



UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT STUDIES

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SUBJECT NAME

HUMAN RESOURCE MANAGEMENT

UNIT - I

INTRODUCTION OF HUMAN RESOURCE MANAGEMENT

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MEANING OF HUMAN RESOURCE MANAGEMENT

- * **Human Resource Management** as that part of Management which is concerned with people at work and with their relationship within an enterprise .
- * Its aim is to bring together and develop into an effective organization of the men and women who make up an enterprise and having regard for the well-being of the individuals and of working groups, to enable them to make their best contribution to its success .

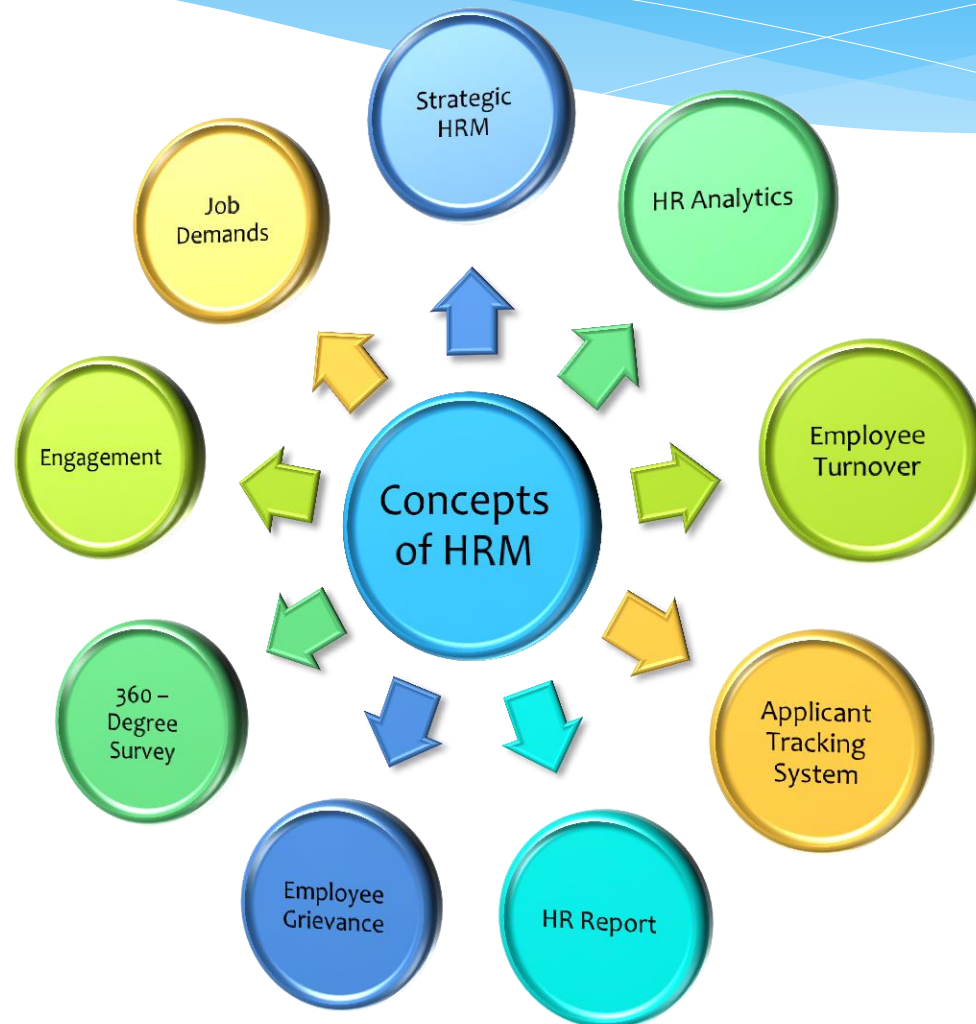


DEFINITIONS OF HUMAN RESOURCE MANAGEMENT

- * **There are different Authors who define Human Resource Management :**
- * **According to Wendell L. French,** “the Human Resource Management refers to the philosophy, policies, procedures, and practice related to the management of people within the organization .”
- * **According to Edwin Flippo,** “Human Resource Management is the planning, organizing, directing and controlling of the procurement development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and societal objectives are accomplished .”
- * **According to Pigors and Myers,** “HRM is basically a method of developing potentialities of employees so that they feel maximum satisfaction of their work and give their best efforts to the organization .”



CONCEPTS OF HUMAN RESOURCE MANAGEMENT



CONCEPTS OF HRM (CONTINUE)

- * **1. Engagement :** The first term every HR Generalist should know is engagement . Engagement has been the holy grail of HR for a long time . It is said to lead to higher productivity, lower absence, lower employee turnover, higher product quality and fewer product defects .
- * **2. Job Demands – Resources Model :** The second HR concept is the Job Demands – Resources (JD-R) model . The JD-R Model is an occupational stress model . The Model proposes that every occupation has its own specific risk factors associated with Job Stress .
- * **3. Strategic Human Resource Management :** The goal of Strategic HRM is for HR to align its activities with the objectives or the organization . When this is done right, HR will help the organization reach its goals .

CONCEPTS OF HRM (CONTINUE)

- * **4. HR Analytics :** HR Analytics is also known as People Analytics . It is a data-driven approach to managing people at work . HR Analytics helps to quantify if and how HR processes contribute to organizational objectives . HR Analytics is evolving strategic HRM into something that can be quantified .
- * **5. Employee Turnover :** It might sound simple – but it is much more complicated in reality . When it comes to turnover, there are a number of challenges . Turnover isn't necessarily good or bad . There are 2 kinds of Turnover : Regretted & Unregretted Loss . Regretted, or undesired turnover happens when high performers leave . Unregretted Loss, or wanted turnover happens when bad performers leave .
- * **6. Applicant Tracking System :** An Applicant Tracking System is a Human Resource Information System (HRIS) aimed at handling recruitment and hiring needs . An ATS is a Customer Relationship Management (CRM) system for recruitment . Whenever a candidate applies to a company, their profile will be stored in the ATS . The ATS can be used to search for profiles, send vacancies to job boards, match candidates to job and invite them for interviews .

CONCEPTS OF HRM (CONTINUE)

- * **7. HR Report :** The HR Report is next on the list . Besides the HR Report, there is the HR Dashboard . The HR Dashboard is an interactive report . It usually provides the functionality to ‘slice and dice’ data, meaning that you can inspect specific departments, teams, locations or function groups . The HR Report and dashboard enable you to get insights into your data and work in a more data-driven way .
- * **8. Employee Experience :** Employee Experience is the way employees feel about what they encounter and observe over the course of their employee journey at an organization . Where Employee Engagement is seen as an employee outcome, employee experience is the way HRM is perceived .
- * **9. 360-Degree Survey :** 360-Degree surveys are a method to collect feedback from multiple perspectives . It usually involves one’s manager, colleagues, subordinates, and customers, providing a full picture of one’s behaviour . 360-Degree Surveys are mostly used for managerial performance feedback .

CHARACTERISTICS OF HUMAN RESOURCE MANAGEMENT

- * **Human Resource Management has the following characteristics :**
- * 1. HRM is a part of management discipline .
- * 2. HRM is pervasive in nature .
- * 3. It is all about people at work, both as individuals and groups .
- * 4. It focuses attention on action, rather than on record keeping, written procedures or rules .
- * 5. HRM is directed towards achievement of organizational objectives .
- * 6. It tries to build cordial relations between people working at different levels in the organization .
- * 7. HRM intends to develop the full potential of employees .
- * 8. It is a continuous process .
- * 9. It is concerned with managing people at work .



SCOPE OF HUMAN RESOURCE MANAGEMENT



SCOPE OF HRM (CONTINUE)

- * **1. Human Resource Planning :** HRP is a process through which the company makes an assessment of the present manpower – the number of people employed, number of post vacant, whether there is excess or shortage of staff and prepares plans & policies to deal with them accordingly .
- * **2. Job Analysis :** Job Analysis provides a detailed picture of the nature of job, the skill and activities required to perform the job, the duties and responsibilities of the worker required for the job .
- * **3. Job Evaluation :** Job Evaluation determines how much pay to be affixed to the particular job on the basis of their importance on the basis of their importance in the organization functioning .
- * **4. Recruitment & Selection :** The company on the basis of HRP & Job Analysis identifies the requirement of personnel and explores different internal and external sources from where manpower can be acquired . This Process is called Recruitment . The Selection process involves steps like receiving applications, tests, interviews, medical examination and final selection .

SCOPE OF HRM (CONTINUE)

- * **5. Performance Appraisal :** It is a controlling process whereby the employees performance is matched with the standard level of performance and remedial measures taken in case actual performance does not meet the standards .
- * **6. Training & Development :** Training & Development makes employees excel in their present post as well as make them competent for future higher job responsibilities .
- * **7. Employee Compensation :** Under this HR Manager performs the function of determining the pay structure for different employees on the basis of qualification, efficiency, experience and nature of the job .
- * **8. Employee Motivation :** Motivation of employees is essential for retention and sustenance of employees within the organization .Recognition and reward for performance, promotion, pay-hike and other monetary and non-monetary rewards motivate the employees .

SCOPE OF HRM (CONTINUE)

- * **9. Employee Welfare :** It aims at improving the quality of work life balance by providing a better environment worth working, job security, flexible working hours, eliminating workplace hazards, which will have a positive impact on the productivity and quality of work .
- * **10. Industrial Relations :** Human Resource Management considers establishment and maintenance of harmonious and cordial relations between employer and employees .
- * **11. Employee Maintenance :** It allows the management of employee data such as contact information, cost involved and share of compound costs .
- * **12. Prospects of Employees :** In this, HRM provides for effective use of people to achieve both the objectives of the enterprises and satisfaction and development of employees .

OBJECTIVES OF HUMAN RESOURCE MANAGEMENT

* The Objectives of HRM are as follows :

- * 1. To help the organization to attain its goals effectively and efficiently by providing competent and motivated employees .
- * 2. To utilize the available human resources effectively .
- * 3. To increase to the fullest the employee's job satisfaction and self- actualisation .
- * 4. To develop and maintain the quality of work life (QWL) which makes employment in the organization a desirable personal & social situation .
- * 5. To help maintain ethical policies and behaviour inside and outside the organization .
- * 6. To establish and maintain cordial relations between employees and management .
- * 7. To reconcile individual/group goals with organizational goals .
- * 8. To provide, create, utilise and motivate employees to accomplish organizational goals .
- * 9. To create a sense and feeling of belongingness, team-spirit and encourage suggestions from employees .
- * 10. To maintain high morale and good human relations within the organization .



IMPORTANCE OF HUMAN RESOURCE MANAGEMENT

* **The Importance of HRM are as follows :**

- * **1.** Good Human Resource Practice can help in attracting and retaining the best people in the organization.
- * **2.** It develops the necessary skills and right attitudes among the employees through training, development, performance appraisal, etc.
- * **3.** It secures willing co-operation of employees through motivation, participation, grievance handling, etc.
- * **4.** Effective utilization of available human resources can only be achieved through good Human Resource Management .
- * **5.** HRM ensures that enterprise will have in future a team of competent and dedicated employees .
- * **6.** It develops people on continuous basis to meet challenge of their job .
- * **7.** It promotes team-work and team-spirit among employees .
- * **8.** It provides environment and incentives for developing & utilising creativity .




FUNCTIONS OF HUMAN RESOURCE MANAGEMENT

Functions of
Human
Resource
Management

Managerial Functions

- 
1. Planning
 2. Organizing
 3. Staffing
 4. Directing
 5. Controlling

Operative Functions

- 
1. Procurement of HR
 2. Employee Compensation
 3. Development of HR
 4. Developing Healthy Human Relations
 5. Integration of conflicting interest
 6. Safety & Health of Employees

MANAGERIAL FUNCTIONS OF HRM

* The HR Manager is basically a manager and as such must perform the basic functions of Management which are as follows :

* **1. Planning :** Planning is the determination of anything in advance of the action . It involves scanning of the internal and external environment, setting up of goals and objectives, preparing an action plan to achieve these objectives, laying down policies & procedures, formulating standards of evaluation and allocating resources .

* **2. Organizing :** After Plans have been developed and the course of action determined, Organizing is next in order . It involves the establishment of an organization structure through determination and grouping the activities, the assignment of activities to the specified individuals & departments .

* **3. Staffing :** Staffing is a process of manning the organization and keeping it manned . An HR Manager is to recruit, select, train, place, compensate, promote and retire the personnel of the organization at the appropriate time .

* **4. Directing :** As the process of management is concerned with getting work done through and with people, they require proper motivation . The Management is required to lead, guide, motivate, supervise, communicate and inspire them towards improved performance .

* **5. Controlling :** Through Controlling, we evaluate the performance against the goals and the plan . 2 important things in the process of Controlling are : a comparison of actual performance as against standards and taking corrective actions .

OPERATIVE FUNCTIONS OF HRM

- * **Operative Functions are performed by the Human Resource Manager continuously & regularly . Its nature is like a routine type . The Operative Functions are as follows :**
- * **1. Procurement of HR :** The first important operative function of HRM is securing and employing the right type of personnel according to the needs and requirements of the organization .
- * **2. Employee Compensation :** After procurement of employees, the next operative function of HRM is Compensation Function . It means providing adequate, equitable, regular and fair remuneration to the employees .
- * **3. Development of Human Resource :** Development of Human Resources is done through the training and development programme . Development process includes improving the skills and knowledge, creativity, ability, intellectual ability and capacities of employees .

OPERATIVE FUNCTIONS OF HRM (CONTINUE)

- * **4. Developing Healthy Human Relations :** Due to developing Healthy Human relation, there are no disputes, clashes and misunderstanding . But it improves morale, team spirit, team work, co-operation, togetherness and oneness among the employees .
- * **5. Integration of Conflicting Interest :** HRM has to perform one more important function that is integration of conflicting interest between employees and organization . HR Managers have to integrate these conflicting interests in a way that both parties should be satisfied .
- * **6. Safety & Health of Employees :** In case of employees whose work is risky, and hazardous, HR Manager has to provide the safety measures to the employees . Regular Medical Checkup of the employees has to be done . Free Medicines, Treatment should be provided to the employees who fall sick .

CONCLUSION

- * *Human Resource Management is a complex activity that exist .*
- * *It is important to recognize the good Human Resource Management not only improve the performance but also enhance quality of the product and improve its reputation in the minds of visitors .*
- * *Human Resource Management, when matched correctly, is a vital part of an organization and it's success .*
- * *HR must be a strategic business partner in order to survive in this century .*
- * *Basic Knowledge of HR Functions is needed by all management .*
- * *YouTube Link :<https://www.youtube.com/watch?v=WzXNhwSWEnc>*
- * *<https://www.youtube.com/watch?v=KbaMZmZWuYo&list=PLzZU3n3mx6kfjrIXC1bGBONMINMaTaOcD&index=4>*
- * *<https://www.youtube.com/watch?v=CoQk0pf9kx4&list=PLzZU3n3mx6kfjrIXC1bGBONMINMaTaOcD&index=6>*

Thank you ...

