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**1st Global Conference on Human
Resource Management (GCHRM)
2023**

March 17-19, 2023 – Vancouver, Canada

Conference Abstract

ISBN: 978-1-7389002-1-3

Venue

The University of British Columbia

March 17-19, 2023

Vancouver, BC, Canada



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Global Conference Alliance Inc.

422 Richards Street, Unit 170, Vancouver, British Columbia, Canada V6B2Z4
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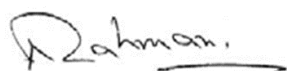
Welcome

As Conference Chair I'm honored to welcome all participants to the **1st Global Conference on Human Resource Management (GCHRM)** held on March 17-19, 2023, in beautiful Vancouver, BC, Canada

This conference will be an excellent opportunity to meet and network with delegates from around the world in areas of management, marketing, international business, human resource management, accounting, finance, entrepreneurship, digital marketing, informational technology, Nursing, healthcare, business, and economics. Participants should benefit from conference presentations exploring cutting-edge reviews and investigations in basic and applied research.

Attending this conference also gives you an opportunity to explore Vancouver and enjoy its scenic views, tropical climate, and friendly people. Vancouver enjoys a global reputation as one of the world's top cities for quality of life and recreation. Vancouver attracts many international conferences and events, including the 2010 Winter Olympics and Paralympics.

Thank you for considering attending the **1st Global Conference on Human Resource Management (GCHRM) 2023**. A wide scope of participation will enrich our conference and help us all add significant value and experience to our shared research objectives.



Dr. Afzalur Rahman

CEO & Conference Chair

Global Conference Alliance Inc.

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Conference Venue

UBC ROBSON SQUARE

ROOM: C245

800 Robson Street, Vancouver, British Columbia
Canada V6Z 3B7

Directions:



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Public Transit

UBC Robson Square is a short walk from the Burrard, Granville, and City Centre SkyTrain stations. Use the TransLink website to plan your trip via transit from any location in the Lower Mainland: <https://www.translink.ca/>

Driving & Parking

To access the West Park lot for 800 Robson Street (Lot 189), head south on Howe Street to the corner at Nelson Street. The parking lot entrance will be on your right, just before Nelson. Note that Howe is a one-way street. Once you have entered the parking lot, follow the directional signs to UBC Robson Square. Please consult the West Park website for current pricing. Or Call Westpark at: 604-669-7275 [PARK]

Accessibility

UBC Robson offers elevator access via our entrance on Hornby Street at Robson Street.

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Conference Time Schedule

1st Global Conference on Human Resource Management – March 17-19, 2023 –Vancouver, BC, Canada

- *Friday, March 17, 2023* – Arrival & Reception of the participants to Vancouver, BC, Canada
- *Saturday, March 18, 2023* – Registration, opening speech, keynote speech, and technical sessions:

<i>Activity</i>	<i>Time</i>
<i>Registration and Lunch</i>	<i>1:00 pm to 1:30 pm</i>
<i>Opening Remarks Dr. Afzalur Rahman Douglas College, Canada</i>	<i>1:30 pm to 1:35 pm</i>
<i>Keynote Speech Dr. Erika Skita Divisional Chair, Human Resource Management</i>	<i>1:35 pm to 2:05 pm</i>
<i>Photo Session</i>	<i>2:05 pm to 2:15 pm</i>
<i>Technical Session (Paper presentation)</i>	<i>2:15 pm to 2:45 pm</i>
<i>Break</i>	<i>2:45 pm to 3:10 pm</i>
<i>Technical Session (Paper presentation)</i>	<i>3:10 pm to 4:00 pm</i>
<i>Certificate Awarding and Closing Ceremony</i>	<i>4:00 pm to 5:00 pm</i>

- *Sunday, March 19, 2023*– City visit (optional to the participants)

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Conference Committee

Keynote Speech



Dr. Erika Skita

Divisional Chair, Human Resource Management

Ms. Skita is an accomplished training and development professional working with small and medium-sized & non-profit organizations and educational institutions for over 12 years. She worked with international companies like IBM, ExxonMobil, GlaxoSmithKline, and several clients from the insurance and construction sectors.

She is an instructor at the University of Szeged, teaching the development and practical use of emotional intelligence for teachers' college students. She thinks emotional intelligence is crucial in our everyday life.

She planned, designed, delivered, facilitated, and evaluated training in emotional intelligence, resilience, problem-solving, communication, cooperation and collaboration, effectiveness, and team performance. Besides in-person teaching, she is familiar with web-based, synchronous, and asynchronous training methods.

She uses team and 360 leadership assessments to build a base for development projects and evaluate training and development processes. She holds a Master's in Law, a Bachelor's in the Law of the European Union, and a Postgraduate Diploma in Human Resources Management.

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Committee Members

- **Dr. Afzalur Rahman**, Douglas College, Canada *Conference Chair*
- **Dr. Michael Henry**, Thompson Rivers University, Canada; *Dean, School of Business & Economics – Adviser*
- **Masum Billah Bhuiyan** - Founder of Giant Marketers
IT Entrepreneur || Public Speaker || Business Coach || Digital Marketing Expert
- **Mr. John O’Fee**, QC, Thompson Rivers University, Canada - *Business Law and Human Resource Management*
- **Dr. Erika Skita**– Instructor, *Granville College in Vancouver, Canada*
- **Dr. Dushyant Gosai**, Colorado State University-Global Campus, United States
- Accounting
- **Mr. Simon Parker**, Douglas College, Canada - *Marketing and International Business*
- **Dr. Ahmed Hoque**, Vancouver Island University, Canada - *Economics and Banking*
- **Dr. Emrul Hasan**, The University of British Columbia, Canada - *Finance*

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Catering and Menus

❖ Robson Lunch Combo (1:00 pm to 1:30 pm)

- ✓ Roasted chicken sandwich
- ✓ Soup of the day
- ✓ Yogurt parfait

❖ Break - Straight As (2:55 pm to 3:10 pm)

- ✓ Coffee

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Authors' Presentation Review

Saturday, March 18, 2023

Name and Affiliation	Title
Baze Milka Katia Tally Bakery Cafe Company	The Role of Human Resource Management on The Performance of Small and Medium Enterprises in Rwanda
Dr Sumayyah Qudah Lecturer, University of Leeds	The Impact of Organisational Factors on Academics' Quality of Working Life and Intent to Stay: Investigating the UK Higher Education Sector

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Instructions for Oral Presentation

Saturday, March 18, 2023

Devices provided by the conference organizer:

- ❖ Laptop (with MS-Office and Adobe Reader)
- ❖ Projector and Screen

Materials provided by the presenters:

- ❖ PowerPoint or PDF files (files should be copied to the conference laptop at the beginning of each session)

Duration of each presentation:

- ❖ Regular oral presentation – 10 minutes including Q&A
- ❖ Keynote speech – 30 minutes

Instructions for Publication

All accepted papers in the 1st Global Conference on Human Resource Management (1st GCHRM 2023) will be published in the online conference proceedings:

Title: Abstract Book of 1st Global Conference on Human Resource Management (GCHRM) 2023

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Authors' Presentation Schedule

Saturday, March 18, 2023,

Technical Session

02:15 pm to 02:55 pm

Name and Affiliation	Title and Abstract
<p>Baze Milka Katia</p> <p>Tally Bakery Cafe Company</p>	<p>In this study, Human resource management (HRM) has been identified as a crucial key success factor for SMEs in today's world. This research study investigates small business owners' perception of the importance of HRM. The objective of the current research was, therefore, to increase our general understanding of human resource management practices within the population of small and medium enterprises. The target population was employees of Tally Bakery Café Ltd was 500 employees where 60 respondents were selected to participate in the study as a simple size. Questionnaire and observation were used to collect data from the field. These were supplemented by the secondary data where we got information in library, Tally Bakery Café Ltd Enterprise's annual reports and internet sources. After data collection. The researchers represented and analyze them by using a computer programme that is Microsoft Excel. The data was presented in form of tables through frequency tables and percentages. The next point was the analysis of the findings that were to give them meaning for the readers of this paper have clear image of the situation. Therefore, the presence of adequate human resource management department in Tally Bakery Café Ltd Enterprise may lead to high productivity and expansion of business activities once human resource development concepts are fully managed.</p> <p>Keywords: Human resource management, Performance, Small and Medium Enterprises, Tally Bakery café Ltd Enterprise.</p>

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Name and Affiliation	Title and Abstract
<p>Dr Sumayyah Qudah Lecturer, University of Leeds</p>	<p>Managerialism and marketisation in higher education institutions have increased the pressures and demands on academics. In recent years, universities have become market-led and student-oriented and academics are viewed as public intellectuals serving a neo-liberalist strategy. The dramatic change that the HE sector have witnessed over the past two decades have negatively impacted academics' mental health and well-being, that resulted in low quality of working life level and a high level of academics' turnover. After an extensive study of the existing literature, it was proven that perceived organisational support, perceived organisational culture, human resource management and leader-member exchange have a direct impact on academics' quality of working life and intent to stay. The study draws on social exchange theory and adopts a mixed methodological approach to better investigate and examine the impact of these organisational factors on UK academics' quality of working life and intent to stay. The study utilises structural equation modelling to analyse 347 survey responses from 69 UK universities, in addition to analysing 17 semi-structured interviews with British academics. Findings revealed POS, POC, HRP, and LMX, respectively, to have a positive direct impact on QWL. Thus, QWL fully mediates the relationship between the four identified organisational factors and ITS. Contrary to the author's predictions, leader-member exchange has been proven not to have a direct impact on academics' intent to stay, nevertheless, impacts intention to stay indirectly through the mediator variable of quality of working life. The findings of the study offer valuable and practical insight for university HR practitioners and mid-to-senior managers globally.</p> <p>Keywords: Quality of working life; intent to stay, social exchange theory, academics, business schools</p>

List of Participants

SL	Name	Affiliation	City and Country	Role
1.	Nankunda Molly	Narka Investments and Dairies Ltd	Wakiso, Uganda	Listener
2.	Cisse Moussa	CM Entreprise	Brazzaville, République du Congo	Listener
3.	Edmund Juliet	Modane Global	Port Harcourt, Nigeria	Listener
4.	Namulindwa Christine	Regional Centre for Human Security	Kampala, Uganda	Listener
5.	Ogunmuko Sunday Samson	Lagos State Polytechnic	Sango-otta, Nigeria	Listener
6.	Nalukwago Christine	Etihad Tour and Travel Company	Kampala, Uganda	Listener
7.	Ikorat Abdallah Hussein	Kakimu Merchandise Limited	Kampala, Uganda	Listener
8.	Menya Miriam	Clearline Model Industries Ltd	Kampala, Uganda	Listener
9.	Busajja Ashley	Clearline Model Industries Ltd	Kampala, Uganda	Listener
10.	Rwangerinde James	Clearline Model Industries Ltd	Kampala, Uganda	Listener
11.	Musoke Grace Justine	Clearline Model Industries Ltd	Kampala, Uganda	Listener
12.	Wasswa Christopher	Davis And Shirtliff - Kampala Uganda	Kampala, Uganda	Listener
13.	Nakaayi Marbel	Scorpions Uganda Limited	Kampala, Uganda	Listener

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14.	Atim Esther Odokoto	Clearline Model Industries Ltd	Kampala, Uganda	Listener
SL	Name	Affiliation	City and Country	Role
15.	Nandera Susan	Scorpions Uganda Limited	Kampala, Uganda	Listener
16.	Sserunkuma Peter	Scorpions Uganda Limited	Kampala, Uganda	Listener
17.	Kiwanuka Ben	Scorpions Uganda Limited	Kampala, Uganda	Listener
18.	Asimwe Moreen Naballe	Etihad Tour and Travel Company	Kampala, Uganda	Listener
19.	Ivan Ojambo	Al Rawabi	Dubai, United Arab Emirates	Listener
20.	Baze Milka Katia	Tally Bakery Cafe Company	Kigali, Rwanda	Author
21.	Shanmugan Sinthujan	University of Jaffna	Jaffna, Sri Lanka	Listener
22.	Abdullah	MOL Pakistan Oil & Gas. Co.B.V	Rawalpindi, Pakistan	Listener
23.	Josephine Frimpong	Ghana Union Assurance Company Limited	Greater Accra, Ghana	Listener
24.	Dr Sumayyah Qudah	University of Leeds	West Yorkshire, United Kingdom	Author

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