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COURSE: Human Resources Management

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Introduction

Human Resources management

Aim of human resources management

The overall purpose of human resources management is to ensure that the organization is able to achieve success through people. The human capital of an organization consists of people who work there and on whom the success of the business depends.

Human capital can be regarded as the prime asset of an organization, and businesses need to invest in that asset to ensure their survival and growth– Strategic Human Resources Management, 4th edition – Michael Armstronge

Human Resources management [HRM] is the process of employing people, training them, compensating them, developing policies relating to them, and developing strategies to retain them. - Human Resources - University of Minnesota library publishing through the elearning support initiative

Staffing in human resources management involves the entire hiring process from posting a job to negotiating a salary package. Within the staffing function, there are four main steps:

. Development of a staffing plan. This plan allows HRM to see how many people they should hire based on revenue expectation

. Development of policies to encourage multiculturalism at work. Multiculturalism in the workplace is becoming more and more important, as we have many people from a variety of backgrounds in the workplace.

. Recruitment. This involves finding people to fill the open positions.

. Selection. In this stage, people will be interviewed and selected, and a proper compensation package will be negotiated. This step is followed by training, retention, and motivation.

Development of workplace policies

Every organization has policies to ensure fairness and continuity within the organization. One of the job of HRM is to develop the verbiage surrounding these policies. In the development of policies, HRM, management and executives are involved in the process. For example, the HRM professional will likely recognized the need for a policy or a change of policy, seek opinion on policy, write the policy, and then communicate that policy to employees. It is important to note that HR departments do not and cannot work alone. Everything they do needs to involve all other departments in the organization. Some example of workplace policies might be the following:

. Discipline process policy

.vacation time policy

.Dress code

.Ethics policy

.Internet usage policy

.Etc

Compensation and Benefits Administration

HRM professionals need to determine that compensation is fair, meets industry standards, and is high enough to entice people to work for the organization. Compensation includes anything the employee receives for his or her work. In addition, HRM professionals need to make sure the pay is comparable to what other people performing similar jobs are being paid. This involves setting up the pay systems that take into consideration the number of years with the organization, years of experience, education, and similar aspects. Examples of employee compensation include the following:

.Pay

.Health benefits

.401[k] retirement plans

.Stock purchase plans

.Vacation time

.Sick leave

.Bonuses

.Tuition reimbursement

Retention

Retention involves keeping and motivating employee to stay with the organization.

Compensation is a major factor in employee retention, but there are many factors as well. 99% of employees leave a company for the following reasons:

.Issues around the job they are performing

.Challenge with their manager

.Poor fit with organization culture

.Poor workplace environment

Despite this, 90% of managers think employees leave as a result of pay, as a result of this, managers often try to change their compensation packages to keep people from leaving, when compensation isn’t the reason they are leaving at all. - Human Resources - University of Minnesota library publishing through the elearning support initiative

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Training and Development

Once we have spent the time to hire new employees, we want to make sure they are not only trained to do the job the but also to continue to grow and develop new skills in their job. This results in higher productivity for the organization. Training is also a key component in employee motivation. Employee who feel they are developing their skills tend to be happier in their jobs, which results in increase employee retention. Example of training programs might include the following:

.Job skills training, such as how to run a particular computer program

.Training on communication

.Team building activities

.Policy and legal training, such as sexual harassment training and ethics training. - . Human Resources - University of Minnesota library publishing through the elearning support initiative

Dealing with laws affecting employment

Human resources people must be aware of all the laws that affect the workplace which might include

.Discrimination laws

.Health care requirements

.Compensation requirements such as the minimum wage

.Worker safety laws

.Labor laws

The legal environment of HRM is always changing, so HRM must always be aware of changes taking place and then communicate those changes to the management or ganization. -. Human Resources - University of Minnesota library publishing through the elearning support initiative

Worker protection

Safety is a major consideration in all organizations. Oftentimes new laws are created with the goal of setting the federal or state standards to ensure workers safety. Unions and union contracts can also impact the requirement for worker safety in workplace. It is up to human resources manager to be aware of worker protection requirements and ensure the workplace is meeting both federal and union standards. Worker protection issues might include the following:

.Chemical hazards

.Heating and ventilation requirements

.Use of “no fragrance” zone

.Protection of private employee information

Communication

Besides these major roles, good communication skills and excellent management skills are key to successful human resources management. - Human Resources - University of Minnesota library publishing through the elearning support initiative

Aware of external factors

In addition to managing internal factors, the HR manager needs to consider the outside forces at play that may affect the organization. Outside factors, or external factor, are those things that the company has no direct control over; however they may be things that could positively or negatively affect human resources. External factors might include the following:

Globalization and offshore

.Changes to employment law

.Health care costs

.Employee expectations

.Diversity of the workforce

.Changing demographics of the workforce

.A more highly educated workforce

.Layoffs and downsizing

.Technology used, such as HR databases

.Increase use of social networking to distribute information to employees

For example, the recent trend in flexible work schedules [allowing employees to set their own schedules] and telecommuting [allowing employees to work from home or a remote location for a specific period of time, such as one day per week] are external factors that affected HR. HRM has to be aware of these outside issues, so they can develop policies that meet not only the needs of the company but also the needs of the individuals.

Another example is the patient protection and affordable care act, signed in 2010. Compliance with this bill has huge implication for HR. for example, a company with more than fifty employees must provide health coverage or pay a penalty. Currently, it is estimated that 60% of employers offers health care insurance to their employees [cappelli 2010]. Because health care insurance will be mandatory, cost concerns as well as using health benefits as a recruitment strategy are big external challenges. Any manager operating without considering outside forces will likely alienate employees, resulting in unmotivated, unhappy workers not understanding the external factors can also mean breaking the law, which has a concerning set of implication as well.

One way managers can be aware of outside forces is to attend conferences and read various articles on the web. - Human Resources - University of Minnesota library publishing through the elearning support initiative

My experience with workers

We have a small block industry that we are operating, sometimes we have 5 to 8 workers whenever we have work to do. What I observe with our workers is that, most workers like working where the management shows care and respect to the workers. Whenever they are working we often tell them thank you during and after the work.

When there is something that needs to be corrected, we correct them in a polite way. So because of this, some of them start saying they enjoy working in our block industry. They once told me that in other block industry, some of the people in charge insult their workers but here in our block industry we make correction politely and we have never insult any worker when there is an issue.

Because of the way we relate with our workers, each time we call them for work, they come speedily without delay. When someone come who is not very good in the work, we put him/her in areas that will enable him/her to learn faster with someone directing the person on what to do per time.

How we manage human resources in our construction site

When we have new work in the construction site, the first thing we do, we always make sure that most of the things needed for the work are the site a day to the time of our work, such as blocks, sand, cement, gravel etc. when all these things are the site thing, the next thing to do is to clear the site so that we can have a good site that will not cause injury to the workers.

After we have done all the site clearance, the next thing to do is to use some laborers that will move the blocks closer to the places where they will be needed. When blocks are closer, the building work tends to be faster than when blocks are far away.

So when we have done all the necessary arrangement, the next thing to do is to make sure that we arrive at the construction site by 7.30am. In my secondary school days, I was privilege to be close to my head master, he always tell me that “ the earlier the better” and this has helped me to make sure that I always do things early if I have the opportunity. Though he is late now, may his soul rest in peace.

Going to construction site as early as possible has helped us to get much work done in a shorter period of time and most time we spend less resources because the work will be done in a short period of time.

Another way we compensate our workers at the site is through buying each and everyone one of them food in the afternoon. We pay each bricklayers N3,000, and laborers N1,500 per day. In the afternoon we normally buy food for them in the afternoon, each person eats something of N100 or N150. The food we buy for them is little but this had made them not complain even when the work is much.

Conclusion

Human resources management is a field that has helped me to develop my relationship with different people. It has opened my eyes on how to keep our workers happily because without the workers our business might go down.

Reference

.Strategic Human Resources Management, 4th edition – Michael Armstronge

. Human Resources - University of Minnesota library publishing through the elearning support initiative

. Conquering violence. – Ahanotu Kennedy C