

HUMAN RESOURCE MANAGEMENT - THE PILLAR OF THE ORGANISATION

Ms. Preeti sharma, (Dr.) C.K.Shah

Research scholar

Department of Commerce & Management
Apex University-Jaipur (Rajasthan),India

Department of Commerce & Management
Apex University-Jaipur (Rajasthan),India

ABSTRACT

Human Resource Management is a kind of consolidated and interrelated approach of managing human resources in organisation so that the valuation of most crucial asset of the company which is the people working in the company can be achieved. The human capital Asset is the crucial asset for the company, as it individually and collectively works for making a route for achievement of the objectives of organisation. The human resource management is not an ordinary work of Management but it's scope is quite large and big. The all historical theories developed for human resource management has not developed in a day. It took a number of years to develop systematic approach of managing the human resource. In the traditional approach, human resource was termed as management of “**Human**” which was in general meaning managing the people in the organisation. Generally an Organisation used to have two kinds of assets one is tangible assets such as building, plant and machinery and other similar assets. The second asset is intangible asset which by and large includes Patents, Goodwill, Copyrights and other similar assets. Both have their equal value in the balance sheet of company but human resource not has any place in the balance sheet even though it is the most crucial asset of the company. The concept of Human Resource Management discloses all those activities which are described into this and it also gives us a framework for making a valuation of the Human Resource Management and the whole human resource system. It gives the description of models of Human Resource Management its objective and features this continue with analysis of various reservations about the management of human resource and help in establishing a relationship in Human Resource Management and original management with Final conclusion on the impact of human resource management on performance of the organisational culture. The corporate culture and today's business environment is to support customer satisfaction with increasing globalisation and Rapid development in technology. Maintenance of the quality is the primary importance for all the companies especially when a larger portion of revenue of the company is coming from Exports. That is the reason why human resource professionals are becoming strategic partners and they are encouraging a best quality of Human Resource culture in organisation to achieve their objective of highest customer satisfaction the real which is perhaps the real measurement of any organisation.

KEYWORDS

Human, Relationship, Environment, Compensation, Financial, Measurement, Framework, Valuation.

INTRODUCTION

Human Resource Management is an extensive branch of Management because this is the real managers for the whole organisation. It generally comprises of various functions and principles which are used to hold providing training, making development and generating compensation for the workers in any organisation. A thoughtful effort has been given by The Institute of Chartered Accountants of India and other international organisations in accounting for introduction of various pronouncements and Standards to maintain and uniformity and consistency in recognition of human resource by the organisations and making their valuation and disclosure in their financial statement, so that the real value of human resource can take its financial position. The rationale behind all this pronouncements and Standards and efforts is to give recognitions to human resource management so that organisations can give a true importance to the Human Assets and they can get the real value in monetary terms as well. These will definitely going to help organisation in achieving their objective. As we said earlier employees and workers of the organisation are the most crucial asset which do not occur in record of organisation. In the traditional methodology of measuring the business the total importance of success of business was given to the production and sales only but this is now not the case and human resource also need importance like all other assets in the organisation. Especially in the service industries like education or Healthcare only the human asset is the key element of success of business. The human resource is a set of activities programs and functions which are arranged in such a way that organisation can secure maximum efficiency and not only the effectiveness in the working but also in the full organisation. The human resource management helps to support strategies which are aimed to support factors required for improving the effectiveness of organisation by developing various policy in various areas such as knowledge improvement, talent management and creation of Excellency in every part of organisation. A very well known fact is that a dissatisfied employee or workforce is the biggest threat to the existence of an organisation. Hence employees expect to obtain excellent opportunities for their personal growth through job rotations and promotions and reward in term of increase in salary and bonus and other monetary benefits. A well design appraisal system is backbone for organisation success and career growth of the staff. However a wonderful training system is also required to develop human resource so that the present requirement as well as the future needs of organisation can be obtained for all those skills which are required in long run.

OBJECTIVE OF STUDY

Information Technology has become an essential and diversified discipline of today's information system. Information technology has forwarded from back office to the last user of system. The competitive market is becoming an important part of industrial economic system. Human Resource Practice in today's corporate world and the ever changing era has gained significant importance because companies are started valuing their human resource as one of the most important factor. The primary objective is to check practices followed by Corporates in human resource like recruitment and selection development of career planning appraisal of performance training and development and employees retention companies along with secondary objective such as

1. Making a study Human Resource Practices of companies selected for the purpose of the study,
2. To make a comparison of Human Resource practices of companies selected for study,

3. To make a detailed study of attitude and perception of employees who are the part of HR practices in company selected for study,
4. To make an investigation of Human Resource Practices which could impact performance of organisation,
5. Making a finding of reasons of attrition of employees in the selected companies,
6. Developing Human Resource Practices to make a control on high attraction level of selected companies
7. Developing policies and practices for Human Resource to control conflict and stress.

REVIEW OF LITREATURE

S P Bala Subrmanyam (1986)The researcher during his research noted down that during the study of labour force in the Indian organisation a lack of proper management is existing however there study was limited to few category of organisations and various Industries like IT industry and similar Other industries were not considered in their research the also recommended that a strong flame Brook Framework for human resource management is required and their usefulness has been discussed the also suggested that implementation of such preamble will be doubtful unless expected problems are not taken care.

Tom Siebel (2002)in his research article, “After CRM, its ERM i.e. Employee Relationship Management” has made an argument on the fact that organisations need to make a shift from Customer Relationship Management (CRM) to Employees Relationship Management (ERM)

Rustom davri, (1996)they described in their study that Human Resource Management is an organisational responsibility of managing their people and managing those who manage the rest of the people of organisation. It is a kind of framework for those who work as the specialist. It is that portion of Management which is related to the people working at workplace and how they maintain the relationship with organization. It is applicable to the every field of organisation. Human Resource Management is intended to obtain the highest level of efficiency and effectiveness which both required for the success of the business and each other. It seeks to produce reasonable terms and conditions of employment and giving satisfaction for those who work in organisation.

Srinivas R. Kandula (2004)The researcher attempted to analyse and evaluate more than 300 Models, Techniques and tools of Human Resource Management to make integration in different human resource management theories followed by various industries throughout the country. They suggested tools, technique which is best for different industries Human Resource Management, according to their human resource management. It is highly rich source of content and consists of a lot of information. It provides a lot of useful information relating to Human Resource Management.

Tara Yadav and Raju Rao (2002)In their article the argued that human resource management is basically a function which came into existence in India somewhere in 1975 and introduced by Larsen and Turbo the human resource departments are conceptually integrated approach and finalized to make a separate part of management after the introduction of Larsen and Turbo Human Resource Management all organisation started following this approach they started making separation of the Human Resource Department with a Re design of their personal and human

resource presently the Human Resource Department performs a variety of functions and the organisation expect a lot from these department.

According to Guest (1989), according to the author there is a big distinction between human resource and policies human resource management policy and human resource management strategies the human resource the human resource management can integrate how organisation can integrate their strategic decisions into their HRM policies and practices the follow for their organisation perspective as per HRM perspective employees are considered as the most vital strategic resource which has to be used collectively along with other resources for organisation success.

RATIONAL OF STUDY

The success of any business largely depends upon the people who work into this and not only the capital and the production process only. Especially in case of service industry the value of people who provide service is very high as there is almost no capital required for Business. They hire the human being and with their good valuation and remuneration, they motivate and retain their human asset. In other industries also is the most vital asset the human asset is the most vital asset like all other intellectual properties. Most of the employees in most of the industries like service industries helps in creating and concentrate on large customer base and developing the short term value to achieve the long term objectives. The line managers of the organisation plays a very vital role in making the improvements in productivity of the organisation along with the increase in the productivity of the employees of the organisation. It gives benefit to both business and the management in solving various issues. Hence it is well accepted that the employees of the organisation are the blood for the business and gives a life to the company and develop a skilled talent and competitive resource for the organisation. Hence their values in the organisation success need to be evaluated with the great analysis.

RESEARCH METHODOLOGY

The whole research has been conducted for measuring the variables which has been collected through questionnaire and to examine existence of relationship among the all variables which has been brought into an investigation after that a sample has been chosen randomly of respondents and interview has been conducted to obtain their responses.

Source of DATA

The study is mainly based on primary data source. The primary data has been collected using questionnaire from various employees and human resource personnel using an interview schedule and the data has been collected from those employees in form of their opinion. The secondary data is gathered mainly for from company related data of selected companies through their financial statements and other information. Various Journals, Magazines, Newspapers and other source has also been used for data collection. For collecting primary data a well structured questionnaire has been prepared and it has been administered on sample respondent.

Sampling Technique

The sampling method that was considered appropriate for the present study was convenient sampling. The total sample as mentioned below is once again divided based on the Job designation of the employees.

Sampling Design

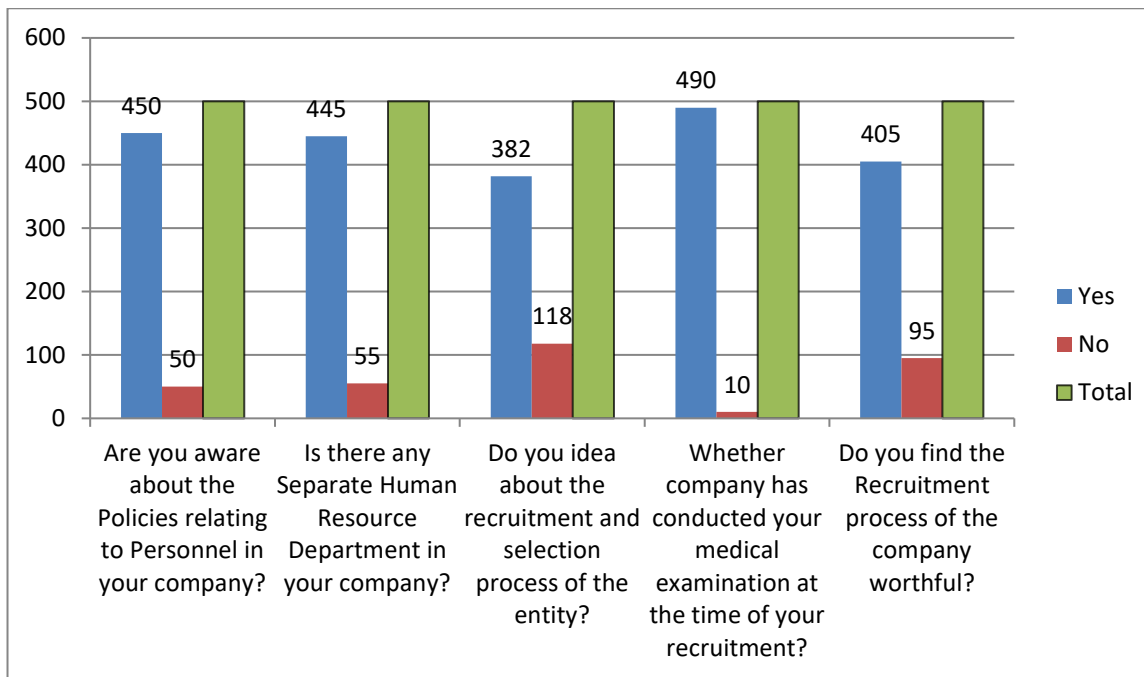
For the purpose of our research we have choose a sample of 100 respondents from each five companies selected for our study. The five companies have been selected from different field including IT, Automobile, Telecommunication, Education and Hospital. Thus it is making a total sample of 500 respondents.

RESULTS AND ANALYSIS

Table 1 is prepared to make an analysis of the various parameters concerned with the level of the awareness of the respondents about the nature of the work they perform. As we can observe from the table below that around 90% of the respondents are very well aware about the HR policy of the organisation. At the same time it is also observed that respondents know about the separation of the Human resource department in their organisation. They also know very well that company is having recruitment and selection Policies and practices which have to be followed by the company.

Presentation of Data for Selection, and Recruitment along with Nature of Work							
Sr. No.	Question asked in Questionnaire	Yes		No		Total	
		F	%	F	%	F	%
1	Are you aware about the Policies relating to Personnel in your company?	450	90%	50	10%	500	100%
2	Is there any Separate Human Resource Department in your company?	445	89%	55	11%	500	100%
3	Do you idea about the recruitment and selection process of the entity?	382	77%	118	23%	500	100%
4	Whether company has conducted your medical examination at the time of your recruitment?	490	98%	10	2%	500	100%
5	Do you find the Recruitment process of the company worthful?	405	81%	95	19%	500	100%

In case of existence of the Medical examination at the time of recruitment and selection, there are only 2% (which is almost negligible) respondents who are not aware about this parameter. At the same time around 81% of the respondents found the Recruitment process worthful for them.



Other Benefits available to employees including Social Security

We have recorded the responses of the employees on various benefits relating to welfare of the employees such as welfare or promotions, in table no. 2. According to table given below we have observed that awareness of the employees regarding various benefits available to them such as remuneration, labour welfare benefits, social Security and other similar benefits, almost all the respondents has recorded the positive attribute towards it. In the same way a similar response has been recorded regarding payment of their benefits of employment as per terms and condition stated to them in their employment agreement. Also regarding the payment of the bonus to the employees, almost all the employees as accorded their approval and has given an affirmative response. However very disappointing results have been observed in other cases.

Table2							
Data Presentation of Other Benefits available to employees including Social Security							
Sr. No.	Question asked in Questionnaire	Yes		No		Total	
		F	%	F	%	F	%
1	Whether you have complete information about the various levels of the Remuneration, Conditions of the Service, Various Labour Benefits, and Social Security benefits given by the company.	500	100%	0	0%	500	100%
2	Whether your payment is in accordance with the terms of	500	100%	0	0%	500	100%

	appointment?						
3	Whether payment is made to you on regular basis?	500	100%	0	0%	500	100%
4	Whether company gives you overtime allowance for any additional working hours?	460	92%	40	8%	500	100%
5	Whether company is making payment of Bonus on yearly basis?	500	100%	0	0%	500	100%
6	Does company gives you the loan facility in case of requirement?	480	96%	20	4%	500	100%
7	Whether any free or concessional education facility is available to your children from your employer?	475	95%	25	5%	500	100%
8	Whether company strictly follows its Promotion policy?	400	80%	100	20%	500	100%
9	Is there any element in work environment which could impact your health?	60	12%	440	88%	500	100%
10	Any Accommodation facility is provided to you by the company?	135	27%	365	73%	500	100%

Analysis made on the basis above presented data indicates that corporates making more concentration on the Development of the Human Resource. This is the need of the hour that companies shall start looking and giving importance to this crucial area which have a greater focus requirement for the overall development. It is also observed that employees are self motivated and educated to know their rights and they understand how their value shall be measured. Employees are getting aware that only salary and bonus is not the only sufficient consideration to make their valuation and hence the need to give more importance to Human Resource is becoming the path finder for the companies for their overall efficiency level improvement.

CONCLUSION

In the existence of attrition situation, companies are facing a continuous problem of attrition of their valued employees. The concept of Human Resource Management is of the great importance. It is a brand new concept of career and human resource development. The main objective of this new Paradigm shift towards Human Resource Management is to draw a new line of management of human resource so that it can motivate to hold their important and valued workers for the long time. It is also intended a new phenomena of reinvent Career plans for their employees so that the loyalty of working staff can be increased and developed towards the organisation. In the whole human resource, HR practitioners play a very proactive roll, especially in service industry as they

know the better methods of Human Resource Management. In today's corporate culture every business shall keep this in their business strategy as the most targeted objective considering the opportunities and threats faced by organisation. Being as a strategist the HR professionals shall develop and integrated in acceptable approach for organising the old sources of the business including human resource. Also as innovator they supposed to produce and introduce new resource processes and procedures which could increase the effectiveness of organisation. Companies themselves is also required to motivate their employees with the better management of human resource training and proper remuneration proper policy need to be set out. This will definitely increase their efficiency not only for the current project but also for the upcoming functions of the organisation. This is for holding the organisation as the single unit for all human resources. With a change in technology a high level of competence is also required in the employees of the organisation and employees shall also undergo psychological turbulence which will introduce the new requirements for figuring out the new dimensions of human resource. With the greatest achievement of career goals in coming future they will be requiring new information which will be utilised for betterment of the organisation. On the idea of new learning in the higher segment of value chain system of the organisation of employee's upgradation of employee's poses more challenges for HR personal.

REFERENCES

1. **Andrade, P. and A. M. Sotomayor (2015)** Human Capital Accounting – Measurement Models. *International Journal of Economics and Management Sciences*, 1(3),78-89
2. **Boedker, C., J. Mouristan, & J. Guthrie (2008)** Enhanced business reporting: international trends and possible policy directions. *Journal of Human Resource Costing & Accounting*, 12(1), 14
3. Caring RL and Bittel, LR, *Training and Development Handbook* the Graow Hill book Coy - New York, 1967.
4. **Dr. Aggarwal V.K. (2015)**, Human Resource Accounting: Evolution and Challenges, *The International Journal Of Business & Management*, 3(6), 41-45
5. G. Latridis, (2008), Accounting Disclosure and Firm's Financial attributes: Evidence from the UK stock market" *International review of Financial Analysis*, 17(2) pp219-241.
6. **Hattikal U. and Dr. M. Prakash (2013)**. Employee Productivity and Revenue- Based Model in Human Resource Accounting: An Empirical Study in Service Based Industries.
7. **Kothari C.R. (1990)**, *Research Methodology, Methods and Techniques*, Wishwa Prakashan, New Delhi
8. L. Marston, P.J. Shrives, (1991), The use of disclosure indices in accounting research: a review article *British Accounting Review*, Vol. 25, pp.195–210.
9. **Mehra R., CA Maheshwari M. and Meena K.K. (2014)** Valuation of Human Assets and its Proposed Posting in the Balance Sheet. *International journal of Engineering Development and Research*. 2(3).3239-3242
10. **Porwal L.S**, *Accounting Theory*, Tata McGraw Hill Publishing Company Ltd., New Delhi
11. **Rani A. (2016)** A Literature Review on Human Resource Accounting. *International Journal of Informative & Futuristic Research*, 3(6), (1867- 1876)

12. Working Long Hours: a Review of the Evidence // Institute for Employment Studies. Main Report (2003);<http://www.employment-studies.co.uk/press>; (last visited 29 01 2008)