

BMIH5005

Hotel & Hospitality Management

Personnel Resourcing and Development

Week 2 – Human Resource Management



HOSPITALITY
AND
TOURISM
MANAGEMENT



Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales



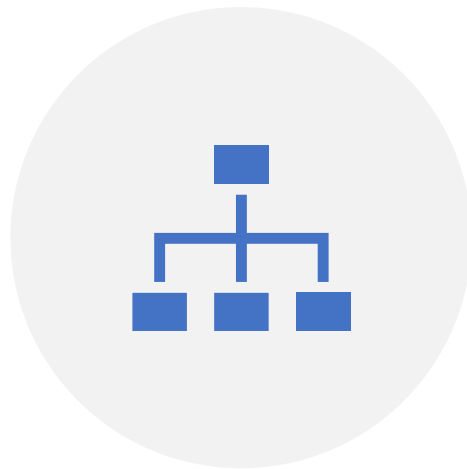
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Recap from last week!

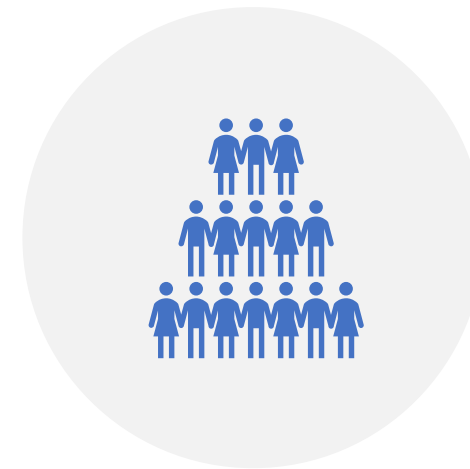
- Welcome to the Module.
- Module content.
- Module assessments.
- Introduction to HR.



For next week – research and bring your findings



WHAT'S THE DIFFERENCE BETWEEN A SMALL,
MEDIUM AND LARGE ORGANISATION?



WHAT IS THE ROLE OF PERSONNEL
PROFESSIONALS IN A SMALL ORGANISATION
COMPARED TO A LARGE ORGANISATION?

In this Session



Human Resources
Management



The Role of HR



The Future of HR



The Role of HR within
different Organisations

What is Human Resource Management

- Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organisation's employees.
 - A company or organisation's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with its employees.
 - The purpose of HRM practices is to manage the people within a workplace to achieve the organisation's mission and reinforce the organisations culture.
 - HR professionals also aid in the training and professional development of employees to meet the organisation's objectives.
 - HR managers monitor the state of the job market to help the organisation stay competitive.
- Compensation and benefits.
 - Events
 - Adaptive job roles



HR Functions (2023)





Your Assignment...

- You will be able to start preparing for your assignment by exploring more about the employee lifecycle.
- Then think about your own experience of each stage.

Table 1.1

Responsibilities of HR Departments- Functions

Analysis and design of work

Recruitment and selection

Training and development

Performance management

Compensation and benefits

Employee relations/Labor relations

Employee data and information systems

Legal compliance

Support for business strategy

Responsibilities of HR Departments- Functions

- Analysis and design of work
 - Job analysis is the process of getting detailed information about jobs.
 - In general , jobs can vary from having a narrow range of simple tasks to having a broad array of complex tasks requiring multiple skills.

QUESTION: What would typically be seen in a job advertisement?

Responsibilities of HR Departments- Functions

- Recruitment and selection

- Recruitment is the process through which the organisation seeks applicants for potential employment.
- Selection refers to the process by which the organisation attempts to identify applicants with the necessary characteristics that will help the organization achieves its goals.
- Selection process may focus on specific skill or the general abilities.

Responsibilities of HR Departments- Functions

- Training and development
 - **Training** is a planned effort to enable employees to learn job – related knowledge, skills and behavior.
 - **Development** involves acquiring knowledge skills , and behaviors that improve employee's ability to meet the challenge of a variety of new or existing jobs.
 - Some organisation may offer the programs to few employees in whom the organisation want to invest , but some have a philosophy of investing in the training of all its workers.

Responsibilities of HR Departments- Functions

- Performance Management
 - Ensuring that employees' activities and outputs align with organisation's goals as performance management
 - The performance measures may focus on observable behaviors , outcomes or both.

QUESTION: What can you implement to get your employees to perform better?

Responsibilities of HR Departments- Functions

- Compensation and Benefits
 - Rewards should be linked to the individuals' or groups' achievements.
 - Rewards such as salary, bonuses or benefits.
 - <https://www.youtube.com/watch?v=Z-pT0XDYvDM&t=10s>

QUESTION: What benefits do hotels typically offer?

Responsibilities of HR Departments- Functions

- Employee relations/Labor relations
 - Employees turn to HR for answers to questions about benefits and company policies

Responsibilities of HR Departments- Functions

- Employee data and information systems
 - Handling records about employees requires accuracy.

Responsibilities of HR Departments- Functions

- Legal compliance
 - Avoiding the unlawful behavior. Every government has many laws and regulations concerning the treatments of employees.

QUESTION: What does employment law cover?

Responsibilities of HR Departments- Functions

- Support for business strategy
 - To identify the numbers and the types of employees the organisation will require in order to meet the objectives.
 - Helps the organisation forecast its needs for hiring, training and reassigning employees.

Workplace Incentives



Group Activity

Scenario:

- You are the HR manager and the employees are not working to their full potential.
- Please provide TWO new functions/policies to improve employee performance at your existing / or your selected company to cultivate their sense of belonging. Why have you chosen them?
- Time: 15 mins
- Each group needs to get a representative to share their comments.

QUESTION: So why is induction often done badly?



COSTS ASSUMED
TO BE HIGH



INCONVENIENCE



TIME TAKEN



INFORMATION
OVERLOAD



DONE TOO
QUICKLY



BORING AND
MUNDANE



**HUMAN
RESOURCE
MANAGE-
MENT
PAST &
PRESENT**

Types of Organisations

- What is an SME?
- The UK definition of SME is generally a small or medium-sized enterprise with fewer than 500 employees.
- Can you think of examples?
- What is a large organisation?
- An organisation with more than 100 employees.
- Can you think of examples?



Types of Organisations

- In business there are different types of organisation categorised by different types of ownership (Private, Public, Third).

Private sector

- A private sector business is under the control of individuals and organisations whose primary goal is to make profit.
- They are usually free from national ownership but can work with the government.
- For example, plumbers, technicians, contractors, developers and designers.

Public sector

- These organisations are owned by the government. They provide goods and services for the benefit of the community. They operate with money raised from taxes.
- For example, education, healthcare, infrastructure, transportation.

Third sector

- The third sector, which includes charities, social enterprises and voluntary groups, delivers essential services, helps to improve people's wellbeing and contributes to economic growth.
- These different categories of ownership make up what we call the sectors of the economy.

Even within the same types
of business-
Are the people needs the
same?



Question:

1. What are the differences in HR between a small and large organisation?
2. How do they match their human resources to the changing environment?

Human Resources Management?

QUESTION: What do you think HR Managers do?



The Roles of H.R staff includes:

- Employee Life Cycle
- Redundancy
- Industrial and Employee Relations
- Record Keeping of all Personal Data
- Compensation, Retirement, Incentive Programs
- Confidential advice to Internal “Customers” in relation to problem at work
- Career Development
- Recruitment, Selection and Placement
- Training and Development
- Performance Evaluation and Management
- Payroll
- Absence management
- Wellbeing and Engagement



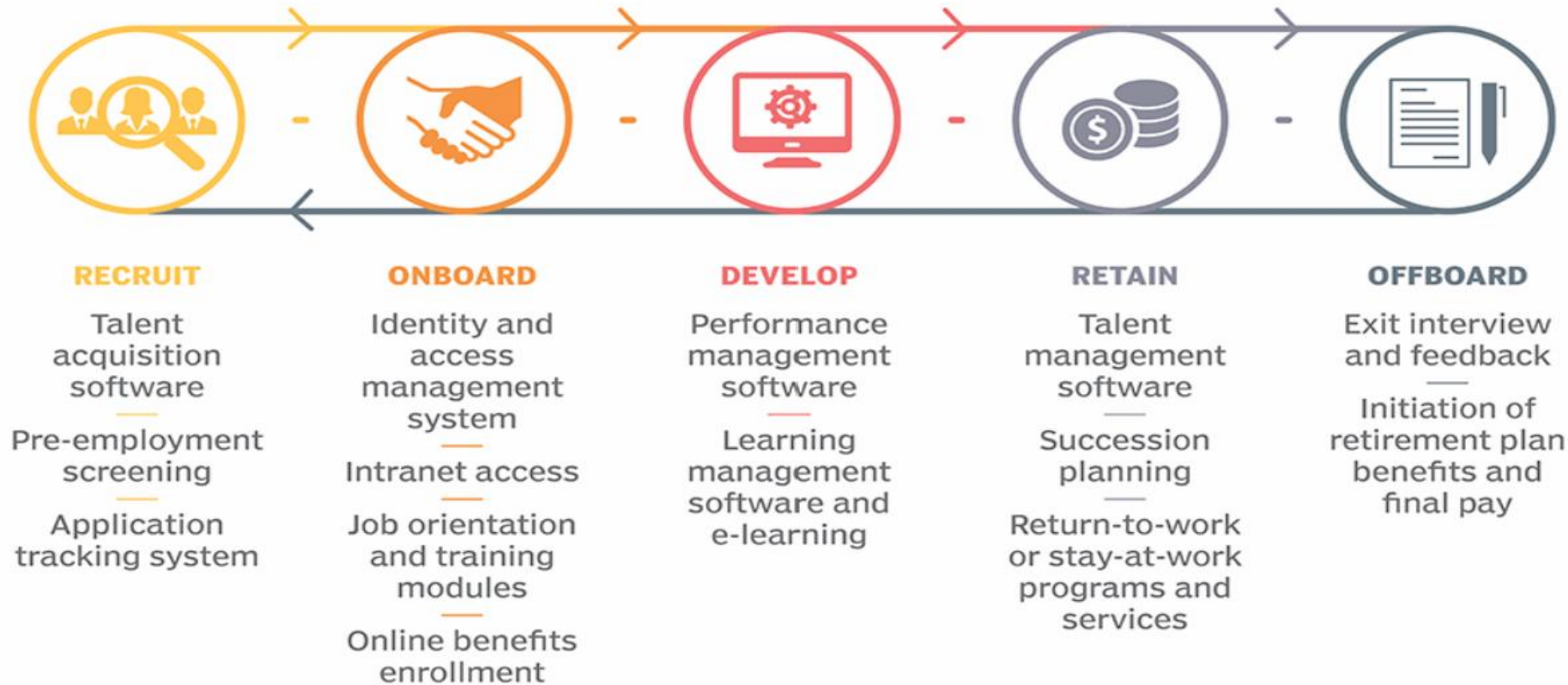
shutterstock.com • 1415351708



Workforce Planning?

- What can workforce planning achieve?
- Why is it needed?
- Talent Management

Stages of employee life cycle



30 Minute Activity

Use the headings and Share your own experience of the Employee Lifecycle



Attraction of new talent to the business

- What does it mean?
- How do we attract the right talent?
- How do different generations impact attraction?
- Other factors impacting attraction you can think of?





Question: What's important to you in a job?



The Future of HR

Ready for next week, skim through the following Articles (Week 2 Resources):

- *Industry 4.0: reshaping the future of HR*
- *Human Resource Management in the era of artificial intelligence: Future HR work practises, anticipated skill set, financial and legal implications*
- *The HR ecosystems: Emerging trends and a future research agenda*
- *How Robot/human Orchestration Can Help in an HR Department: A Case Study From a Pilot Implementation*

Think about:

- Is the world changing?
- Are generations of employees changing?
- What does this mean for HR?
- What are the challenges?
- What are the trends?
- What do you look for in a new job role – that is what employers should offer!
- Technology

HR in the Digital Era



[HR & Digital Transformation: How to Drive HR Change \(2023\) | Whatfix](#)

Today's Recap:

- Human Resources Management
- The role of HR
- The role of HR within different organisations

Suggestions for this week:

- Log into Moodle and recap on the slides we went through today.
- Read the articles in Week 2 Resources
- Make a start on Assessment 1.

Recap and Suggestions



- What is Employee Engagement?
- Maslow's Hierarchy of Needs
- Technology and HR
- Engagement and Wellbeing
- Health Matters

Next Week!



References

- Taylor, S (2008) *People Resourcing*. Kiribati: Chartered Institute of Personnel and Development.
- Armstrong, M. and Taylor, S. (2020) Armstrong's handbook of human resource management practice. 15th edition. London, United Kingdom ;: KoganPage.
- Torrington, D, Hall, L, Atkinson, C, & Taylor, S (2020), Human Resource Management PDF EBook, Pearson Education, Limited, Harlow. Available from: ProQuest Ebook Central.

References

- Goh, E., & Lee, C. (2018), A workforce to be reckoned with: The emerging pivotal Generation Z hospitality workforce, International Journal of Hospitality Management 73, 20-28.
- Ganguli, R., et al. (2022) The Characteristics and Preferences of Gen Z: A Review of Multi-Geography Findings IUP Journal of Organizational Behavior, Hyderabad Vol. 21, Iss. 2, (Apr 2022): 79-98. Available from: ProQuest Ebook Central.

I look forward to seeing you
next week.

If you have any questions in
the meantime, please send
an email from your student
account.

scott.james@uwtsd.ac.uk