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Human Resource Development

UNIT IV HRD EXPERIENCE

HRD Experience

- ▶ HRD in Manufacturing and Service Industry
- ▶ HRD in Government and Public Systems
- ▶ HRD in Education
- ▶ HRD in Health Sector
- ▶ Comparative HRD- International Experiences

HRD in Manufacturing and Service Industry

- ▶ Manufacturing is the use of machines, tools and labour to produce goods for use or sale.
- ▶ The term may refer to a range of human activity, from handicraft to high tech, but is most commonly applied to industrial production, in which raw materials are transformed into finished goods on a large scale.

HRD in Manufacturing and Service Industry

- ▶ The HRD function in the manufacturing industries is often concerned with payroll, administrative work and mediating between the management and the workers.
- ▶ Mostly, the manufacturing companies lean on the HRD function in times of labour unrest and strikes.
- ▶ HR in manufacturing industry needs more focused attention than ever.

HRD in Manufacturing and Service Industry

- ▶ As largest provider of employment, manufacturing industry unsurprisingly face some serious HR challenges such as-
 - Recruitment difficulty
 - Employee retention
 - Global competition
 - Training and development
 - Shortage of skilled candidates

HRD in Manufacturing and Service Industry

- ▶ On the other hand, the HRD function is centric to the success of the service sector companies as they are seen as enabling and empowering the employees in the services sector.
- ▶ The point here is that in the service sector companies, the HRD function plays a more important role as the chief sources of competitive advantage in these companies are the human resources.

HRD in Manufacturing and Service Industry

- ▶ In the services sector like the financial and technology companies, the brand value is measured according to the level of intellectual capital which is a derivative of the contribution of the human resources in the company.
- ▶ As far as the universal aspects are concerned we can say that HRD is relevant to all sectors as it is at the base of all development

HRD in Manufacturing and Service Industry

- ▶ Within the service sector there is a need to develop the service culture.
- ▶ It is here that the concept of customer care becomes extremely relevant.
- ▶ The changing business environment (both external and internal) forced many companies to review their relationship with customers.

HRD in Manufacturing and Service Industry

- ▶ “Customer service has become a strategic tool” which is regarded as a “positive force for increasing sales”.
- ▶ More emphasis on customer care and service leads to focus on service excellence and all these can be achieved only when there is a service attitude in the personnel handling service operations.
- ▶ This naturally leads to the issue of the importance and role of HRD in service sector.

HRD in Government and Public Systems

- ▶ The government has a critical role to play in the development of the country. It acts as a planner, regulator, catalyst, controller and investor.
- ▶ Its policies and practices directly determine the nature and direction of HRD activities in institutions and organisations under the direct control of government such as the administrative machinery and public sector organisations.

HRD in Government and Public Systems

- ▶ Government institutions are very large and complex systems.
- ▶ To cope with the myriad tasks of administration, government organisations and institutions tend to be very diverse in nature and are scattered across the length and breadth of the country.
- ▶ The sheer size, spread, diversity and complexity of the administrative machinery make the "HRD function in government a highly complex one.

HRD in Government and Public Systems

- ▶ Current systems of HRD in government sector-
 - Training
 - Manpower forecasting
 - Job rotation
 - Performance appraisal
 - Maintaining employee data bank

HRD in Education

- ▶ There is evidence that shows principles' and teachers' performance has more effect on student achievement, showing that it is imperative to act on that knowledge and strengthen the education workforce to better serve students by administering the role of human resource development.
- ▶ The goals of human resource development in education is to develop the workers and contribute to goal achievement.
- ▶ Human resource management has two major specific roles to play, including the strategic role and operational role.

HRD in Education

Strategic Role

- ▶ In the strategic role, human resources are critical for effective educational functioning and its importance has grown dramatically in the last two decades.
- ▶ HRD professionals should be committed to the job, remain dedicated and productive in the education system.
- ▶ HRD also represents a significant investment in educational efforts.
- ▶ When managed well, HRD can be a source of competitive strength for education.
- ▶ Strategically, HR must be a viewer in the same context as financial, technological, and other resources that are managed in any organisations.

HRD in Education

Operational role

- ▶ Human resources management, in this role, would be of interest in compliance with equal employment opportunities and observation of labour laws, such as applicants must be oriented to organisations, supervisors must be trained, or wages and salaries must be administered.
- ▶ At the same time, a wide range of activities typically associated with the day-to-day management of people as provided by laws and regulations must be performed efficiently.

HRD in Education

► Functions of HR in education-

- Staff procurement
- Staff Maintenance
- Staff Relations
- Staff Development

HRD in Health Sector

- ▶ Human resources are the most important of the health system's inputs and consume major share of resources.
- ▶ Improving the performance of the health system depends ultimately on improving the performance of the workforce.
- ▶ Human resources are a clear prerequisite for health care, with most medical interventions requiring the services of physicians, nurses or other types of health workers

HRD in Health Sector

- ▶ The workforce (Health Care Workers) is large and diverse. It has unique characteristics and each category is qualified to do separate jobs with powerful working interests.
- ▶ WHO advocates that countries must ensure that their health systems get the right number of service providers with the right skills to the right place at the right time.
- ▶ In India, health care system comprises, the government health services including a large and rapidly growing private sector, which includes both profit as well as non profit health providers.

HRD in Health Sector

- ▶ Human resource development (HRD) is concerned with the different functions involved in planning, managing and supporting the professional development of the health workforce within a health system, generally at strategic and policy levels.
- ▶ HRD aims at getting the right people with the right skills and motivation in the right place at the right time.

HRD in Health Sector

- ▶ Since human resources (HR) is the key, the following functions may be involved in ensuring effective management-
 - Human resource planning
 - Training
 - Performance appraisal
 - Rewards
 - Transfer
 - Employee Counselling and feedback
 - Career planning and development

HRD in Health Sector

- ▶ HRD programmes should aim at giving the external health agent (social worker/doctor) proper welfare orientation.
- ▶ The career needs of the health agent will also need to be resolved.
- ▶ So far this problem has been attempted through provision of incentives, or some kind of compulsion at the education stages.

Action Programmes in Health Involve-

- ▶ Assessment and Utilisation of Indigenous Health Technologies
- ▶ Action Programmes for Psychological Health
- ▶ HRD Programmes for Family-
 - Family Counselling Services
 - Parental Training
 - Technological Training to Women
 - Supportive Family Services