

Assignment 1

What does Human Resource Department do?

Human resources is used to describe both the people who work for a company or organisation and the department responsible for managing resources related to employees. The term human resources was first coined in the 1960s when the value of labour relations began to garner attention and when notions such as motivation, organizational behaviour, and selection assessments began to take shape.

The responsibilities of a human resource manager fall into four major areas: In Human Resource Management, there are four major areas: 1) Planning 2) Staffing 3) Employee development, and 4) Employee maintenance. Essentially, the purpose of HRM is to maximize the productivity of an organisation by optimising the effectiveness of its employees.

The HR department is responsible for:-

- Anything related to managing people within a company or organisation. This means decisions, strategies, principles, operations, practices, functions, activities, and the methods used to manage employees.
- The type of relationships people have in their places of employment and anything that affects those relationships in a positive or negative way.
- Ensuring that employees are satisfied with the conditions of their employment. This leads to better services and production of goods and helps the company's success

Human Resource Management is now a vital part of any organisation. Every company or organisation is required to have this department. It helps with increasing the morale of workers by working on relations between employees and their employers and constantly striving to make them better. The HR department also provides any support employees need to assist them improve their performance.

American Society for Training and Development (ASTD) has identified nine broad areas of HRM activities.

- Human Resource Planning
- Design of the Organisation and Job
- Selection and Staffing
- Training and Development
- Organisational Development
- Compensation and Benefits
- Employee Assistance
- Union/Labour Relations
- Personnel Research and Information System.

The main responsibilities of a human resource manager are:

- To fully develop knowledge of corporate culture, plans and policies.
- To initiate change where necessary and act as a facilitator.
- To actively participate in formulating company strategy.
- To be a consultant to change.
- To ensure communication remains open between the HR department and individuals and groups inside and outside the organisation.
- To identify and advance HR strategies that match the company's business strategy.
- To develop particular organisational teams and assist in the effective working relationships between the teams and individuals.
- To ensure the organisation's goals are achieved by effective co-operation of employees.
- To identify any problems, particularly in the HR area, and to find effective solutions.
- To contribute to the co-ordination and support services for HRD programmes.
- To assess the effectiveness of HRD programmes and to do research in order to find out how the HRD has affected (improved or otherwise) individual or organisational performance.

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Outline the objectives of Human Resource Management in an organisation

- To establish and use a workforce that is able and motivated, in order to achieve the goals of an organisation.
- To create the desirable organisational structure and working relationships among all the members of the organisation.
- To integrate individuals and/or groups within the company by matching their goals with those of the company.
- To ensure individuals and groups have the right opportunities to develop and grow with the organisation.
- To use what human resources a company has in the most effective way to achieve organisational goals.
- To ensure wages are fair and adequate and provide incentives and benefits thereby satisfying both individuals and groups. Also to ensure ways of allowing recognition for challenging work, prestige, security and status.
- To have continual high employee morale and good human relations by establishing and improving conditions and facilities within the organisation.
- To improve the human assets by providing appropriate training programmes on a continual basis.
- To try to effect socio-economic change in areas such as unemployment, under-employment and inequality by distributing income and wealth. This way society can benefit. Added employment opportunities for women and the disadvantaged will also be impacted in a positive way.
- To offer opportunities for expression.
- To ensure that the organisational leadership works in a fair, acceptable and efficient manner.
- To ensure a good working atmosphere and employment stability by having proper facilities and working conditions.

These were the main points of HR until Pat McLagan identified an additional nine extra roles.

- To bring the issues and trends concerning an organisation's external and internal people to the attention of decision-makers, and to recommend long-term strategies to support organisational excellence and endurance.
- To design and prepare HR systems and actions for implementation so that they can produce maximum impact on organisational performance and development.
- To facilitate the development and implementation of strategies for transforming one's own organisation by pursuing values and visions.
- To create the smoothest flow of products and services to customers; to ensure the best and most flexible use of resources and competencies; and to create commitment among the people who help us to meet customers' needs whether those people work directly for the organisation or not.
- To identify learning needs and then design and develop structured learning programmes and materials to help accelerate learning for individuals and groups.
- To help individuals and groups work in new situations and to expand and change their views so that people in power can participate in leadership.
- To help people assess their competencies, values, and goals so that they can identify, plan, and implement development actions.
- To assist individuals to add value in the workplace and to focus on the interventions and interpersonal skills for helping people change and sustain change.
- To assess HRD practices and programmes and their impact and to communicate results so that the organisation and its people accelerate their change and development.

What are the benefits of clear recruitment process?

Recruitment and selection of human resources (people) is what staffing is mostly concerned with. Human resource planning and recruiting is done before selecting people for positions. Recruiting is the personnel function of finding and hiring the best qualified applicants to fill job vacancies. The selection function is used to choose the most qualified applicants for hiring from those attracted to the organisation by the recruiting function. During the selection process, human resource staff are involved in assisting managers to decide which applicants to select for the given jobs and which ones to reject.

The benefits of a clear recruitment includes:-

- Candidate quality - Research – Carefully planned/ picked candidates for the job, rather than choosing someone that wouldn't necessarily match the role.
- Clear job description – A clear / accurate job description would reduce staff turnover – If the job description showed a higher the salary the the candidate was paid staff turnover would be considerably higher.

Outline the ethics of HRM as relating to the organisation and the individual employee.

Personal ethics for a HRM

- HR professionals must maintain the highest levels of competence and continually work to strengthen competencies.
- HR people must maintain the highest standards of effective leadership.
 - HR personnel must work in the most ethical ways and make proper decisions that exhibit fairness and justice for everyone in the organisation.
- Stakeholders must feel that HR people are trustworthy and that their interests are protected. HR personnel must never engage in any activities that can be viewed as a conflict of interest.
- The personnel must always protect the rights of individuals especially with regards to employees' private information. They must be honest in all their dealings and make informed decisions in all situations

HRM relating to the organisation.

Human resource management must plan, develop, and administer policies and programmes that can make the best use of an organisation's human resources. This is the part of management's role which deals with people at work and their relationships within the organisation. Its aims are:

1. To use human resources as effectively as possible;
2. To ensure the best possible working relationships among all members of the organisation; and
3. To assist individuals to reach their highest potential

What is the relationship between personal effectiveness and people management?

Personal objectives contribute to employees achieving their personal work goals which in turn contribute to the organisation and its success. It is important for employees' personal objectives to be met if the employees are to be retained and motivated. If this doesn't occur, employees' satisfaction and performance may deteriorate leading to high employee turnover.