Job/Task Analysis

Human Resource Compliance Officer

Polynesian Cultural Center

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Florida State University

EME5601 Introduction to Instructional Systems
Overview

This is a Job/Task Analysis of the Human Resource Compliance Officer (HRCO) at the Polynesian Cultural Center (PCC, Center). Currently, this is a full time position performed by a senior human resource officer at the PCC. This position was established when the Department of Labor and Industrial Relations (DLIR) of Hawaii requested the Center to monitor PCC employees to ensure compliance with State and Federal labor laws. This request occurred only after numerous prior incidents of PCC employee non-compliance to State and Federal labor laws were discovered.

One of the reasons for the DLIR request is that the Center not only hires students but students from foreign countries. Foreign students are regulated by separate working regulations. Each foreign student worker is limited to working not more than 20 hours per week during a normal semester and not more than 40 hours during summer semesters. Students are only allowed to work within the University and for joint-partners. At PCC, there are 700 international student workers on student visas (either F-1 or J-1 visas) out of 1400 workers. These international workers are comprised of students from over 50 different countries around the world. The diversity of the student employees and the regulations with respect to their employment limitations resulted in unintentional violations of many US immigration laws, such as over allowed hours, visa status, and under enrollment credits in school. In order to regulate and monitor foreign student workers’ limits at PCC, HRCO requires standardizing and controlling all 700 foreign workers’ employment agreements.

At the same time, there are about 1000 students workers out of the 1400 employees, which cause PCC to have a high turnover rate of employment. The approximate turnover rate is between 200-300 employees during a semester. Between the Spring and Summer semesters, the
turnover rate can as high as 400. Due to the high over turnover of the workers, there are many repeated employment violation issues during each transition.

**Department Structure**

Currently, each of Student Workers and Full-time Employees Compliance Divisions in the Human Resources Department are solely managed by a single human resource officer. This officer is working under the supervision of the Human Resource Compliance Manager. Due to the increasing number of international workers working at PCC, the Human Resource Compliance Manager will hire three part-time students workers (20 hours each) to assist the HRCO to ensure the compliance of student workers with State and Federal Employment regulations. Two of these part-time student workers will be responsible for foreign students and the third part-time student worker will be responsible for the part-time student workers who are citizen’s of the U.S. Please refer to Appendix A for HROC division organization structure.

**Purpose**

This analysis was carried out to assist the PCC in accomplishing its goals; which is to assist students at Brigham Young University Hawaii (BYUH) financially throughout their education pursuit. The Center is preparing to employ students to oversee this position under the care and direction of the HRCO. As the number of students employed at the PCC increases, so does the work load of the HRCO. Instead of hiring another full time worker to take the position, the HR Manager is requesting the HROC divide this position into a three part-time student positions. This requires the HRCO to list out his or her daily, weekly, monthly, and quarterly
Duties, Jobs, and Tasks of the position. When the job of an HRCO is clearly defined, it will help the Human Resource Compliance Manager to plan jobs and tasks for the hiring assistants.

**Analysis Process**

**Preparation**

This Job/Task Analysis was conducted by the HPI consultant with the assistance of the HR Compliance Manager, HRCO for student workers, and the HRCO for full-time employees. The analysis was participated by the manager and colleague. They were analyzed for their perspectives of the HRCO for Student Workers job other than the HRCO’s. Comparing the three data collection will accurately and completely record the details of the position.

The Job/Tasks Analysis collected information on the general descriptions of the duties, jobs, and tasks. These are the basic units perform by HRCO. The data consist of types of responsibilities, frequency, complexity, and skills requirement to be fulfill by in this position.

In preparation this job/task analysis, permissions to conduct the analysis and approval for these HR personnel to take time off to do these analysis were obtained from the HR Division Manager. Upon the manager’s approval, the HPI consultant made appointments with the HR Compliance Manager, HRCOs for both the Student Workers and Full-time employment divisions. Approximate length and duration of the analysis should be made known to these personnel so that they can plan and schedule for this activity. Also, each participant was given ample time to respond.

While waiting for the appointment responses, the HPI consultant prepares a basic list of question or points regarding the HRCO’s job functions. This list of points and questions was
given to the participants to prepare them ahead of time and to give them time to start thinking about the tasks and jobs of this position.

Below is a list of questions that prepared the interviewers for the actual analysis:

- What are the main responsibilities or job of the position?
- Who do you regularly communicate with for any responsibilities?
- What are the tasks for each of the jobs?
- What are the jobs or tasks carried out by the HRCO on the weekly, monthly, quarterly, and yearly basis?

These questions prepared the participants to enter into the analysis processes. Besides thinking through these questions, each participant was asked to submit a copy of any documents used for the job.

**Data Collection**

The analysis was completed through 5 steps data collection methods.

1) Fill in Job/Task Sheets Interview (Appendix B)

   These sheets were given out to each of the three participants. Each participant will fill up the form with their general view on the task HRCO jobs. After the forms are filled out, they are compared and synthesis into a single job/task list.

2) Interview with the HRCO for Student Workers

   This is informal interview. The HRCO was asked to generally talk about his or her daily job function and tasks. At the same time, a revision session was carried out to make sure all job functions and tasks were covered.
During this interview, the HRCO was asked on the following questions.

- Briefly define your role as an HRCO.
- What are your general functions as an HRCO?
- Who do you report to?
- What are the daily, weekly, monthly, quarterly, annual reports?
- How do you carry out each of these jobs and tasks? Please start with (name of the job and task).

3) Second triangulate interviews with HR Compliance Manager and colleagues (HRCO for Full Time Employees)

The HR Compliance Manager and the HRCO colleague were interviewed after they filled up the Job/Task Sheet. The interview is to get more information from them in order to close any missing gaps in filing this job/task analysis. Below is a list of questions that was asked in the interview.

**HR Compliance Manager**

- What is your view on the role of HRCO?
- What are the general functions and jobs do you expect from an HRCO?
- What reports do you requests from the HRCO?
- Do you randomly assign jobs or tasks that are not part of mentioned descriptions?

**HRCO colleague**

- Briefly define your role as an HRCO.
- What are your general functions as an HRCO?
- Who do you report to?
• What are the daily, weekly, monthly, quarterly, annual reports?

• How do you carry out each of these jobs and task? Please start with (name of the job and task).

• What is your working relationship with the HRCO for Student Workers?

4) Observation the HRCO personnel, and

This was when the HPI consultant sits in with the HRCO for during different time of this Job/Task Analysis to observe how each task was done. There was no opportunity to sit in the training sessions because there was no training conducted during the analysis.

5) Final revision with HRCO to discuss the missing pieces for the analysis.

Despite the detail and comprehensive interviews and observation, there were a few small gaps identified. This revision with the HPCO allowed closing gaps and review final few details in the tasks and sub-tasks.
Analysis Results

Job Listing

There are two major functions of the HRCO position. 1) Monitor and control students comply with Center, University, State, and Federal regulations. 2) Conduct student compliance trainings with new student workers.

Coding system:

1.0 Function
1.1 Duty
1.1.1 Task
1.1.1.1 Subtask

1.0 Monitor and control students comply with Center, University, State, and Federal regulations.

1.1 International Students’ Compliance with Immigration Law

1.1.1 Beginning of every month check visa status of international students

1.2 International Students’ Compliance with Labor Law

1.2.1 Every Monday morning, check time-sheet on working hours of students not working above 20 hours. F-1 (student visa status) students are permitted to work on campus up to a maximum of 20 hours per week within the education institution.

1.2.1.1 When a student is found working over 20 hours, HRCO will notify the respective managers by Monday afternoon 2 pm.
1.2.1.2 Advice the respective manager to get consent from the employees to carry the over hour to the following week.

1.2.1.3 All changes by the student workers, must return to HRCO by the following Tuesday 3 pm.

1.2.1.4 Make final change on the time-sheets

1.2.2 All the US student workers are subject to the same 20 working hours like the international student workers. No adjustment is needed on their time-sheets. However, each of their respective managers must be notify to avoid over hours in the future.

1.3 Compliance with PCC Agreement

1.3.1 Process International Students’ Traveling Requests In the course of their study, each international student is allowed total 21 days of traveling within the maximum of two trips outside of Oahu Island.

1.3.1.1 Check the status of each student’s traveling status and the days left for traveling. Contra the request with the status.

1.3.1.2 Submit the request to the HR Traveling Department Head for approval of the traveling.

1.3.1.3 Email the respective student with the approval status by the HR Traveling Department Head.

1.3.2 Code of Conduct Complains

1.3.2.1 Receives complain emails from PCC department heads and employees.

1.3.2.2 Site which Code of Conduct is violated in complain emails.
1.3.2.3 Forward the email to the HR Compliance Manager for further investigation.

2.0 Compliance Training

2.1 Conduct student compliance trainings with new student workers.

2.1.1 Scheduling Trainings. (semester basis or as requested by department heads)

2.1.1.1 Referring to BYUH Academic Calendar, choose the most appropriate day conducting compliance training. (usually during the new student orientation week)

2.1.1.2 Submit a request to the PCC HR training division for a training time slot of two hours.

2.1.2 Training

2.1.2.1 Review the training materials, activities and procedures.

2.1.2.2 Assess new employees’ knowledge on immigration and labor law pre-test.

2.1.2.3 Start the training according to the plan procedures

2.1.2.4 Open for questions and answers.

2.1.2.5 End the training with post-test.

2.1.3 Conduct student compliance trainings with student workers who have been working for more than two years.

2.1.3.1 Receive training requests.
2.1.3.2 Schedule trainings time and venue with the respective department head.

2.1.3.3 Proceed with training as scheduled.

2.1.3.4 Repeat steps 2.1.2.1 to 2.1.2.5

2.2 Update Training Materials

2.2.1 Receives updated laws and regulations from HR Compliance Manager.

2.2.2 Insert the new information to the appropriate parts of the soft copy of the training document.

2.2.3 Submit a copy to HR Compliance Manager for approval.

2.2.4 Print the entire training materials and create a new folder for the latest training materials to be used in the next training sessions.

Knowledge, Skills and Frequency Analysis

The HRCO position requires basic administrative, computing, communication, and training skills. At the same time, it is appropriate to hire student assistants who are at least been working at PCC for a year.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Complexity</th>
<th>Skills required</th>
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<tbody>
<tr>
<td>Monthly</td>
<td>High</td>
<td>Communication skills</td>
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<td>Writing skills</td>
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<td></td>
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<td>Basic computer skills</td>
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<td>Detail Observation</td>
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<td></td>
<td></td>
<td>Knowledge on basic immigration law</td>
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<tr>
<td></td>
<td></td>
<td>Organization skills</td>
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<th>Frequency</th>
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<td></td>
<td>Communication skills</td>
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<td></td>
<td>Basic knowledge on Labor law</td>
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<table>
<thead>
<tr>
<th>Frequency</th>
<th>Complexity</th>
<th>Skills required</th>
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<tbody>
<tr>
<td>Upon Request</td>
<td>Medium</td>
<td>Understand PCC Agreement</td>
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<tr>
<td></td>
<td></td>
<td>Writing skills</td>
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</table>
2.1 - Conduct student compliance trainings with new student workers.

| Semester/ Upon Request | High | - Training skills  
| - Communication skills |

2.2 - Update Training Materials

| Upon availability | Low | - Basic administrative skills  
| - Basic computing skills  
| - Training skills  
| - Organization skills |
### APPENDIX B

<table>
<thead>
<tr>
<th>Functions</th>
<th>Duties</th>
<th>Tasks</th>
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</tr>
<tr>
<td>2.0 Training</td>
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