

Executive Summary
Master of Human Resource Management
Faculty of Management
Self-Assessment Cycle-II (2021-2022)

Quality of higher education is monitored by Quality Assurance Agency (QAA) of HEC by various means. One of the means is Self-assessment of the programs offered by a University/HEI (Higher Education Institute). The Self-assessment process is conducted according to the guidelines provided by QAA in Self-assessment manual. In this regard, current document summarizes the findings of self-assessment process for the program Master of Human Resource Management offered by the Department of Management Science. The department is committed to produce graduates who can lead organizations towards success and prosperity in the global marketplace. The department offers rigorous programs in different areas of specialization at both Masters and Bachelors levels. The department has completed the following tasks with reference to Self-assessment process:

1. Development of ***Self-Assessment Report (SAR)*** by Program Team for Master of Human Resource Management
2. Assessment of the said program and submission of ***Assessment Report (AR)*** by Assessment Team for Master of Human Resource Management
3. Development of ***Rectification Plan*** by Head of Department

The tasks were completed according to the set methodology through Program and Assessment Teams nominated by the Rector upon recommendation of the Department.

Methodology

The following methodology was adopted to complete the self-assessment process:

1. Head of department nominated a program team (PT) for the program under consideration. DQE (Directorate of Quality Enhancement) arranged initial orientation and training session for PT. The composition of PT is given below:

Table 1: Program Team

Sr.#	Name	Designation
1.	Ms. Ayesha Tariq	Tutor/Instructor, Management Science

2. All the relevant material such as SAR manual, survey forms, etc. were provided to PT.
3. Continuous support, guidance, and feedback were provided to PT to prepare SAR for the said program.
4. After completion and submission of the final SAR by PT, the Rector, upon recommendation of the HOD, approved formation of an Assessment Team (AT) for critical appraisal of the program and SAR. The composition of AT is given below:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Ms. Sara Salah ud	Lecturer, Management Science

5. SAR developed by PT was forwarded to AT for critical review.
6. After completion of critical review and assessment of the SAR, AT visited the department and had a meeting with PT.
7. After the visit, AT submitted a report and feedback form (Rubric Form) to DQE.
8. DQE forwarded the observations & findings of AT report to the Head of Department for developing a rectification plan.
9. DQE will now monitor implementation of corrective actions proposed by AT.

Criteria in SAR:

Following eight (8) criteria defined by the HEC are used to develop SAR:

- Criterion 1: Program Mission, Objectives and Outcomes
- Criterion 2: Curriculum Design and Organization
- Criterion 3: Laboratory and Computing Facility
- Criterion 4: Student Support and Advising
- Criterion 5: Process Control
- Criterion 6: Faculty
- Criterion 7: Institutional Facilities
- Criterion 8: Institutional Support

Key Findings of the SAR:

Following is a summary of the key findings after program's assessment:

1. The program mission can be improved by replacing the words "business professional" with "management professional" to improve scope.
2. To update the recordings of the courses which were recorded several year ago to include current developments in the field.
3. The curriculum design of this program could be improved by incorporating courses relating to Compensation or Human Resource Information Systems (HRIS).
4. The concept of deficiency semester or zero semester in the general admission criteria to allow admission to those students having secured less than 45% marks/less than 2.50 CGPA could be considered for revision by the Virtual University authorities to improve the quality of students selected for admission.
5. There is a need to provide scholarships for higher studies and study leave with pay benefits.

6. The motivation and satisfaction of the faculty can be improved by bringing equity, equality and fairness in the workload distribution across various departments of the university.
7. It is recommended to plan provision of separate offices to the faculty members at the Virtual University to enable them to properly focus on their job responsibilities.
8. It is recommended that efforts can be made towards getting subscription of international journals to meet the research requirements of the faculty.

Conclusion and Recommendations:

Analysis of the Criteria Referenced Self-Assessment reveals that performance of the department is 'Good in most of the areas'. The program has secured (70/100) score reported by AT which reflects overall good performance.

The areas that need corrective actions identified during self-assessment process have been reported to Head of the Department for rectification. DQE will follow up the implementation plan as per specific time-frame to track continuous improvement.

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