Research Article

Construction of the Enterprise Human Resource Quality Evaluation System Based on the WICS Leadership Model

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With the advancement of society and economy, the market competition among various businesses has become increasingly fierce. Nowadays, if businesses want to grow in the face of adversity, they must move forward boldly and make use of abundant human resources to fuel their growth. Human resource management is becoming increasingly important. As a result, this paper develops an enterprise human resource quality assessment system based on the WICS leadership model. The differences between the WICS model and the traditional management model are first compared in this paper. The requirements of the WICS model in human resource management are then described. Furthermore, this paper proposes a human resource evaluation algorithm that combines data-driven and WICS models to address the current human resource cost evaluation algorithm’s low accuracy and poor effect. The simulation results show that the proposed algorithm can reflect changing human resource cost characteristics, improve human resource cost evaluation results, and obtain better results than other human resource cost evaluation models and has a wide range of applications.

1. Introduction

The term “leadership” is increasingly being used as a new term in corporate human resource quality evaluations (EHRQA). A model with strong leadership can help businesses attract talent, reduce internal conflict at work, boost productivity, and foster a positive work environment. The corporate market is becoming increasingly competitive as the information age progresses [1–6]. There is definitely a struggle for talent and resources going on behind the scenes of this matchup. The loss of enterprise talents has emerged as a significant factor impeding the development of businesses. The factors that have contributed to this occurrence warrant careful investigation. The EHRQA technique, which is part of the leadership model, is being implemented progressively in order to alter the old talent management strategy. Comparing the leadership model to the typical EHRQA approach, the leadership model places a greater emphasis on the applicability of employees to the organization and pays more attention to the workability and performance of employees while at work [7–12]. Evaluating employees’ initiative, creativity capacity, and cooperation ability, among other traits, allows them to maximize their own initiative and maximize the value of their own abilities, thus enabling the firm to enter a new stage of development [13, 14].

Davi-McClelland, a Harvard University professor, was the first to introduce the concept of leadership, which was in 1973. According to any traits that can be consistently measured or counted, the notion of leadership refers to a sharp division between outstanding and ordinary people at work, which can be measured or tallied [15–17]. Examples of such divisions include work motivation, workplace attitude or values, personality traits and cognition as well as self-image, expertise in a specific subject, professional abilities, and so on. We must identify and separate outstanding performers from those who perform below average, reuse outstanding leaders, and scientifically cultivate ordinary ability workers, so that they can assume leadership roles. Currently, the concept of the leadership model is based on leadership, which means that enterprises place a strong emphasis on analyzing the leadership level of employees as well as job requirements, and the standards for human
resource employees are defined in terms of “quality” and measured in terms of “quantity.”

The cost of human resources is a significant component of EHRQA [18, 19]. If the cost of human resources cannot be accurately estimated, it will result in a significant waste of human resources, a huge number of lost manpower opportunities, and an increase in the operating costs of the organization as a result. The cost of EHRQA is therefore directly tied to the survival of the organization, and the study in EHRQA is of significant importance [20–25].

Despite this, some businesses, particularly in China, fail to factor in human resource costs when making operational decisions. Due to the planned economy’s influence, many enterprises’ ideas and concepts have lagged behind technological advancements, highlighting the EHRQA problem. Over the last decade, the EHRQA problem has garnered increasing attention from domestic research institutions and scholars, resulting in the development of a large number of EHRQA algorithms [26–31]. The majority of EHRQA is completed manually, which is the most prevalent method. Because of the presence of human elements and the poor objectivity of the evaluation results, the EHRQA results are blind to a certain extent and it is difficult to acquire the ideal EHRQA results. With the existence of human factors and poor objectivity of the assessment findings, using EHRQA algorithms such as the gray model and neural network, some researchers have argued that by defining EHRQA indicators, collecting matching EHRQA data, and developing EHRQA models, they can get better outcomes than manual techniques in terms of EHRQA results. The research has progressed to the point where data on human resource costs has been amassed, and a considerable amount of EHRQA data has emerged, which serves as the foundation for data mining in the field of human resource cost assessment. Chaos theory is a data-driven strategy that may be used to extract the changing characteristics of situations from large amounts of data. It is also a new technology for EHRQA modeling that is being developed [32, 33].

The continual appearance of quality difficulties in my country’s economic market has intensified people’s attention to quality management, resulting in the notion of overall quality management becoming more prevalent as the times have demanded it [34–37]. Personnel have a considerable impact on the output quality of enterprise products and services, and EHRQA has emerged as an important component of total quality management practice in the process. Due to the short time span in which comprehensive quality management has been implemented in human resource management, there are still some issues that need to be addressed. Because of this, it is critical to investigate the role of human resource management in the process of comprehensive quality management [38–40].

This paper proposes a data-driven EHRQA algorithm in order to improve EHRQA’s accuracy. The results of this paper demonstrate that the algorithm can accurately capture the changing characteristics of human resource costs, improve the results of human resource cost assessment, and outperform existing human resource cost assessment models (DDW).

### 2. The Specific Application of the Leadership Model in EHRQA

Adopting the leadership model provides a new perspective and a solid foundation for the EHRQA’s work, clarifies the human resources departments’ fundamental responsibilities, and establishes a solid foundation for enterprise development. Meanwhile, it provides a solid foundation for the company’s personnel recruiting, job assignment, employee training and development, promotion and reward, and other activities, and it heralds the start of a new era in human resource development.

#### 2.1. Employee Recruitment

When hiring personnel under the traditional paradigm, businesses place a greater emphasis on evaluating candidates’ academic qualifications as well as their expertise and abilities. As a result, such inspections have the disadvantage of not delving deeply into the characteristics of employees, which is negative, because both internal character qualities and employee characteristics are in the process of long-term development. Marketing social positions are tough to adapt to for people with a variety of personality types, such as quiet and sensitive personalities, who have received extensive long-term training in a timely manner. As a result, if deep-level features of employees are ignored, even long-term employee training and investment training may be ineffective in retaining personnel. This is a significant waste of training resources for businesses. The features of WICS talents, on the other hand, are taken into consideration throughout the selection process. Regarding employees, we thoroughly investigate their fundamental requirements and features, pay close attention to their fit for certain positions, ensure that employees can find their dream employment, and limit the waste of training resources caused by high employee turnover.

#### 2.2. Work Assignment

The traditional job assignment is based on a lack of available positions in the organization and is centered on affairs, whereas the employee job assignment under the guidance of the leadership model is centered on observing the components of the work, analyzing the characteristics of leadership, and evaluating the performance of employees, among other things. Leadership tasks are related to their positions in order to more effectively identify talent and develop appropriate career planning and compensation designs for employees.

#### 2.3. Staff Training

Employee training in the traditional sense is primarily concerned with introducing employees to the job topic and improving their workability. In accordance with the new model, employee training is based on the principle of people-centeredness. This company provides employees with specialized training that is based on their own quality conditions, as well as training that is tailored to their own personal development. It assists employees in enhancing their own deficiencies while simultaneously reducing training requirements. The time-consuming steps of
the content, increased publicity and training of corporate culture, and instilling a strong feeling of professional belief and work confidence in new employees are all important goals.

2.4. Performance Appraisal. The fundamental criterion of the leadership model is the ability to discriminate between the signs of exceptional talent and those of ordinary talent. One must establish performance appraisal indicators on the basis of this information, improve performance appraisal standards by making them more scientific and standardized, and implement systematic performance appraisal standards to more accurately reflect employees' work performance, allowing outstanding employees to be recognized and rewarded in a timely manner, as well as being beneficial to employees and motivating and increasing the motivation of the employees.

2.5. Career Promotion. Achieving career advancement is something that every corporate employee hopes and expects to happen. It is the direct result of the employees' efforts, and it signifies that the employees' abilities and professional development have advanced to a new level. It is beneficial in inspiring people to enhance their work abilities, to actively work hard, and to contribute to the improvement of the overall competitiveness of the organization.

2.6. Future-Oriented EHRQA. Traditional EHRQA has the issue of being static and backward-looking, which makes it ineffective. It focuses on the historical job performance, as well as the performance of job seekers and employees in the future. One’s prior success, on the other hand, cannot be compared to his potential contribution to the organization in the future. Good performance in the previous year does not necessarily imply great ability nor does it imply that the employee will be able to adapt to the company’s future strategy and culture and continue producing and contributing in the same manner in the future. It is vital to implement a future-oriented human resource assessment in order to increase the organization’s strategic flexibility.

Future-oriented personnel evaluation is not simply a reversal of traditional evaluation; rather, it is a transformation of traditional evaluation. It necessitates not only the evaluation of past and present performance but also the evaluation of the behavior of obtaining performance and then the inference of the assessees’ ability to adapt to the future from the behavior performance of the assessees. Traditional techniques of personnel selection are concerned with determining the degree to which the candidate’s existing knowledge, ability, and experience matches the degree of knowledge, ability, and experience required by the target position, and using this information as the selection criteria. While there is nothing wrong with selecting talents in this manner in order to quickly adapt to job requirements when the external business environment is relatively stable, when the external business environment is constantly changing, or when the company is in a stage of rapid development, it is possible to select talents in accordance with the requirements of existing positions. It will diminish the adaptability of the organization, which means that it will reduce the firm’s strategic flexibility as well.

Companies must consider the demand for talents for the role in the future when hiring, and they must select job applicants based on the talent requirements required for future opportunities in order to increase strategic flexibility. Nokia Corporation had hidden concerns about the unexpected future instability of the industry at the beginning of this century in the consideration and strategic layout of talent selection, and it used this as a starting point. People who are adaptable to future development and change have been identified as the primary target of talent recruitment. Instead of focusing on the most competent talents available at the time, this strategy allows the company to make swift adjustments when faced with organizational changes and significant changes in the industrial environment, thereby avoiding the creation of a talent crisis in the first place.

How is a future-oriented human resource assessment conducted? By establishing standards, such as the Nokia’s “two-dimensional” model, the universal competency model based on future change and development, as well as industry and organizational characteristics, lays the groundwork for assessment. The organization’s use of a professional competency model enables it to conduct a future-oriented human resource evaluation. Human resource evaluation in the future requires enterprise managers to have strong strategic analysis capabilities. They can contribute actively to strategy formulation and analysis of the organizational environment. Businesses should focus on predicting the evaluation object’s ability and performance in future situations from a timely perspective when conducting talent evaluation activities such as recruitment, selection, and assessment, following the establishment of talent evaluation standards. Following the evaluation, it is critical to adjust the prediction level of the evaluation standard in accordance with actual employee performance in order to improve the forecast’s accuracy and thus the evaluation’s effectiveness.

2.7. The Importance of Establishing a Training System. Enterprises have largely recognized the necessity of training, but the majority of training sessions are conducted on an emergency basis, frequently in response to group difficulties in management or when performance has been slow for a lengthy period of time. Retraining is an after-the-fact remedy when it comes to increasing strategic flexibility, according to this approach. If a company wishes to achieve “longevity,” the concept of adapting to “cure” is a “disease-prevention” approach, which involves developing a forward-looking training system and strengthening the strategic flexibility of the company, resulting in a driving force for long-term development.

The forward-looking training system is comprised of two components. The first component is forward-looking training based on personal development, and the second component is forward-looking training based on organizational change. Employees’ knowledge of their own
personal development may increase, which may lead to a demand for training in the form of a work transfer, job promotion, or job skills enhancement as a result of this increased awareness. After comparing the existing work skills of employees with the potential future work skills requirements, businesses can finally determine their training requirements. In some circumstances, even though the current work performance of employees is satisfactory to the firm, there is still a gap between the requirements of the organization’s plan and the current work performance of employees, which must be addressed in advance through training.

Organizational change occurs as a result of a variety of factors, including competition and technological innovation, stagnation in industry development, strategic goal adjustment, the evolution of the enterprise life cycle, and natural and man-made disasters. Human resource managers can anticipate this transition to the greatest extent possible, enabling them to provide training support with a high degree of match during the strategic planning and promotion stages. Investing in this type of forward-thinking training benefits the organization by assisting and promoting the development and implementation of the overall plan. It contributes to employees’ long-term ability and competency development.

3. The DDW Model

This paper proposes the DDW model for EHRQA. The model structure is shown in Figure 1.

EHRQA concerns are influenced by a variety of factors, including human resource introduction policies and incentives, as well as the operational state of the business. The implicit change trend provides a credible foundation for human resource cost assessment modeling. Chaos theory is a widely used data-driven method. It is possible to invert the changing trend of human resource costs using phase space reconstruction technology, and a learning sample of human resource costs can be generated. As a result of the experiment, chaos theory is applied to human resource cost data in this work and a multidimensional human resource cost time series is created.

Let the historical EHRQA data of a certain enterprise be \( \{x(t_j), j = 1, 2, \ldots, n\} \), \( n \) represents the number of EHRQA samples, and the original EHRQA data is transformed into a more accurate EHRQA data by determining the delay time \( \lambda \) and the embedding dimension \( m \) of \( x(t_j) \). Regular EHRQA cost data is as follows:

\[
X(l) = [x(l), x(l + \lambda), \ldots, x(l + (m - 1)\lambda)], \quad l = 1, 2, \ldots, M. \tag{1}
\]

According to the results of the analysis of (1), \( \lambda \) represents the time interval between data points and \( m \) represents that multiple data points are related to the current human resource cost. The optimal value \( \lambda \) of human resource cost data should be determined using the CC method, and the optimal value \( m \) of human resource cost should be determined using the CAO algorithm.

The steps to determine \( \lambda \) are as follows:

1. Setting two EHRQA data \( X(i) = [x(i), x(i + \lambda), \ldots, x(i + (m - 1)\lambda)] \) and \( X(j) = [x(j), x(j + \lambda), \ldots, x(j + (m - 1)\lambda)] \), the distance between them is

\[
r_{ij} = \|X(i) - X(j)\|. \tag{2}
\]

2. When calculating the value of a human resource cost assessment, the critical radius \( r \) is used to define its valid range, the data points within the critical radius are statistically sensitive, the logarithmic ratio of statistical data points by the associated integral is used, and the calculation formula is as follows:

\[
C(m, N, r, \lambda) = \frac{2}{M(M - 1)} \sum_{1 \leq i < j \leq M} H(r - \|X(i) - X(j)\|), \tag{3}
\]

where \( H(r - \|X(i) - X(j)\|) \) is

\[
H(x) = \begin{cases} 
0, & x \leq 0 \\
1, & x > 0. \end{cases} \tag{4}
\]

In accordance with the critical radius, we divide the complete EHRQA data set into \( t \) subhuman resource cost assessment data sequences, with the following results:

\[
S(m, r, \lambda) = \frac{1}{t} \sum_{i=1}^{t} [C_i(m, r, \lambda) - [C_i(m, r, \lambda)]^n]. \tag{5}
\]

The difference between the data is

\[
\Delta S(m, l) = \max[S(m, r, \lambda)] - \min[S(m, r, \lambda)]. \tag{6}
\]

Then,
\[ \Delta \mathcal{S}(l) = \frac{1}{4} \sum_{m=1}^{k} \Delta S(m, t). \]  

If \( \Delta \mathcal{S}(l) \) gets the first minimum value, it means that the \( \lambda \) value at this time is the optimal EHRQA data delay time.

The steps to determine \( m \) are as follows: the \( i \)th reconstructed human resource cost assessment data is \( X_i(m + 1) \), and its nearest neighbor EHRQA data vector is \( X_{n(i,m)}(m + 1) \); then,

\[ \alpha(i,m) = \frac{\| X_i(m + 1) - X_{n(i,m)}(m + 1) \|}{\| X_i(m) - X_{n(i,m)}(m) \|}, \]

\[ i = 1,2,\ldots,N - m\lambda. \]

Then,

\[ E(m) = \frac{1}{N - m\lambda} \sum_{i=1}^{N-m\lambda} \alpha(i,m). \]

Suppose there are \( k \) EHRQA data in total, they form a data set \( S_k \{ (x_p, t_p) \}_{p=1}^{k} \), and the EHRQA data set after chaotic processing is \( x_p' = [x_p, x_{p+1}, \ldots, x_{p+m-1}]^T \), where \( t_p = x_{p+m} \) and \( m \) is the embedding dimension; we can get

\[ \min \left( \frac{1}{2} \beta_k^T \beta_k + \frac{1}{2} \epsilon_k^T \epsilon \right), \]

s.t.: \[ t_p = \sum_{i=1}^{L} \beta_k f(\alpha_k x_p + b_k) - \epsilon_k p = 1,2,\ldots,k. \]

Then,

\[ I(w, \epsilon, \beta_k) = \frac{1}{2} \beta_k^T \beta_k + \frac{1}{2} \epsilon_k^T \epsilon - w(H_k \beta_k - T_k - \epsilon), \]

s.t.: \[ t_p = \sum_{k=1}^{L} \beta_k f(\alpha_k x_p + b_k) - \epsilon_k p = 1,2,\ldots,k. \]
Let the partial derivative of (11) be 0; then,

\[
\begin{align*}
\frac{\partial L}{\partial \beta_k^T} &= \beta_k^T = wH_k \\
\frac{\partial L}{\partial \varepsilon} &= \gamma \varepsilon^T + \omega = 0 \\
\frac{\partial L}{\partial w} &= H_k \beta_k - T - \varepsilon = 0
\end{align*}
\] (12)

Let \( t \) and \( x \) be the input and output of EHRQA, respectively; then the extreme learning machine of EHRQA is

\[
t = \sum_{i=1}^{L} \beta_k f (a_k x + b_k).
\] (13)

The extreme learning machine is shown in Figure 2.

4. Results

For the purpose of evaluating the performance of the DDW algorithm, an EHRQA data set has been selected as the study object. There are a total of 300 data points in this set, which have been normalized to the range of 0–1, as shown in Figure 3. As a validation set, we choose 100 data points.

Figure 3 illustrates how chaos theory was used to obtain the EHRQA data. This demonstrates that the EHRQA data exhibits a certain degree of temporal correlation, as indicated by the ideal EHRQA data with \( T = 5 \) and \( m = 5 \). The original EHRQA data is processed and normalized to the time interval \( T = 5 \) and \( m = 5 \). There are EHRQA learning samples available.

Figure 4 and 5 illustrate EHRQA results obtained using the algorithm described in this article. As can be seen, the model presented in this research is capable of accurately predicting the changing trend in EHRQA and producing
near-perfect EHRQA results. The findings demonstrate that chaos theory and extreme learning can be integrated into EHRQA research and that the resulting human resource cost assessment is reliable.

As part of the effort to make the experimental findings of the human resource cost assessment algorithm in this study comparable, the BPNN, ARIMA, and SVM algorithms are utilized as comparison algorithms and the RMSE and MAPE algorithms are employed to evaluate EHRQA results, respectively. The comparison results are shown in Figure 6.

It can be seen that the DDW method outperforms the other methods on both metrics. Among the four methods, BPNN has the worst performance, followed by SVM, and ARIMA is slightly lower than the DDW model.

5. Conclusion

The enterprise-wide human resource quality assessment (EHRQA) is a critical metric for determining an organization’s human resource management effectiveness. Due to the fact that EHRQA is dependent on factors such as financial resources, reputation, personnel age and degree structure, and other criteria, as well as the local human resources introduction policy, the EHRQA procedure is quite complex. To improve the accuracy of EHRQA, an algorithm based on the data-driven and WICS leadership model is developed and chaos theory is incorporated to analyze the original data for the human resource cost assessment and establish human resource costs. We evaluate the learning samples to ascertain the underlying characteristics of the data’s variance. In addition, the extreme learning machine is used to learn the data for the human resource cost evaluation, and as a result of this learning, the human resource cost evaluation algorithm is developed. This is the outcome of the cost-benefit analysis of human resources.

Data Availability

The data sets used to support the findings of this study are available from the author upon request.

Conflicts of Interest

The author declares no conflicts of interest.

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