

Note for 49th HR Learning Forum

On the topic of Human Resource Management (focus on Staff recruitment
& selection and Employee Relation issues)

On 2nd May 2024
From 8:30am-4:30pm
At Cambodiana Hotel

Total participants: 108 people (61 females)



I. Opening remarks

Mr. Ou Saorn, Head of Operations from CCC would like to express his warm welcome to all participants and especially thanks for all HR working group members who always provide technical support and guidance to CCC's members during the learning forum and other platforms which organized by CCC. As today, CCC would provide a full day forum which will discuss the Staff recruitment and selection process for a whole morning and afternoon will be continuing to share about another session on the Employee relation issues. These two sessions will be facilitated by our HR working group members **Mr. Pheap Mono**, Regional Manager SEAP from Clinton Health Access Initiative for this morning, and from the afternoon **Mr. Seng Savuth**, Deputy

General Manager from V Chartered Accountants. During this full day forum, I believe that all participants would gain more input from our guest speakers and take this chance to extend more relationship among each other. Thanks, and I would like to announce to start our forum from now.

II. Presentation:

The facilitator is Mr. Pheap Mono – Regional Manager SEAP at Clinton Health Access Initiative as below:

CCC HR Learning Forum May 2nd, 2024

Recruitment Staff



Presented by: Pheap Mono,
Regional Manager Safety and Security SEAP Region
Clinton Health Access Initiative (CHAI)
HP: 012 990 005, email: pmono@clintonhealthaccess.org

Recruitment VS Selection

What is Recruitment?

- The process that we use to source, attract and identify candidates for their open positions.
- The goal of recruitment is to gather as many suitable candidates for the role as possible through various recruitment methods.

What is Selection?

- The process of assessing candidates' qualities, expertise and experience to narrow down the pool of applicants until we get the best person for the role.

- This process usually involves conducting interviews and using various tests and assessments to evaluate each candidate.

There are steps for recruiting candidates:

STEP 1: Identify the need for recruitment.

- ▶ Job Vacancy arises. (new position or staff leaving the org)
- ➡ Does the role fit with the organization's mission, values and purpose? Does it fit with the org's strategy and existing org's structure?
- ➡ Does the role add value to the org? Org should invest funds where the impact will be the greatest.

STEP 2: Describe the job – the job profile

- The job profile usually consists of two parts – a **Job Description** and a **Person Specification**.

STEP 3: Complete the Recruitment request form

Once the job profile is written it is important to have a process where line managers make an official request for the new position to the Human Resources Department or the leadership of the organization.

Step 4: Agree the grade and Salary for the Job

STEP 5: Advertise the job

There are many ways to advertise a job.

- ⇒ www.pelprek.com
- ⇒ www.bongthom.com
- ⇒ FB
- ⇒ Link In
- ⇒ NEA
- ⇒ Networking
- ⇒ Others

STEP 6: Select candidates to Writing Test & interview

- ➡ It is suggested that 10 applications should be selected for written test.

- ☞ **4 to 6 applicants selected for interview.**
- ☞ The people who select candidates to interview should ideally be the people who will carry out the interviews. More than one person should select candidates for interview to avoid **bias.**
- ☞ Contact and Invite candidates to an interview include:

STEP 7: Interview the candidates.

- ★ Interviews should usually be carried out within **a week or two** after candidates were selected.
- ★ Identify a date when all the interviewers can attend and ensure that an appropriate venue can be booked.
- ★ It is good practice for at least **two interviewers** to be present at each interview. Usually this would be the line manager of the vacancy and a member of the Human Resources Department.
- ★ To ensure that the **interviews are fair**, an interviewer should not interview a relative. For senior roles, a bigger panel of interviewers, including another senior manager, is a good idea.

Preparation for the interview

- ☞ The interview panel should meet before the interviews to prepare the questions that will be asked. These should relate to the job description, person specification and application forms.
- ☞ Use the **STAR Model or Competency Base Interview Techniques**
- ☞ Open Question (Explain, Describe, Share, Give example etc

STEP 8: Collect references

- ☆ References **play a very important part** in the recruitment process. Information from **past employers** is often the best way to understand how a new staff member will **fit into the role and the organization.** References should also raise any issues of concern.

- ☆ References are normally collected after the interview for the most successful candidate. Although having references before the interview can be helpful, they can take a long time to obtain.
- ☆ References can be collected in written form or by telephone. Be aware that written references rarely say bad things about people because referees are usually diplomatic and consider carefully what to write.

STEP 9: Offer the job

- ↪ Where possible, the line manager should telephone the successful candidate to offer them the job.
- ↪ If the candidate does not accept the job, there may be a second choice candidate who could be offered the job. If there are no suitable alternative candidates it is necessary to re-advertise the job.

Job pack:

- 📄 The job pack contains all the paperwork needed for the successful candidate to start working with the organization.
- 📄 The following paperwork in the job pack should be signed and returned to the organization to be held in the individual's personnel file.

STEP 10: Inform unsuccessful candidates

- ☹ Candidates who were unsuccessful must be told as soon as the successful candidate has accepted the job. It is not necessary to state why they were unsuccessful but be prepared to provide constructive feedback if requested.
- ☹ Interview notes and tests completed by unsuccessful candidates should be kept in a file for as long as local law requires. This file may be useful if the decision is questioned by the candidate or if the candidate asks for feedback on their interview.

STEP 11: Open a personnel file

A personnel file should be set up for each new staff member. This file is confidential, and only the Human Resources Department and line manager should have access to it. It should therefore be stored in a locked cabinet. The personnel file should contain all information relevant to the staff

member. It is important that it is kept up-to-date, and it is the responsibility of the Human Resources Department or line manager to ensure that it is maintained in accordance with local law.

Step 12: Recruitment Report

III. Presentation on Employee relations issue

Mr. Seng Savuth, Deputy General Manager from V Chartered Accountants, facilitated in this session:

He divided participants by each table to practice on exercise as below:

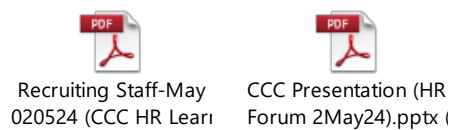
Instruction

- Divide participants into groups (12 groups)
- Each group has 15 min to identify employee’s matters/concerns and share experiences in solving those issues
- Prepare presentation and select presenter for plenary discussion (5 min)

In conclusion of this exercise, he come up with some key points based on what the we discuss together.

Matters/Concerns	Who	How	Key docs
1. End of funding	HR	Meeting	Org’s policies and procedures
2. Has problem with boss	CD	Investigation	Cambodian laws
3. Fraud case	Related managers	Establish committee	
4.	Program	Invite external consultants	
	Finance		

Appendix:



Agenda

Time	Content	Facilitator
០៧:៤០ - ០៨:១៥	Registration	CCC
០៨:១៥-០៨:៣០	- Objectives of the forum	CCC
០៨:៣០-៨:៤០	Opening remarks	Mr. Ou Saorn Head of Operations
៨:៤០ - ៨:៤៥	Take photo	
៨:៤៥ - ១០:០០	Sharing on: Staff Recruitment & selection process	Mr. Pheap Mono Regional Manager SEAP from Clinton Health Access Initiative
១០:០០ - ១០:១៥	Tea Break	
១០:១៥ - ១២:០០	Continue sharing on: Staff Recruitment & selection process. (Q&A)	Mr. Pheap Mono CCC's HR working group member and Regional Manager SEAP from Clinton Health Access Initiative
១២:០០-១:៣០	Lunch	
១:៣០-៣:០០	Sharing on: Employee relation issues	Mr. Seng Savuth CCC's HR working group member and Deputy General Manager from V Chartered Accountants
៣:០០-៣:១៥	Tea Break	
៣:១៥-៤:៤០	Employee relation issues (Q&A)	Mr. Seng Savuth CCC's HR working group member and Deputy General Manager from V Chartered Accountants

៤:៤០-៤:៥០	Closing remarks	PhD: Pen Sharakpheap CCC's HR working group member
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***Note** : CCC reserves the right to change the agenda based on the availability of guest speakers. CCC would like to use photos for posting in CCC's website and other official use.*