

GLOBAL HUMAN RESOURCE MANAGEMENT SYMPOSIUM

ABSTRACTS

June 20-21, 2014

Sponsored by

SCHOOL OF BUSINESS
UNIVERSITY OF RIVERSIDE
Riverside, California • 92505



UNIVERSITY of RIVERSIDE
Strength in Excellence.

GLOBAL HUMAN RESOURCE MANAGEMENT SYMPOSIUM

PROGRAM

JUNE 20-21, 2014

**SPONSORED BY
SCHOOL OF BUSINESS
UNIVERSITY OF RIVERSIDE
RIVERSIDE, CA • 92505**

**TELEPHONE: 951.637.0100
FAX: 951.637.0400**

www.uofriverside.com

Copyright © 2014 by the University of Riverside.

All rights reserved. Each abstract in the following Book of abstract is copyrighted and owned by each individual author. Authors work is used by permission and copyrighted to each individual. For information on reproducing any of the following material for publication or for more information in general, please contact the publisher or each author individually. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form by any means, (electronic mechanical, photocopying, recording or otherwise) without prior written permission by the publisher or individual author.

ISBN 978-0-9862725-6-1

CONFERENCE HEADQUARTERS

Dr. Raj K. Singh, Conference Chair, University of Riverside, Riverside, California

Mrs. Jeannette Singh, University of Riverside, Riverside, California

Mrs. Veronica Venegas, University of Riverside, Riverside, California

SESSION CHAIR

Mawousse Imaku

MESSAGE FROM THE CHAIR



It is with great pleasure, I want to welcome presenters, organizing committee members, reviewers and session chairs to our conference dealing with global nursing issues. This conference is designed to serve as an important meeting for the discussion and exchange of ideas and information to enhance understanding, appreciation, and cooperation among diverse groups of professionals. The sessions and the abstracts deal with opportunities and challenges faced by professionals in the new global environment.

This document contains abstracts in several important subject areas of nursing. The collection exhibits an excellent selection of quality submissions. The authors are from various educational institutions located in different parts of the world. Please note that book of abstract of this symposium are distributed globally.

I want to extend my sincere thanks to conference organizers and participants for their support.

A handwritten signature in black ink, appearing to read 'Raj K. Singh'.

Raj K. Singh, Ph.D.
Conference Chair

Global Human Resource Management Symposium Schedule of Presenters Friday, June 20, 2015



8:30 am	Registration	
9:00 am	Welcome Address	Raj K. Singh USA
9:15 am	Harmonious Industrial Relations for Sustainable Development: Issues and Challenges	David Oluwatoyin Oloyede Nigeria
10:00 am	Stress Management	Jeannette Singh USA
10:45 am	Break	
11:15 pm	Quantifying and Qualifying Cultures in Different Dimensions Utilizing the Findings of Hofstede and Hall in Educating Cross- Culturally Competent and Globally Savvy Graduates	Udo Fluck Germany Video
12:00 pm	Situational Judgment Tests	Umit Gurkan Gungor Turkey



Global Human Resource Management Symposium Schedule of Presenters Saturday, June 21, 2015



8:30 am	Registration	
9:00 am	Welcome Address	Raj K. Singh USA
9:15 am	The SPEED Method for Employee Experience Management	Marta Ewa Romaneczko Poland
10:00 am	National and Organizational Cultural Influences on Human Resource Practices: Case Studies from two Hotels in Cyprus and Greece	Foteini Kravariti United Kingdom
10:45 am	Break	
11:00 am	E-Banking Enterprise	Mawousse Imaku USA
11:45 pm	Teachers and Society: Trends and Practices Affecting the Advancements of Our Nation	Abdulaziz Omar Saudi Arabia
12:15 pm	Presentation of Certificates	Raj K. Singh USA



ABOUT THE AUTHORS

Captain Ümit Gürkan GÜNGÖR graduated with a licence degree in Industrial Engineering from Turkish Air Force Academy (TUAFA) in Istanbul Turkey. After the Academy He was attended 2'nd Air Force Base to take pilot course. After the course He was attended to the 192'nd Fighter Squadron as a fighter pilot in 2009.

He has worked 132'nd, 143'rd and 192'nd Squadrons between 2005 -2012. He was attended to Turkish Air War College. He has taken lessons about National Security, Air Operations and Personnel Selection in the college. He has graduated from the Air War College with master's degree.

Captain Güngör published several articles about military personel selection, air operations and national sacurity.

The following contact information was provided by:

umittiger@gmail.com

Foteini graduated with a BSc in Business Administration from the University of Piraeus in Greece. She holds an MSc Degree in Human Resource Management (International Development) at the University of Manchester (with 'Distinction'). She began her PhD studies in September 2013 at the University of Manchester's School of Environment, Education and Development (SEED), Institute of Development, Policy and Management (IDPM). Her research utilizes a self-built conceptual model that explores the cultural influences that drive the practices of talent management at corporate level.

Foteini has employment experience in the banking industry, with international companies like Vodafone, and has worked as a trainer and instructor for a high-performing company in the UK. At the moment, she works as a Graduate Teaching Assistant at the University of Manchester, where she teaches the tutorials of the MSc modules 'Organisational Behaviour,' 'Human Resource Practice,' and 'Human Resource Management: Concept and Context.' She is also responsible for organizing the fieldtrip of the MSc degree 'Human Resource Management: International Development' in Brussels and Paris. Additionally, she is a member of the SEED PGR Conference committee.

Additionally, she has presented in several conferences and events in the UK, such as 'The PhD Today Conference.' Foteini was awarded by the Greek government for her excellent student performance and is fully funded by SEED in order to undertake her PhD studies.

The following contact information was provided by:

foteini.kravariti@postgrad.manchester.ac.uk

Dr. Oloyede David Oluwatoyin graduated with B.A Hons in History/Political Science from the University of Ibadan, Nigeria in 1983. He completed his Masters and Ph.D degrees in Industrial Relations and Human Resource Management from the same University in 1994 and 2000 respectively.

Dr. Oloyede served previously as classroom teacher with Oyo State of Ngeria Teaching Service Commission for 18 years. He joined the University system in the year 2000, 10 years at Olabisi Onabanjo University Ago Iwoye, Ogun State, and currently a Senior Lecturer at the Osun State University, Osogbo, Osun State, Nigeria. He has taught courses in Industrial Relations, Human Resource Management and Entrepreneurship Development at the undergraduate and postgraduate levels.

Dr. Oloyede is a full member of the Chartered Institute of Personnel Management of Nigeria and member of its Education committee. He has attended and presented papers at local and foreign conferences. He has also published many articles in learned local and international Journals. His areas of interests are Human Capital Development and Industrial Relations & Entrepreneurship Development.

The following contact information was provided by:

atoyenbonanza@yahoo.com

The following contact information was provided by:

alomar20@yahoo.com

The following contact information was provided by:

marta.romaneczko@eei.org.pl

**Global Human Resource Management Symposium
Volume II
Table of Contents**

Situational Judgment Tests	9
Umit Gurkan Gungor, Captain Turkey	
National and Organisational Cultural Influences on Human Resource Practices: Case Studies from two Hotels in Cyprus and Greece	10
Foteini Kravariti, MSc The University of Manchester Manchester, United Kingdom	
Harmonious Industrial Relations for Sustainable Development: Issues and Challenges	11
David Oluwatoyin Oloyede, PhD Osun State University Okuku, Nigeria	
Teachers and Society: Trends and Practices Affecting The Advancements of The Nation	12 -13
Abdulaziz S. Omar, PhD King Saud University Saudi Arabia	
The SPEED Method for Employee Experience Management.....	14
Marta Ewa Romaneczko, MD Poland	

SITUATIONAL JUDGMENT TESTS

By:

**Umit Gurkan Gungor, Captain
Turkey**

Abstract

It is a irrefragable fact that success of today's business is dependent on its staff's competencies. One of the biggest problems that business encounter is to find a well-qualified employee, to keep them within the business and to establish the coordination between staff and duty. Success of employees' firstly depends on the choice of the right employee for the right duty.

Organizing all the phases, from pre-elimination to placement, according to scientific evidences, establishing psychotechnical tests and election systems and generating a system which enables the evaluation and analyses of the candidates according to these tests will provide taking correct decisions throughout the election process. One of the basic goal of a business must be to establish employee-duty harmony which can only be achieved by perfectly carried out election phase and employing the right candidate. In order to achieve this goal, most of the western business carry out new approaches and techniques. For many years these business also benefit broadly from psychotechnical methods.

Psychotechnical method is a branch of science which addressed to analyze one's behavioral characteristics, capabilities and personalities for definite goals by the help of the psychotechnical tests.

Effectiveness of the psychotechnical method, which is a commonly used method by the western business, come to agenda due to necessity of detailed investigation of candidates cognitive, physical and personality characteristics throughout the candidate election process by a systematic method. Due to that, in the research, literature scanning is done on the topic of importance of the psychotechnical method and situational judgement test method in employee election process .Finally it's aimed that to measure problem solving and analizing, be flexible in the face of the events, be able in teamwork, possitive relationship, lidership, able to decide situational, understaning and comperehension capabilities.

NATIONAL AND ORGANISATIONAL CULTURAL INFLUENCES ON HUMAN RESOURCE PRACTICES: CASE STUDIES FROM TWO HOTELS IN CYPRUS AND GREECE

By:

**Foteini Kravariti, MSc
The University of Manchester
Manchester, United Kingdom**

Abstract

Heretofore, cultural influences on managerial processes have been a challenging topic both for scholars and practitioners. This is because culture is distinguished into national and organisational. The first represents the external factors that interplay in business environments and the latter the internal ones. Furthermore, the successful management of human resource (HR) is thought as a crucial managerial element. This is because it can lead to fruitful corporate outcomes when cultural influences can be predicted. However, literature focus has been either on national or corporate cultural impact on HR practices. Thus, it is a question of million dollars whether national or organisational culture drives the implementation of specific HR practices in a real business environment.

A mix of qualitative and quantitative methodology is adopted to show the above link and its corresponding impacts on the Greek and Cypriot hospitality industry. In addition, hospitality industry highly contributes to the Greek and Cypriot national income, especially in the today turbulent financial environment with which the two countries have to deal. Therefore, it is requisite to understand the connection between national and corporate cultures in this field as well as the extent to which key HR practices are influenced. Case studies of two hotels in Greece and Cyprus are adopted in order a comparative analysis to be possible. Employees of both hotels complete the research questionnaire. The findings of the questionnaire analysis identify the national culture of each country and the organisational culture of each hotel. Hence, Hofstede's national cultural dimensions and Harrison's corporate cultural orientations are adopted. Additionally, the findings unveil which HR practices and to what extent are implemented in each organisation. Afterwards, the analysis of the semi-structured interviews with the hotels' HR managers determines their role in the management of cultural influences.

The research concludes that a country's identity is unlikely to prompt the development of certain organisational cultures and/or the implementation of specific HR processes. Rather, it is the institution's identity that fosters the application of particular HR procedures. This finding ascertains that in the hospitality industry corporate culture prevails over national. Moreover, it enhances the creation of certain policies and processes. Finally, this paper provides suggestions for the hotels' HR managers along with recommendations for further research in this particular field.

HARMONIOUS INDUSTRIAL RELATIONS FOR SUSTAINABLE DEVELOPMENT: ISSUES AND CHALLENGES

By:

David Oluwatoyin Oloyede, PhD

Osun State University

Okuku, Nigeria

Abstract

This paper examined the theoretical frame work for harmonious industrial relations for sustainable development in Nigeria. The paper adopted philosophical approach to explicate the features of industrial relations as it affects sustainable development. The paper establishes that relationship among the actors in industrial relations- the employees and their union, the employers and their organization and the Government and its agencies need to be harmonious in order to promote industrial development with correspondence effects on sustainable development. The strategies for sustaining harmonious industrial relations through union–management relations for improved socio-economic and political development in Nigeria were emphasized.

Keywords: Harmonious, industrial relations, sustainable, challenges, development, issues.

TEACHERS AND SOCIETY: TRENDS AND PRACTICES AFFECTING THE ADVANCEMENTS OF THE NATION

By:

Abdulaziz S. Omar, PhD

King Saud University

Saudi Arabia

Abstract

The relationship between “ Society” - with all its organizations – and “Education” – with all its constituents- was and still a major issue targeted by the studies and analysis of researchers and educational thinkers (John Dewey , Durkheim , and Colman) . Educators were trying to reach the proper formula that informs and guides the relationship between society and teachers , a formula that leads eventually to a better future for the society and for the new generation as well. However, the study of Colman (1967) have reinforced the role of the community in achieving better educational outcomes ,Colman’s study revealed that society’s contribution to student achievement Is higher than the school’s contribution. This study led, for the first time, to the recognition of the significant role of the society in enhancing the educational process.

This paper claims that the Arab societies are generally suffering educational and developmental crises , at the center of which lies the incompetent and the unsupported teacher. Teachers are considered to be the real agents of change . At this point the paper raised the following question: What kind of role a teacher is expected to play as an agent of change? Despite the fact that teacher plays a significant role in the development and progress of any society , teacher’s role is unfortunately underestimated . Moreover, teachers are left alone without any societal support (professionally and morally). This situation gets worse when coupled with the absence of non-governmental educational agencies that provide support to teachers. In that regard the paper presented many examples of the serious gap that exists between teachers (education) and society.

Generally speaking , teachers ‘role in making social and cultural advancements is still marginalized by the Arab communities . Traditionally, teachers in the Arab society are not getting the recognition and the respect they deserve as a nation builders , and the teaching profession itself has become the field for whomever cannot find a job (If you Cannot Do Teach) . In such circumstances teachers tend to degrade themselves and to underestimate their professionalism , this has negatively affected their self-image and their teaching performance , and consequently damaged their student achievement .

This paper has also addressed the issue of the partnership between education and society. Such a partnership occurred clearly in the western educational systems under different titles such as: Community Involvement, Parent Involvement.

Finally, this paper addressed the issue of preparing teachers to meet the new tremendous challenges of their profession and the challenges of their constantly changing society as well. The main points

discussed here were :1- Globalization and the unprecedented technological advancements that have changed both the teaching profession and the society, 2- building a new teacher education program that focuses on Lifelong Learning, and on (Learning) rather than (Teaching) , 3- Shifting student 'role from a passive receptor of knowledge to a knowledge constructor, 4- Shifting teachers role from INFORMATION TRANSMITTER to a MEDIATOR between student and knowledge .

THE SPEED METHOD FOR EMPLOYEE EXPERIENCE MANAGEMENT

By:

Marta Ewa Romaneczko, MD

Poland

Abstract

SPEED (Strategically Planned Employee Experience Development) is an innovative method for EE Management. It provides companies with tools enabling them to create a consistent KPI-based interdependence model for EE metrics and financial results. It improves organizations and helps them to make savings (trainings, recruitment, retention, promotion) and increase income (work productivity, creativity, top talents) thanks to EEM and EB strategies developed throughout years of research and practice. It was successfully implemented in Poland, bringing excellent results in a number of companies. Employee Experience Institute is the institution in which the SPEED method was created.