying the mean values of the responses for the expectations and the perceived service was constructed.

IV. CONCLUSION

The conclusion on HR policies and practices depends on the specific context and goals of the organization. However, generally speaking, effective HR policies and practices are crucial for fostering a positive work environment, promoting employee satisfaction and retention, ensuring legal compliance, and ultimately contributing to the overall success of the organization. Constant evaluation and adaptation are key to maintaining relevance and effectiveness in a dynamic business environment. HR policies and practices form the backbone of a well-functioning organization. They establish guidelines for employee behaviour, ensure legal compliance, and contribute to a positive workplace culture. Regular updates and alignment with evolving trends are essential for fostering a dynamic and inclusive work environment.

Writing and formatting HR policies-

All policies should be written in plain language. When technical terms are unavoidable, it's useful to include a short glossary. It's also helpful to include the date of publication or review, as well as who to approach with queries.

It's important not to assume that the policies in place are always right. Some policies, for example, mileage allowances might be revised annually. Others might be reviewed in the event of legislative developments or on an ad hoc basis. For example, adjusting working practices during the COVID-19 pandemic meant creating new policies for many organisations.

These guidelines will help when introducing and reviewing HR policies:

- Assess/audit current practices and what already exists, whether formal or informal.
- Research and benchmark against other organisations' practice, particularly in the same sector or location.
- Consult with staff representatives and/or unions.
- Establish steering groups/working parties to develop the policy.
- Set realistic timescales.
- Pilot draft policies.
- Give specific guidance to managers.
- Include the policies as part of the induction process.
- Have a continuous review process.
- Ensure policies are complementary, flexible, practical and enforceable.

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