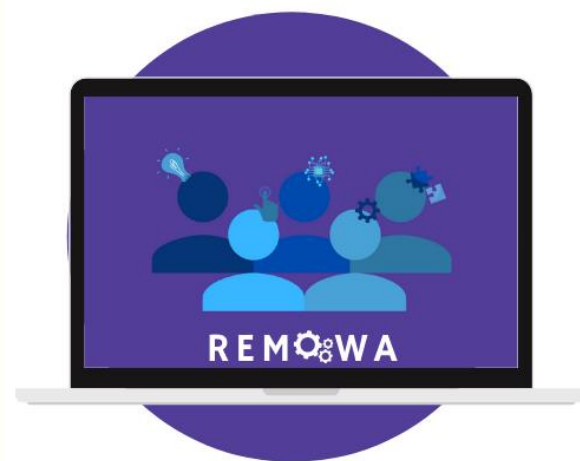


Human resource management

UNIT 1: Principles and processes of HRM



TOPICS DISCUSSED

- Basic procedures of HRM,
- Personnel administration.
- Bureaucratic procedures related to remote working.



Human resources management (HRM)

Human resources management (HRM) duties cover the fields of:

- personnel management;
- personnel administration;
- employee motivation, engagement, and satisfaction;
- buyer or user satisfaction;
- expectations of owners or founders;
- expectation of wider society.

Personnel management

Personnel management is the key element of HRM;
it includes the tasks listed above (calculating the necessary staffing levels, selection of staff, employment etc.).

Oftentimes these are technical, administrative or bureaucratic procedures.

Personnel administration

A personnel administrator will usually be charged with the task of keeping employee files up-to-date.

Principles and processes of HRM

<p><u>Personnel Management</u>«:</p> <ul style="list-style-type: none">• calculation of the required number of staff;• definition of human resources, invitation, selection and selection of human resources;• employment (as well as redundancies);• introduction, education, and training;• payroll matters;• ensuring safety and health at work;• ensuring safety and health at work.	<p>»Personnel administration« (keeping employee files up-to-date)</p>	<ul style="list-style-type: none">• ...• Motivation• Job satisfaction• Work engagement• Organizational climate Organizational culture• ...
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Personnel management and personnel administration as bureaucratic organization

Both personnel management and personnel administration are characterised by administrative or mechanistic nature. In simplified terms, it is the role of personnel management to ensure that the labour force is “physically present” in an organization; on the other hand, personnel administration is in charge of keeping records and documentation related to this presence

SAFETY RULES AND REGULATIONS

Personnel administration is thus generally organized as a typical bureaucracy:

- Administrative procedures are based on rules.
- The tasks performed by the employees are based on specialisation, division of labour and hierarchy.
- Each employee works in accordance with the rules and within their purview.
- It issues written documents, e.g. contracts, acts, decisions, etc.
- All the administrative documents need to be archived.

Personnel management also follows the principles of a bureaucratic organization.

The task of HRM

SAFETY RULES AND REGULATIONS

The task of HRM is to perform all the necessary activities which enable enthusiastic, motivated and content employees to bring an organization to life, which is in keeping with societal norms and which ensures customer satisfaction and meets the expectations of owners or founders.

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For example, there are organizations with headquarters located in the US, but the workers work remotely from the US, Europe, New Zealand, and their clients are located all over the world. In order to do this, it is vital to ensure:

- employee satisfaction, with the employees doing the things which they are interested in, in return for a good salary;
- customer satisfaction, with the customers buying high quality products at a fair price;
- satisfaction of the local environment, since the company is socially and environmentally responsible;
- satisfaction of the state, since the company is run in accordance with the law and pays taxes;
- satisfaction of the owners, since they are able to make a profit, while the value of their company is increasing.