Managing Human Capital

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Organizations invest in human capital to increase their economic productivity and hence organizational performance through the workforce. The organization benefits from improved workforce skills such as innovative ideas, conflict resolution, analytical reasoning, interpersonal competencies, and team-building skills (Riley, Michael, & Mahoney, 2017). The company is experiencing serious problems, especially lack of employee satisfaction, information sharing, and lack of motivation and enthusiasm. The onus falls on AGC Company to implement strategies that will improve workforce skills and ensure improved organizational performance. The essay examines the human capital problem in AGC, their diagnosis, intervention, and evaluation.

**Problems**

AGC undermine the empowerment of employees and also underrates the significance of human capital on an organization's health and development. As a result, the firm is experiencing serious problems, especially employee satisfaction, information sharing, and lack of motivation and enthusiasm. Therefore, AGC Company has failed to recognize the workforce as valuable assets inherent in their talents and skills. Employee retention is not listed among the top priorities of the organization. These challenges originate from the individual, groups, and organizational levels. The organizational level challenges have a direct impact on the group and individual levels through corporate leaders, structure, and culture. Different departments within the group do not understand the existing interrelationships. The four departments of AGC are suffering from communication breakdown devoid of cultural sensitivity present in other areas. The rate of turnover is inherently at the individual level within an organization.

**Problem Diagnosis**

AGC is facing a serious problem, especially employee satisfaction, information sharing, lack of employee motivation, and high turnover. Effective change in the company was observed and regularly recorded to determine any progress and improvements. Data was gathered from employees to obtain their views, perceptions, and feeling on company administration and the required transitions. Both qualitative and quantitative methods were used to collect and analyze data in areas of interest, such as level of job satisfaction, motivation, and turnover rates. The survey method was implemented in collecting quantitative data for analysis. Individual perspectives and views were gathered using the qualitative method through focus group discussion and structured interviews (Minbaeva, 2018). The two approaches ensured that sufficient information on areas of interest was collected to diagnose the organization's human capital management problems. The information ensured that a company's capacity and potential are appropriately evaluated, including current issues with its workforce and suggest interventions to improve its human capital.

**Intervention Strategies**

Transition within AGC is essential for improving the productivity of the workforce and the organization's performance (Park, Jeong, & Ju, 2018). It is critical for generating high profitability, reducing employee turnover, inclusivity, and job satisfaction. The root cause of problems at AGC is the absence of valuing employees as an essential asset to the organization. The problem is presented include lack of supervision, cross-cultural conflicts, divisive work environment, and authoritative leadership management style. Employees cut across different cultures and lack merit for opportunity and respect. There is a strong perception of prejudice and discrimination based on one's race/ethnicity and cultural background. Lack of communication is a fundamental issue affecting the performance of employees. Therefore, a good and progressive plan is needed to address every diagnosed human capital problem in AGC.

Employees must be made aware of the plan and the required transitions to attain the strategic change. This will entail setting up achievable and realistic goals from every action to be executed (Riley, Michael, & Mahoney, 2017). Job sensitivity and inclusivity training are vital for certain positions to promote cultural equality and respect between subordinates and management. A high rate of employee turnover can be mitigated by hiring the right personnel for the firm and providing competitive compensation to avoid poaching. It is essential to recognize and reward high achievers for well-performing work, which is another crucial intervention for boosting employee morale and reducing high turnover. Job satisfaction can be improved through a flexible work environment, setting realistic targets, constant communication, and caring for the well-being of employees. Training and offering learning opportunities can improve job performance and employee productivity. The last significant problem was the sharing of information and cross-departmental communication. The most relevant strategies include holding weekly leadership meetings and hiring an employee to act as a bridge between departments.

**Evaluation**

The action plan should be evaluated at regular intervals, let say monthly to determine whether they are on course, to achieve set outcomes. The action plan has measurable objectives to attain after implementing the proposed interventions. Job satisfaction evaluated against improvement in employee productivity against their targets. A reduction in employee turnover rate over a certain period, absent days, and sick leaves will be another measure of employee satisfaction with their jobs. Employee valuation and discrimination will be evaluated based on the number of discrimination cases filed within a specified period. Communication improvement is measured using the number of conflicts between employees over a specified time.

**Conclusion**

The AGC experiencing serious problems, especially lack of employee satisfaction, information sharing, and lack of motivation and enthusiasm. The company has failed to recognize the workforce as valuable assets inherent in their talents and skills. There is a strong perception of prejudice and discrimination based on one's race/ethnicity and cultural background. A good and progressive plan is needed to address every diagnosed human capital problem in AGC. The interventions for the company include sensitivity training and holding regular meetings to improve communication.

References

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