

Human resources management

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## Introduction

The aim of the study is to highlight the situation or challenges that have been faced by me during my internship program in Human Resource Management. HRM refers to the strategic approach that has been used to manage the people in the organisation in order to have effective management. This study involves the situation and the ways of solving those particular issues by the managers. The several HR functions of the business will be affected such as recruiting and selection process, training and development programs as well as compensations programs.

## Defining the situation

The HRM situation that has been observed during my internship days is facing issues in recruiting and selecting the deserving candidate for the organisation and providing appropriate training to them. The recruiters of the organization face lots of challenges in selecting the candidate such as the finding the most suitable candidate from a number of applicants is one of the basic issue faced by the HR team. I observed that the HR team members change their strategies constantly in order to hire the most appropriate candidate for the organisation. The other challenge faced by the HR team is providing an effective training and development program to the employees so that they can perform better for the growth of the organisation. The employees should be trained and developed particular skills as per the requirement so that they are able to complete their task more effectively. The organisation must provide compensation to the employees in the form of salary, bonus, incentives, allowance and other perks on the basis of their performance. An individual must be appreciated for the outstanding performance; this will motivate them for performing better in their future and build more confidence.

## Ways of handling the situation

The HR managers of the organisation should examine the tools that have been used for the recruitment purpose such as the software and the strategies. These essential parameters must be updated as they help in saving several steps and time of the recruiters. It has been observed that

the recruiters spend lots of time for inputting the data of the candidates into the system or concerning with the managers about the requirements of particular positions (Musale, Nagpure, Patil, & Sayyed, 2016). The HR managers ensure that the required information is already documented and easily accessed by the recruiters and save both the time and steps of the recruitment and selection process.

HR managers are aware of the platforms that have been used by job applicants. The platforms such as social media and LinkedIn are one of the most effective solutions used by the recruiters. The recruiters share the information of the opening positions in the organizations on LinkedIn and the interested candidates will apply for the job. This reduces the number of applicants by filtering the skills and related experience which helps in selecting the most deserving candidate for the organisation.

According to Hyder (2016), it is not necessary that the wording of the job descriptions explains the position in an appropriate way. The job description involves the information that truly explains the roles and responsibilities of the positions instead of only the required educational background. The HR managers work with the experts of data analytics in order to understand the several points and the ways in which the department can control or solve the problems (Chang & Chin, 2018). Thus, the HR managers create the cheat-sheets so that they are able to understand the usage of the information for solving the problems and can use them in the future. To attract the potential employees for the organisation which fits into the company culture, the recruiters also mentioned the culture of the organisation in an appropriate manner during proving the job description.

In order to handle the training and development issues faced by the organisation, the HR managers ensure and understand the benefits of the employees they received through the training program (Virtual HR, 2019). The well-training programs help the organisation in attracting and retaining the most talented individuals. These programs improve the

workplace and bring efficiency in the outcomes. The HR managers start the development program before it becomes necessary as it helps in boosting the growth of individuals. The individuals are rewarded on the basis of their performance which motivates them to perform better in the future. The employees are provided by good salary, perks and incentives, allowances according to their performance which makes them stay longer with the organisation and enhance their skills from time to time.

### Critical analysis

#### *Strength and weakness*

The strong part of the proposed solution to solve the issues is that it helps in saving the time for the recruiters as they target a number of potential candidates for certain positions. The latest software and strategies help in documenting the profiles of the candidate's which can be easily accessed. By showing the culture and mission of the company to the job seekers help them in understand the organisation better. This also ensures that the most suitable candidates will apply for the open position which is beneficial for both the recruiters as well as the job seekers (Mohammad, Miah, Rahman, & Rahaman, 2017). The employees stay motivated by having incentives and allowances on performing well in the task which is beneficial for both organisation and individuals. The weakness of the proposed solution is that it may be expensive as it is not easy to maintain software at a low cost. It requires appropriate updates and maintenance. Due to ease of applying online for the jobs with the help of social media platforms, many candidates applied even when do not meet the basic requirements. This wastes both time and energy of the recruiters.

#### *Short, medium and long term consequences*

The short term consequences of using the latest software for the recruitment process is that it helps in getting the most deserving candidate for the organisation. The recruiters are able to hire the candidate after providing the appropriate job description so that they easily fit into the organisational culture (Daher, 2015). It helps in saving time and cost for the organisation and provides effective outcomes. The

long term consequences are that the quality candidate gets selected which boosts the growth of the organisation. The right candidate deals and handles the situation effectively in the future which saves the cost for the company

#### *Impact on motivation*

The training and development programs help in addressing the weaknesses of the individuals so that the required actions will be taken in order to reduce the weakness. It helps in improving the performance of the employees by turning the weakness into strengths. The employees get motivated when they are provided with effective training and development programs (Berber & Slavić 2016). They are also provided with good salary and incentives on the basis of their performance. It has a positive impact on the motivation level of the employees as they get selected through the most effective methods after understanding the culture and aspects of the organisation.

#### *Financial consequences*

It has been observed that the cost of hiring new employees is very high for the organisation. The organisations spent a huge amount of money on hiring deserving candidates who work for the better growth of the organisation and provide them with effective training and develop essentials skills (Treven, 2017). The candidates that are selected with the help of appropriate recruitment tools result in cost savings for the organisation. The recruitment tools such as social media help in sharing an effective job description with the job seekers so that the selected candidate must fit into the culture of the organisation and understand their roles and responsibilities.

#### HR functions that are affected by the proposed experience

The rise in using the appropriate recruitment tools or software is changing the landscape of HR and develops more effective ways of recruiting the right candidates. Nowadays, the HR professionals heavily rely on social media software such as LinkedIn to source the talented and most suitable

candidates which fulfil all the requirements. The job descriptions for several positions that are widely spread through social media or job portals and involves all roles and responsibilities so that the relevant candidates apply for the job. It has been observed that more than 78% of HR professionals use social media and job portals for recruiting the best candidates (Hassan, 2016). It will save both the cost and time of the recruiters and they get the most deserving candidates for the organisation.

The modern technology used by the organisation in the selection process provides the advantage of hiring suitable candidates from anywhere in the world. The organisation that gets comfortable with modern digital technologies has the ability to gain more attention from the employees. Presenting the job description with appropriate details of roles and responsibilities removes the burden of screening each and every candidate's profile because it reduces the percentage of fake candidates.

By providing the rewards and benefits to the employees when they perform better, helps in creating a long-term relationship. This allows the recruiters and HR managers to focus on the new employees as they do not have to worry about the existing employees because they get motivated when they are rewarded for their performance (Tavares, Ginsburg, & Eva 2016). The training and development programs help the organisation in developing relevant skills and turn the weakness of the individuals into strengths.

The employee relations function of HR is missing. The employee relation specialist is responsible for solving and evaluating workplace issues. This function of HR helps in maintaining the relationship between the employer and employees by providing various strategies of an effective relationship. The effective employee's relation strategies contain particular steps that ensure the wellness of the workers of the organisation.

#### Recommendations

The job description should be defined for certain positions in the organisation. The required skills and education should be mentioned in

the job description along with the roles and responsibilities. The reason behind this recommendation is that it helps in reducing the unwanted application of the candidates who do not have the required skills and education. This will saves the time and cost of the recruiters as well as the organisation. The several policies and procedures should be prepared and provided to the recruiters so that they can recruit and select the candidates accordingly which follows the rules and regulation of the organisation. Training procedure should be defined in an appropriate way, the recruiters and the hiring professionals should be trained accordingly so that they can source the best candidates for the betterment of the organisation. This recommendation is beneficial for the recruiters in developing the right approach for recruiting the candidates under the guidance of the organisation.

### Conclusion

It can be concluded that an appropriate approach for recruiting and selecting the candidate is very necessary in order to have the best suitable candidate for certain positions in the organisation. It has been learnt from the experience that proper job description helps in defining the roles and responsibilities for the position and it reduces the time and steps of recruiting process for the recruiters. Providing training and development to the employees helps in the better growth of the organisation. It is beneficial for the organisation to provide compensations to the performers in the form of rewards such as incentives, allowances and bonus as it motivates them as well as the other members to perform well in the future.