

HUMAN RESOURCES IN THE MULTICULTURAL ENVIRONMENT OF THE SELECTED COMPANY

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Diplom thesis titled „Human resources in the multicultural environment of the selected company“ deals with the existence of human resources in multicultural environment of international company. The first chapter is dedicated to the methodology of the thesis, which deals with the ways of acquiring and processing of information, research object. The second chapter discusses the theoretical knowledge in the field of human resources and their characteristics, definition of personnel management, personnel strategy. The third chapter is an environment characterized by T-Systems, discusses the strategy, human resources and employee benefits. In the fourth chapter takes place a questionnaire survey and analysis of discovered results. In the fifth chapter are the results of the proposed solutions to eliminate deficiencies.

Keywords: T-Systems, human resources, personnel management, remuneration, benefits, multicultural society.

1 INTRODUCTION

All companies expand and they need to make changes in the area of the human resources relating the production volume as well as the production quality. Experience and skills appropriate for the past may not be suitable today.

Especially because of the international cooperation, companies increasingly employ more people from different countries. Important conditions are perfect language skills and sufficient knowledge. The company tries to create appropriate conditions for the employees to feel comfortable and do not feel discriminated because of their nationality, language barriers, different habits, traditions, etc.

The subject of the research is the T-Systems Slovakia Ltd. Company, established in Košice. I chose this company because it employs thousands of employees, has a good reputation, business outlook and strong market position.

2 GENERAL INFORMATION

The T-Systems Slovakia Ltd. Company is the business customer trademark of the Deutsche Telekom Company. It is present in more than 50 countries worldwide and employs 230 000 employees. In Slovakia, the Company was established in Košice, in January 2006 with its registered seat at Žriedlová street, No. 13. It is one of T-System's key components of the worldwide supplying chain and enhances the parent company's competitiveness on the world markets by its performance. The company currently employs more than 3,029 employees from different countries. These countries include: Austria, The Czech Republic, Denmark, Germany, Hungary, Norway, Poland, Portugal, Russia, the USA and Great Britain. Foreign employees represent a small percentage of the total number of employees but are an important part of the company. [2]

This company provides integrated information and communication technology solutions from a single source. It is ranked as one of a few service providers in a global scale. T-Systems Slovakia offers outstanding career opportunities in Košice for IT professionals, graduating university students and high school graduates interested in motivation to work in information technology industry. It offers long-term general as well as specialized education with certification, career and personal development a wide package of employee benefit options and excellent working environment. [2]

The company's fundamental strategy is „Leading Telco“. It is an innovated strategy focusing on four strategic customer areas of the operation: the integrated IP network (provides its customers the best and fastest network under all conditions), the best customer experience (excellent quality, continuous process and IT systems improvement), winning with the partners (with its partners, the company supplies digital products), business leadership (the importance of customers for the company, focusing on small-scale enterprises and medium-scale enterprises). [3]

3 THE ORGANIZATIONAL STRUCTURE OF THE T-SYSTEMS SLOVAKIA LTD. COMPANY

The management of T-Systems is divided into several specialized departments. These departments specialize in single operations, which increases the management qualification and enables better and faster decision making.

The company is led by the CEO, the Vice President of Production and Services - Thomas Bogdajn.

The Vice President for Finances, Marek Rešovský, works for the company since 2006, and before the current position, he served at the position of the Head of Finance and Controlling Department at T-Systems Slovakia.

Since May 13, 2013, the Vice President of Human Resources is Pavel Jireček, who has worked in various positions of the Human Resources since 1995 and

has worked as Human Resources Manager in IT companies since 2000.

Thomas Grashoff is the Director of the Production Line since 1st of January 2011.

The Director of Telecommunication Information Technologies is Juraj Girman, who has started his professional career in Novitech Company and later has worked in RWE IT.

Michaela Bednáriková is the Director of Processes, Quality and IT since 15th of June 2012. She has been cooperating with T-Systems since 2007 as an external supplier. [4]

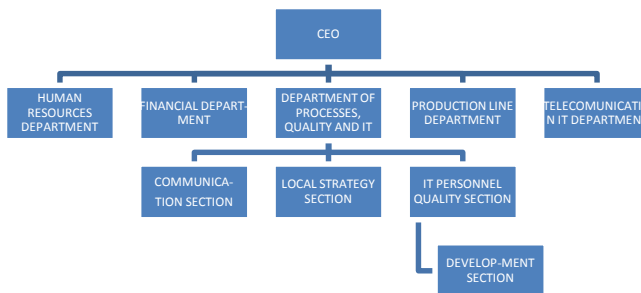


Fig. 2 The organizational structure of the company [4]

4 HUMAN RESOURCES DEPARTMENT

The Human Resources Department supports and provides high-quality, innovative programs and services that enable all the employees to maximize their participation in the T-Systems Slovakia Ltd. Company's success. This department is a partner for managers, senior managers and employees so as to provide effectively the services for the sellers. It concentrates and focuses on providing consultation and support to managers for the employees and for their decisions. [4]

THE ORGANIZATIONAL STRUCTURE OF THE HUMAN RESOURCES DEPARTMENT

Employees are behind everything that is offered to customers in terms of products or services. They are the ones, who create breakthrough innovations and meet the requirements of the company to offer the best service in the area.

In setting the priorities for personnel work and detail substantiation process, the inclusion of all relevant external factors is taken into account at the same time. This belongs to the long-term trends such as globalization, individualization, lasting stability, demographic changes and the unbeatable environment of the company. The company also never loses sight of its

inner values, including the social charter, the code of behaviour and principles.

Personnel work is consistently concentrated around four key strategic areas: productivity, performance, strength and simplicity. [5]

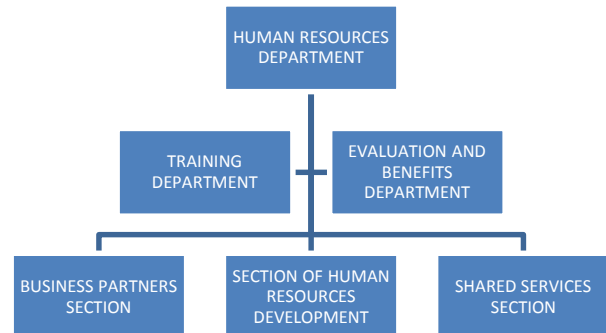


Fig. 3 The organizational structure of the Human Resources Department [4]

The T-Systems Company is involved in the campaign for a higher proportion of women in management and in 2010 introduced quotas for women. The company trusts in the established quotas and believes they will help to transform the deep-rooted cultural habits in the society, in terms of different teams and different life stages. By the end of 2015, they would like to fill at least 30% of senior and middle management positions by women. [5]

The company cares about the health of their employees and thus organizes the "Week of Health" in cooperation with the Union Health Insurance Company. It takes place in spring and autumn. During this week, the employees can check their health in several ways, such as: go for blood donation, visit a psychologist, ophthalmologist, dentist or orthopaedist. They can attend also sports or relaxation massages. [6]

5 SUGGESTIONS FOR IMPROVEMENT

Through a questionnaire survey composed of 23 questions in English and focused on every employee, regardless of their position, it has been found out that the access of the Human Resources Department to the employees is friendly, takes into account their culture and care for the further development in the area of the work. The answer sheet was distributed electronically through a common portal to the employees of the T-Systems Company. 280 sheets were sent, while 190 of them were completed and returned, which is 68% success rate. The company employs mainly men, which is also due to the increased interest in working in the area of information technology. Out of the foreign employees, only men work in the company, as they are more courageous if separation from family is necessary and women remain at home to care for their children.

My proposal in terms of interpersonal relations improvement is to devote to a specific culture of the colleagues from other countries throughout a month. This way provides the employees with an opportunity to get to know the customs, traditions and habits of a given country. In the lobby, a stand with the country flag and promotional material, costumes or other conventions would be located. By means of an electronic presentation, video, short article, the information about the history of the country, the tradition, traditional foods, culture, the Christmas or Easter habits, oddities and tourist attractions would be processed. The length of the presentation, video, should be 3-5 minutes and it would be provided on the company portal, accessible by employees only. Creating the presentation would be in the hands of the employee coming from the country chosen and would be determined by drawing a lot from the employee database, where the country of origin would be the specified criteria.

Another proposal of mine is the benefits improvement. The employees arriving to work by private vehicle have problems with parking, and therefore have to use also paid parking places or parking areas a few streets away from their work. Providing parking cards for parking in front of the paid parking area or in a parking building on Štúrova street, near the Steel Arena. This benefit would solve the long-lasting problem of employees.

Benefits could be improved also by the housing allowance benefit. This benefit the employee could apply each month in the amount of €150. The condition would be the length of his/her employment more than two years and having at least one child. To apply for this benefit an employee would have to present the child's birth certificate. By this benefit, the company would support families with children.

6 CONCLUSION

Based on the research results, it was concluded that the company creates a suitable working environment for every single employee regardless of his/her nationality. The Human Resources Department access is fair-minded and equal, which creates the company's positive reputation. The Personnel Department and the Human Resources Department take into account the cultural diversity at the workplace. The company insists on the constant development and improvement, whether in the technical or linguistic area, as it is thought to be very important. It cares about the health state of its employees, as only a healthy employee is able to perform good quality work.

This company is attractive to young people. The work is interesting, offering personal development and the improvement of language skills. It provides the opportunity for career advancement and there is an opportunity to meet new people. The company employs also an inexperienced student and can train him/her to "its

vision". Young employees can be formed and they are flexible.

The T-Systems Slovakia Company is a huge asset for Eastern Slovakia, as it employs more than 3000 employees and that number is growing day to day. It also helps to decrease the unemployment rate. In the western part of Slovakia there are more working opportunities and also lower unemployment rate, compared to eastern part of Slovakia.

Hardly any company invests as much time and money into human resources. It is a recoverable investment. It will return in the form of high-quality service provided, satisfied customers, good references, business partner growth and even higher demand for services.

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