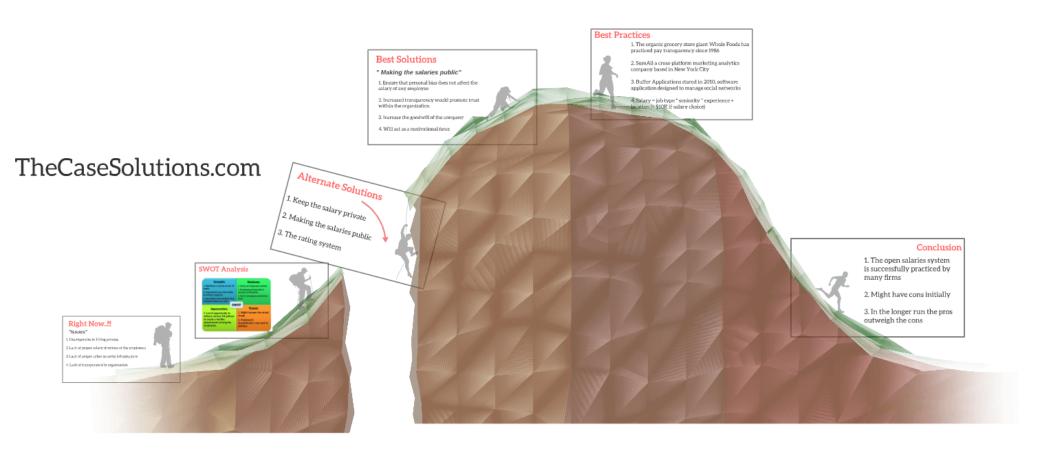
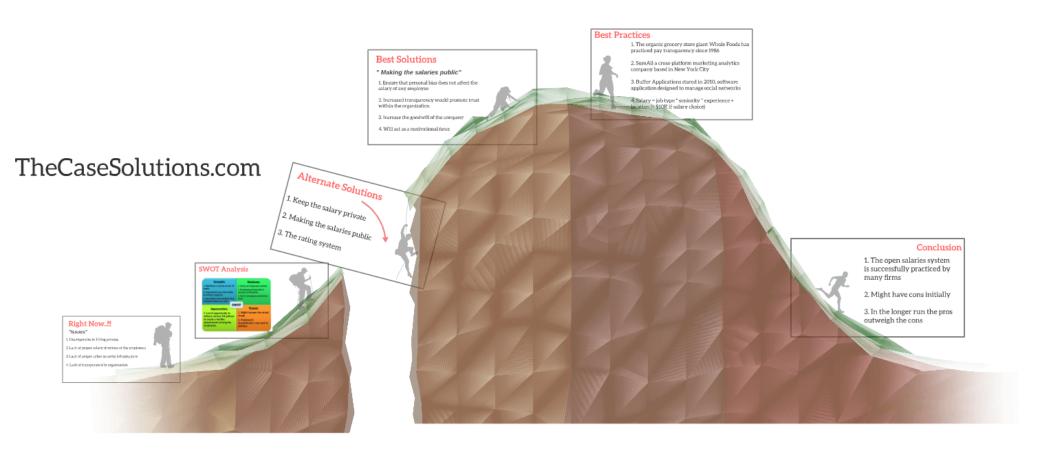
When Salaries Aren't Secret Harvard Case Solution & Analysis



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Right Now..!!

"Issues"

- 1. Discrepancies in hiring process
- 2. Lack of proper salary structure of the employees
- 3. Lack of proper cyber security infrastucture
- 4. Lack of transperancy in organisation

SWOT Analysis

Strengths

- 1. RightNow is spread across 28 states.
- 2. Acquired 20 year old retailer of women's apparel.
- 3. Launched a new website that had good impact on sales.

Opportunities:

1. Lot of opportunity to enforce various HR policies to create a healthy environment among the employees.

Weakness:

- 1. Salary of employees leaked.
- 2. Employees losing faith in company's HR policy.

SWOT

3. Fall in employee satisfaction level.

Threats:

- 1. Might hamper the brand image
- 2. Employee's dissatisfaction may lead to attrition





1. Keep the salary private

2. Making the salaries public

3. The rating system

Best Solutions

" Making the salaries public"

1. Ensure that personal bias does not affect the salary of any employee

2. Increased transparency would promote trust within the organization

3. Increase the goodwill of the company

4. Will act as a motivational force

Best Practices

- 1. The organic grocery store giant Whole Foods has practiced pay transparency since 1986
- 2. SumAll a cross-platform marketing analytics company based in New York City
- 3. Buffer Applications stared in 2010, software application designed to manage social networks
- 4. Salary = job type * seniority * experience + location (+ \$10K if salary choice)

Conclusion

1. The open salaries system is successfully practiced by many firms

2. Might have cons initially

3. In the longer run the prosoutweigh the cons