



# Understanding the Role of HR and its effects on the TQ Output of People's Work

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## Background Highlights:

- How HR Role is now perceived in the Middle East?
- What major activities are being looked after and/or performed by the saw called HR ?



## Talent?

- **Organizationally Specific**
- **Highly influenced by the type of industry and nature of its work**
- **Dynamic, and so likely to change overtime according to the organizational priorities**



## Talent Management?

**It is the systematic attraction, identification, development engagement, retention and deployment of those individuals with high potential who are of particular value to an organization**

## Talented People?

Those individuals who can make a difference to organizational performance , either through their immediate contribution or in the longer term, by demonstrating the highest level of potential



## Understanding the New Dynamics of Delivering Quality HR

- What are the key drivers of successful HR service delivery?
- Does the market have a definition of quality beyond SLAs?
- What are the most important elements of quality, and how are they prioritized?
- Does the perception of quality play a role in determining success in an HRO engagement?
- How can quality be measured?







## Key Findings: Six Key Quality Drivers

- Service Delivery-Performance
- Service/Provider-Agility
- Relationship-Attributes
- Product/Service-Attributes
- Implementation-Performance
- Standards-Compliance Level





## Service Delivery-Performance

- Consistency of performance—no surprises
- Accuracy
- Fast, First-time problem resolution
- Process efficiency and speed
- Positive feedback from employees & HR staff
- Uptime—reliability







## Service Provider Agility

- Responsive to your changing needs
- Designed for the everyday and for exceptions
- Flexibility balanced by standards
- Process designed to anticipate upcoming changes
- Scalability—can easily add incremental volume
- Processes are the right fit for your business



## Relationship Attributes

- Accountable—delivers on promises
- Responsive—fast issue resolution
- Proactive—recommends process improvements
- Depth of knowledge about your business and theirs
- Outsourcing provider's team adds value
- Innovative—efficient problem solving



## Product/Service

Characterized by:

- Feature/functionality set
- Ease of use/learning
- Easy data/information access





## Implementation

A quality implementation was described as:

- Having projects completed on time
- Making smooth transitions
- Getting it right the first time





## Standards/Compliance

Common definitions of HR quality include:

- Consistently passing regulatory audits
- Feeling secure about being within regulatory Compliance
- Providing ready access to documentation and reports





## Summary

In today's competitive business environment, the need for successful HR service delivery has become a priority for all companies. To improve HR effectiveness in providing quality services, companies are increasingly relying on their HRO providers to play a critical role in driving **employee satisfaction, retention, and productivity.**





## Summary; cont.

**HR organizations need to determine their own quality metrics and understand which quality drivers are most important to their businesses. These decisions should be made together with the assistance of HRO providers working to create an efficient and effective HR service delivery model for the entire organization.**

## What major Characters HR people need to have?

- **Patience** (*Al-Sabr*: One has to be quite patient as things do not go at the same rate that he/she wants them to)
- **Passion** (*Hubb Al3amal*: The love for doing the HR work coming from inside the person and not only because he has to do the work)

## What major Characters HR people need to have?

- **Persistence** (*Al-Issrar wa Al-Azm* : Continue to try and try as good wishes do not come true from just 1 effort)
- **Perseverance** (*Istimrariyah*: Continue the journey. There is no end learning continuity)
- **People Person** (*Adl* : No preferences or biases; understands and accepts cultural differences Fair treatments and chances)

## Part of the Solution:

- Educate and upgrade the level of the present HR Managers (Short-Term)
- Build up a new generation of the youngsters who have interest and potential for fast-track growth in HR areas (Short-Term)

## Part of the Solution:

- Examples of steps taken for some of the present HR managers in KSA
- Examples of what has been done in some of the different sectors of business for the new graduates

**Available for questions at the  
end of the session or during  
breaks**

***Thanks***