HUMAN RESOURCE MANAGEMENT

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ABSTRACT

Human resource management involves managing employees and their needs within an organization. It includes tasks like recruitment, training, and employee relations. The present work addresses in a clear and simple way, the management of human resources in service organizations where staff is relevant to the achievement of policies, goals and objectives. They provide the creative and productive spark and are essential for organizational success. This paper is related to career development and the stages of a career program. It reflects on the evolution of the individual's work over time, emphasizing the stages: exploration establishment, maintenance and descent, their relationship with the chronological age of the individual and the relative level of participation and influence, associated with each stage.

Keywords: Human resources, management and planning, human resource processes, developing and training, and key factors of HRM

INTRODUCTION

Acquiring and retaining high-quality talent is critical to an organization's success. As the job market becomes increasingly competitive and the available skills grow more diverse, recruiters need to be more selective in their choices, since poor recruiting decisions can produce longterm negative effects, among them high training and development costs to minimize the incidence of poor performance and high turnover which, in turn, impact staff morale, the production of high quality goods and services and the retention of organizational memory. At worst, the organization can fail to achieve its objectives thereby losing its competitive edge and its share of the market.

The human resource department plays a crucial role in this process. The backbone of any successful company is the HR department, and without a talented group of people to hire, culture, and inform employees, the company is doomed for failure.
Human resource is the most valuable asset in the organization. The profitability of the organization depends on its utilization. Their here utilization is done properly will ma make a profit otherwise it will make e loss. To procure the right the at the right place at right time, some information regarding the jand job doer is highly essential. This information is obtained through job analysis, job description and job specification. Without this recruitment will be unsuccessful.

A well-planned and well-managed recruitment will result in high-quality applicants for the company. The recruitment process should inform qualified individuals about employment opportunities, create a positive image of the company, provide enough information about the jobs so that applicants can make comparisons with their qualifications and interests and generate enthusiasm among the best candidates so that they will apply for vacant positions.

What distinguishes a successful company from an unsuccessful one isthe quality of manpower. The role of management is to optimize the use of resource available to it. The role of HR is to incorporate the planning and control of manpower sources into the corporate level plans so that

all resources are used together in the best possible combination.

Managing people at work and control of human activities in employment is a function that must be performed in all societies. It is essential in every type of employment for every occupation and every type of employed manpower. Manpower management is essential in government as well as private employment under socialism or communication in small business and in large.

Recruitment, as a human resource management function, is one of the activities that impact most critically on the performance of an organization. While it is understood and accepted that poor recruitment decisions continue to affect organizational performance and limit goal achievement, it is taking a long time for public service agencies in many jurisdictions to identify and implement new, effective hiring strategies. Recruitment is a process which provides the organization with a pool of potentially qualified job candidates from which judicious selection can be made to fill vacancies.

Successful recruitment begins with proper employment planning and forecasting. In this phase of the staffing process, an organization formulates plans to fill or eliminate future job openings based on an analysis of future needs, the talent available within and outside of the organization, and the current and anticipated resources that can be expended to attract and retain such talent.

Selection is a process of hiring the best among the pool of candidates available. 'Right person for the right job' is the basic principle in recruitment and selection. Every organization should give attention to the selection of its manpower, especially its managers. The operative manpower is equally important and essential for the orderly working of an enterprise. Every business organization/unit needs manpower for carrying out different business activities smoothly and efficiently and for this recruitment and selection of suitable candidates are essential. Human resource management in an organization will not be possible if unsuitable persons are selected and employed in a business unit.

PROFILE OF THE ORGANISATION

Overview of Industry

Overview of Indian IT Industry the Indian IT industry is growing steadily despite the global meltdown in the year 2009. When the whole of the world witnessed negative growth, the Indian IT industry still managed to register a growth of 5.5%. The industry is about to register the historic landmark of US $ 50 billion in exports this year, according to NASSCOM President, Som Mittal. The domestic market is also slotted to witness 12% growth, this year. The potential size of India's offshoring industry is estimated at US $ 120 to 180 billion by 2015. The industry currently employs around 1 million people and provides indirect employment to around 2.5 million people. It is expected to add another 1, 50,000 jobs in the next fiscal according to NASSCOM.

Indian IT/ ITes sector is growing substantially with its

- Expansion into varied verticals

- Well-differentiated service offerings

- Increasing geographic penetration

The phenomenal success of the Indian IT- ITeS industry can be attributed to the favourable government policies, burgeoning demand conditions, healthy growth of related industries and the competitive environment prevalent in the industry. The interplay of these forces has led to putting

the industry on the global map.

History of the Company

OriginCore Consulting LLP. was a dream that came into existence over five years ago with a strong aspiration of becoming the best IT service provider around the globe. Presently, Solitaire Infosys is already leading the race with its competitors. Being nurtured by a team of experienced and sensitive people. We try to bond emotionally with our clients and love to go the extra mile to satisfy their needs, which is the reason that we hold the edge in the league. At OriginCore Consulting LLP. we provide the experience, expertise and capabilities that enable organizations to accelerate their service processes, deliver more service value and realize breakthrough results in the markets they serve. Now our clients not only appreciate our comprehensive range of services, and our innovative, streamlined and cost- effectivesolutions, but more importantly, they appreciate our high level of excellent customer service which is unparalleled in the industry.

COMPANY OVERVIEW

The company aims to be a dynamic, vibrant and value-based global IT service provider centred around the customer, employee and societal goals. To be a class-leading and innovative IT Services Company By class-leading and developing we mean:

- Dependability, delivering to promise

- Chances for our people to grow and develop

- Opportunities and risks are always being handled

- Highly motivated, capable and invested manpower

- Master shareholder return

Strategy of the Company

At ORIGINCORE, with our strategy to create new markets and market trends with our innovative approach, engagements and high-end services, we help our clients to adapt to the fast-moving market
trends and to make them the market leaders. We operate with a philosophy of partnering with the client to maximize and enhance their application's ROI. This leverages our product engineering heritage to build cutting-edge applications for matching customers' changing business requirements.

Company Structure

ORIGINCORE is a Software and Web Application Development Company, based in Gurugram (Haryana), that provides high-quality comprehensive services to enterprises across a wide range of platforms and technologies. Our major areas of expertise are in providing quality, cost-effective software or web development. Different wings in the company according to work structure are: -

i. Website Designing
ii. Web Development
iii. Mobile Applications
iv. Digital Marketing
v. Maintenance

ROLES & RESPONSIBILITIES

Control the Hiring Process

1. Identify the hiring need

2. Devise A Recruitment Plan

3. Write a job description

4. Recruit the Position

5. Review Applications

6. Phone Interview/Initial Screening

7. Decision

Analyze the training requirements for a program and keep an eye on it.

• A training needs analysis (TNA), also known as training needs assessment, is a process that organizations use to determine the gap between the current and desired knowledge, skills, and abilities of employees.

• Conducting a training needs assessment can help you plan your for the year in advance so that you can align them with business activities and budgets.

• TNA process in HRM can help you think outside the box and highlight training areas you may not have
considered before.

Recruit college students for internships.

1. Use College Job Portals and Career Centers.
2. Connect on social media.

3. Have a Presence on Internship Websites

4. Get Their Attention with HR Tech.

Connect with college training & placement cell and convert them into leads.

• According to the pitch connect to the training and placement cell and convert them into leads.

Job Title
The Job Title is a brief description (1-4 words) of the job which reflects the content, purpose, and scope of the job and is consistent with other job titles of similar roles within Wright State University (University).

Job Purpose

The Job Purpose provides a high-level overview of the role, level, and scope of responsibility consisting of three or four sentences providing a basic understanding, the "bird's eye view" of

the role. A concise summary of "why the job exists?"

Job Duties and Responsibilities

This section contains a description of the duties and responsibilities assigned to the job; also referred to as the essential functions. They describe the fundamental nature of the job which occupies a large proportion of the employee's time.

Overview of the HR Division

Human resource management involves all management decisions and practices that directly affect or influence the people, or human resources, who work for the organization. In modern years, amplified concentration has been devoted to how organizations manage Human Resources. This augmented focus comes from the comprehension that an organization's employees facilitate an organization to attain its goals and the management of these human resources is vital to an organization's success.

Functions of HR

The functions of human resource management are:

- **Staffing**

- **Training and Development**

- **Motivation**
- **Maintenance**

Staffing in HRM

Activities in HRM concerned with seeking and hiring qualified employees is Staffing. A company needs a well-defined reason for needing individuals who posses specific skills, knowledge and abilities to specify the job. Employee referrals can produce the best applicants for two reasons. First, current employees screen applicants before referring them. Second, current employees believe that their reputations with the firm will be reflected in the candidates that they recommend.

Recruiting is the initial step of staffing. Recruiting is the process of locating, identifying, and attracting capable employees. Many companies are finding new employees on the World Wide Web. The source that is used should reflect the local labour market, the type or level of position, and the size of the organization. Now the second step of Staffing is Strategic HR planning. For that, a company plans strategically. They set goals and objectives, and these goals and objectives may lead to structural changes in the company.

The third step is Selection. This process is attracting qualified applicators and discourages unqualified applicants. By this, a company can get its desired employees of requirements. It

has a dual focus, attempting thin out the large set of applications that arrived during the recruiting phase and to select an applicant who will be successful on the job.

To achieve this goal, companies can use a variety of steps. The employees who are able to do all the steps and ensure good performance get the job. HRM must communicate a variety of information to the applicants, such as the organization's culture.

During the selection process, there are some steps:

1. **Initial screening.**
2. **Application Form.**
3. **Employee test.**
4. **Comprehensive test.**
5. **Medical test**

Training and Development:

Training is one of the important activities of human resource management. In the training, process companies try to motivate and train the employees in a manner so that they can work more effectively in the future.

Under the training process, there are some steps are given below:

Employee Orientation: Employee orientation provides new employees with the basic background information they need to perform their jobs satisfactorily.Companies arrange an orientation program for employees.

In an orientation program, the employees should feel

o feel welcome

o understand the organization in a broad sense

o be clear about what the firm expects in terms of work and behaviour.

o begin the process of socialization.

• **Employee Training:** There is some process, method and techniques of employee training. A company follows all the steps of training to provide the employees with a good look at their work.

Career Development:

The career development stage is given below

• **Pre transition:** Simply looking for a job and preparing oneself for a career.

• **Transition:** An individual is already has a job and developing himself for a future career or moving to another career.

• **Preferred area:** An individual prefers a specific sector of the career.

• **Early stage:** First 1-5 years of a career is called an early career.

• **Mid-career:** 5-20 years after the career starts.

• **Late career:** Late career starts after 20 years of job life.

• **Retirement:** Finally after completing the stages of a career and individual decides to retire.

Motivation in HRM:

Motivation is to inspire people to work, individuals in such as to produce the best results. It is the willingness to exert a high level of effort towards organizational goals, conditioned by the efforts

and ability to satisfy some individual needs.

An important part of the retention of staff, reducing staff turnover and minimizing absenteeism at work is ensuring that staff are properly motivated. The wage should be increased, the facilities should be insured and social security should be confirmed. These are the types of common motivational ways.

Staff motivation is the cornerstone of open, flexible and caring management culture, which the Government aims to establish through HRM. To put it into practice, "open" means not only listening to staff suggestions and opinions but also empowering staff, accepting their constructive criticisms and using their suggestions. To be "flexible", we may need to change the traditional ways of doing things. As far as staff motivation is concerned, the biggest challenge perhaps is to stop focusing on problems and the guilty party (police behaviour) and start looking for those responsible for things going right (coach behaviour).

"Caring" calls for a human leader who would give emotional support to individuals and at the same time attend to the overall emotional needs of team members – which includes treating them all in a fair and impartial manner.

Today's employees want the respect that can be seen as involvedness in a decision that will affect them. Listening to the employees is a way of Motivation. All the motivation functions focus on one primary goal, to have competent and adapted employees with up-to-date skills, knowledge and abilities, exerting high energy levels.

CONCLUSION AND SUGGESTION

1. The process of recruitment & selection which is followed by the company is helpful to meet the company's manpower requirement to some extent.

2. The recruitment & selection policy of the company is clearly stated but no updating according to the
company's objective.

3. Company is highly dependent on employee referrals for a higher position and for lower posts company prefers job portals and outsourcing.

4. Company is recruiting the right candidate for the right job but some respondents are disagreeing so the selection process needs improvement and proper verification by the recruiter.

5. Candidates are not timely informed of their selection and also of their rejection.

6. Too much time is taken by the HPD in recruiting some important urgent posts.

7. Some respondents are satisfied with the external source of recruitment, It is observed that most of the candidates are recruited through "Reference" or other internal sources and about 50% have no opinion the external sources like job portals, and consultancies.

8. After analysis it is better to get the manpower from an internal source as they are aware of that candidate's skill and behaviour but sometimes the company will not get the right candidate.

SUGGESTIONS

After concluding the study of the company's recruitment policy, interaction with some of the recruitment managers, and company associates and based on the responses received from the

associates the following suggestions are made to the company for further improvement of the policy.

1. The organization should not majorly have a Clear job description given to the candidates at the time of the interview itself, to avoid disappointment after joining.

2. The candidate should be informed in time whether they have been selected or not. There should not be any delay in informing the candidate.

3. There should be reliability in external sources.

4. Recruitment feedback should be taken by the candidates to improve the recruitment process.

5. The employees should be called for the interview only after checking their educational qualifications and job experience in a proper way so as to save the time and cost involved in the recruitment process.

6. Depend on the application bank as the major source for the details of the candidate for recruitment purposes. It should also consider other sources which could provide them with better options.

7. Follow-up to be done with the newly engaged employees to ensure that they have settled in and to check on how well they are doing. If they have any problems, it is better to identify them at an early stage rather than allowing them to fester.

8. Internal job posting to be preferred to reduce the cost of recruitment.

9. Organizations should use social networking sites for creating a pool of good candidates.

LIMITATIONS OF STUDY

1. All the functions are only related to the personnel department.

2. Limitation on the working hour of the worker in the factory.

3. The employees were biased to give the information.

4. Some of the information might not be exactly correct.

5. Limitation on time and absenteeism.

6. Company is not allowed to disclose confidential information.

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