

# INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

Week 1

# WHAT IS HUMAN RESOURCE MANAGEMENT

## (1)

- **What is Human Resource Management?**
  - **Organization** – people with formally assigned roles who work together to achieve the organization's goals.
  - **Manager:** the person responsible for accomplishing the organization's goals, who does so by managing the efforts of the organization's people.

# WHAT IS HUMAN RESOURCE MANAGEMENT?

## (2)

### ■ Management Process

#### ■ Planning

- Establishing goals and standards, developing rules and procedures, developing plans and forecasting

#### ■ Organizing

- Giving specific tasks, establishing departments, delegating authority, establishing channels of authority and communication, coordinating work.

#### ■ Staffing

- Determining who to hire, recruiting, selecting, training and developing, setting performance standards, evaluating performance, counselling, compensating

#### ■ Leading

- Getting others to get the job done, maintaining morale, motivating

#### ■ Controlling

- Setting standards, checking performance compared to these standards, taking corrective action as needed

# WHAT IS HUMAN RESOURCE MANAGEMENT?

## (3)

### ■ Definition

- The process of acquiring, training, appraising and compensating employees, and of attending to their labor relations, health and safety, and fairness concerns
  - Job Analysis
  - Labour Need Plans
  - Recruitment and Selection
  - Orientation, Training and Development
  - Wages, Salaries, Incentives and Benefits
  - Performance Appraisal
  - Communication
  - Building Employee Commitment

# WHY IS HUMAN RESOURCE MANAGEMENT IMPORTANT?

## ■ Reasons:

- To avoid personnel mistakes
  - Hire wrong person
  - Turnover
  - Underperformance
  - Legal cases
  - etc.
- To improve organization profits and performance

# HOW HUMAN RESOURCES MANAGEMENT WORKS IN THE ORGANIZATION? (1)

- **Authority: the right to make decisions, to direct the work of others and to give order**
  - **Staff authority**
    - The right to advise other managers or employees
    - ← human resource managers
      - Assist and advise line managers in areas like recruiting, hiring and compensation
  - **Line authority**
    - The right to issue orders to other managers or employees
      - Placement
      - Orientation and training
      - Developing and improving job performance
      - Developing good cooperation and working relationship, maintaining morale, protecting employee's health and physical condition
      - Interpreting company policies and procedures
      - Controlling labor cost

# HOW HUMAN RESOURCES MANAGEMENT WORKS IN THE ORGANIZATION? (2)

## ■ Functions:

- A line function
  - To direct the activities of the people in HR department
- A coordinative function
  - To ensure other line managers implement human resource policies and practices
- Staff functions
  - To advise CEO on the personnel aspects of the organization
  - To assist and advise other line managers in hiring training, evaluating, rewarding, counseling, promoting and firing employees, administering benefit programs, ensuring compliance with laws
  - To provide up-to-date information on current trends and new methods
  - To advocate employees by representing the interests of employees

# HUMAN RESOURCE MANAGEMENT TRENDS

- Insert Figure 1-4 p. 37



# HUMAN RESOURCE MANAGER'S COMPETENCIES

- Insert Figure 1-7

# SUMMARY, QUESTIONS AND CASE

- Understand the importance of human resource management
  - A changing environment today
  - Important trends in human resource management
  - Evidence-based
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- Explain what human resource management is and how it relates to the management process.
  - Illustrate the human resource management responsibilities of line and staff managers
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- Case: Jack Nelson & Carter Cleaning Company