

Student Name: Sevie Asanova

Student ID: 1917330

Professor's Name: Charles Oham

Course title: Managin People

HR Functions

Task 1

HR Professionals about CIPD Profession Management

Due to this increase in demand for the need of human resource department to only source the best, some human resource officers have been previously accused of upholding bad practices (Arora and Hanumante 2017). Hence, the CIPD professional map was developed to set standards for human resource professionals in promoting their work efficiency. While human resource impact may be considered just selection and recruitment, its main impact reflects in the rate at which organisations achieve their goals and build a positive reputation.

A human resource professional can be defined as an employee hired by an organisation to advocate for the balance between achieving both company and other employees' strategies (Morisawa et Al. 2017). A professional HR map is a shared professional identity that enables all equalisation of the standards and values for all HRs working across a similar industry (Morisawa et Al. 2017). According to CIPD, human resource professionals are expected to ensure that the selected members are worthy of society's trust through setting specified standards of conduct and competence.

The CIPD professional map hence states that HR professional values are three, the first being principle-led. Every HR professional decisions are to be influenced by a set of clearly outlined principles (Sujan et Al. 2020). They can also be affected by beliefs such as work matters, people matter, and professionalism matters. Work should be used as a force for good, be

all inclusive and safe, and have a purpose such as helping people better their skills to ensure that work balances both social accountability and economic sustainability. Since people are the foundation of every business, all people have to have access to the HR professional and be employed (Sujan et Al. 2020). They should also be granted the ability to voice their thoughts. Professionalism in this field calls for integrity, commitment, improvement, upholding values, and handling expertise.

HR decisions should follow an evidence-based judgment. It should therefore comprise behavioural science and academic research, organisational data, and practitioner expertise (Sujan et Al. 2020). Understanding the behaviour of others, it's essential to understand human psychology, do reviews, and analyse the workforce (Sultana 2020). Analysis of the force makes it easy to identify unique expertise, gaps in the workforce and develop insights on what to look for when hiring (Sultana 2020). Practitioner expertise is crucial in making judgment and understanding the set laws.

The CIPD principles requirements for the HR department also include the outcomes-driven value. In each act is carried out, every professional has to understand possible outcomes before undertaking the risks (Bag 2020). Result ought to be centred around a broad aim of better work and working lives. HR professional goals target to improve the wellbeing, productivity, and success of all workers irrespective of their positions (Bag 2020). The groups to benefit include the surrounding communities, the organisations, and the employee. The outcomes should also be targeted to creating a friendly and fair environment for all with diversity embraced. Impact on professionalism includes promoting better decision making and building a value-based top to bottom approach where integrity and credibility are observed (Bag 2020). HR professionals thus

should be the people that an organisation hires to help promote balance between business profitability and peoples' outcomes.

Task 2

Organisational Responsibilities within Resorting that a Human Resource is Responsible to Deliver

Introduction

Human resource professionals are crucial in every organisation in that they help the organisation realise its goals in diverse ways. Without human resource the organisation may not gather a successful team since they have no experience in selection and choice of employees. This paper, therefore, seeks to explain the human resource department functions towards achieving the targets of an organisation.

Findings

Human resource department works to achieve planning before outsourcing of employees the best fit between the job seekers and the jobs available. Equally, it helps in avoiding vacant positions or excess workers. Every human resource manager has to find the right staff to suit organisational culture and structure through planning. Planning is carried out before and during recruitment.

Planning in human resource management involves:

- Analysing the present labour supply market.
- Forecasting labour demand.
- Balancing labour demand and supply while supporting the company goals.

HR professionals have the flexibility to streamline short-term staffing challenges and adapt to the work conditions (Evseeva et Al. 2020). Human resources personally hence have to identify their needs and consequently plan to meet those needs. They thus have to dedicate time to finding

the right employees and improving their skills base (Evseeva et Al. 2020). They have to seek individuals who suit the strategic course that the business is taking. They have to advertise for positions within the organisations with clearly outlined job responsibilities, qualifications, and experience.

Another planning that the HR managers carry is successional. Human resource officers need to have a plan upon an employee quitting, getting fired, or experiencing other situations that leave their position vacant. There should be a smooth transition from the previous employees to the new (Sengupta et Al. 2020). HR needs to ensure that they have a contract that defines a period within which the organisation can seek a successor in case of such situations. For example, giving a one month with pay notice (Sengupta et Al. 2020). In case of unpredictable occurrences such as death, HR has to ensure that they are well connected to find a person to fill the gap in no time.

The human resource department also participates in performance management through which it is required to review how the entire workforce is working towards meeting company targets (Lussier and Hendon 2017). Records should be maintained regarding how each employee conducts themselves during work and their success stories. They should also award outstanding ideas, talent, commitments, and any other achievement employees make that is worth recognition. Human resource management should also review working time, team participation, and involvement in organisational activities (Lussier and Hendon 2017). Best performers should be promoted and encouraged to perform better so that new employees get the motivation to work smart.

Recruitment is the process of identifying a gap within the organisation, attracting, evaluating, and hiring employees (Edwards et Al. 2020). This process entails four steps which are job analysis, sourcing, screening, and selection. Human resource managers are required to embrace comprehensive societal and ethical developments during and after recruitment (Edwards et Al.

2020). In order to achieve the best practices and meet organisational objectives, they are required to be familiar with employment structures that are inward-looking at the system, communications, and staff training (Edwards et Al. 2020). They also need to be familiar with the local culture, societal values, and changes that impact the working environment. For example, demographic technological changes where online marketers would be most efficient in areas where people are 95% aware and utilising online forums.

Furthermore, HR should also consider the practical implementation of technologies that can help in reducing the cost of labor and promoting efficiency. Professionals recruited should hence be suitable for the identified roles in respect to the opportunities available. They should also equally suit the organisation's culture and expectations.

Selection is the process of filtering job seekers and leaving the most significant one who can add value to an organisation. In selection, human resource managers are expected to make evidence-based and fair decisions when selecting candidates (Qadir and Agrawal, S., 2017). More than one candidate can qualify for a role, but other appropriate strategies can be used to eliminate the job seekers leaving the most qualified. Additionally, human resource professionals are expected only to select the individuals who have qualities towards achieving the business strategies (Qadir and Agrawal, S., 2017). The selection process is equally challenging in that it plays a role in building an organisation's reputation. Fairness should be observed at all costs to ensure all people feel respected and valued.

After selection, human resource officers are expected to help employees fit into the organisation through learning and development (Khan 2017). The beginning of this function is by giving an orientation to the employees. Direction includes how employees acquire necessary skills, behaviors, and knowledge that suits the transition in the new work environment (Khan 2017). The

human resource department plays this role by sharing tactics, videos, lectures, meetings, computerbased programs, mentoring, and team-building practices.

Another core function of a human resource professional is helping employees develop (Muhammad el. Al. 2021). They have to set up programs for pieces of training, benchmarking, and evaluations to enhance organisational effectiveness (Muhammad el. Al. 2021). They can help establish the stakeholders as well as the employee's talents. Human resources can develop by hiring specialists to guide employees on necessary steps, using line managers or direct supervisors to coach the employees, or team building activities to facilitate talent growth.

Human resource officers play a significant role in influencing organisational structure, which drives productivity. Once an organisation has selected the right staff, nurturing their skills is the next step towards maximising returns from the human capital (Panda). They should be able to recognise suitable structures for each work environment. For example, the organisational structure for a hotel varies from that of the manufacturing industry. These structures are very primal in promoting effective coordination through proper communication within the organisation. The HR then has to set a hierarchy by establishing a specific channel to communicate and cooperate. This makes it easy for workers to understand their roles and feel free to express any concerns.

The human resource department is also applicable in the career path management of employees (Gupta et Al 2019). HRs should employ the most appropriate skills and nurture the employees to become their best. Human resources help in empowering employees to advance their careers through development sessions and training initiatives. Human resource managers oversee the progress of employees through evaluation (Gupta et Al 2019).. They can motivate employees to improve their potential by assisting them in undertaking educational initiatives, performance evaluation and awarding, opening new career path venues, and expanding their skills set. When

employees are rewarded for their outstanding skills, they work more, which empowers their capability (Gupta et Al 2019). They can be promoted to higher positions, improve their payments, and develop a passion for what they do.

How HR Functions have Evolved Costa Company

The future human resource functions are looking at managing inputs and fewer humans as a resource (Al-Harazneh and Sila, 2021). The traditional human resource functions are being replaced with cost-cutting approaches. Costa Coffee is adopting Dayforce in managing its workforce (Al-Harazneh and Sila, 2021). The technology manages recruitment, HR, and payroll processes. Costa Coffee is one of the companies that have evolved highly due to technology to uphold its HR and Payroll functions. They have embraced more comprehensive people management and transformation initiatives by incorporating technological aspects (Al-Harazneh and Sila, 2021). The company has successfully implemented Ceridian's Dayforce Workforce Management technology which plans and uses helps to manage above the one thousand and three hundred coffee shops in the UK. This evolution has opened doors for leaders to focus on supporting their teams towards delivering an excellent customer experience.

Another success in evolution includes automating the HR and payroll process, which has been highly useful to retailers (Héder et Al 2018). They have had 8.5 mobile conversations and sessions within a year during recruitment for employees. The technology helps in the evaluation of each shop which has enabled the measurement of talent. In the last year, they had an increase in the ROI (Héder et Al 2018). Furthermore, the company has been able to leverage the expertise of Ceridian managed service teams which achieves accurate and timely payments to all the eighteen thousand employees within the UK.

The company can also utilise the technology in accessing accurate and valuable information that can use to support growth (Antony 2019). The technology has enabled it to reduce the printing and distribution of papers, positively impacting the environment. The use of technological workforce management frees professionals from complex tasks and enhances the technical capabilities and evaluations. However, the evolution also comes with significant challenges where they leverage the utilisation of these tech resources (Panda). The teams have to educate their workforce regarding how the tech solutions are to be applied. The technology is also expensive to adopt but has long-term cost-saving impacts.

Conclusion

Human resource management is crucial in the development of every organisation since it equips the company with human capital. According to CIPD, human resource officers should play a significant role in facilitating company growth strategies by ensuring a balance between company goals and employees' wellbeing. Human resource managers are essential in hiring, performance management, learning and development, data analysis, succession, recruitment, and selection. However, technology developments are altering these roles by developing technological HR managers and payrolls, which are more accurate, reliable, and cost-saving. Software installed that takes less time and needs less labor enables these activities over a wide range and are cheaper to utilise. Therefore HR department is becoming less human, and in the future, it may be completely automated.

Recommendations

For organisations to be successful, incorporating a combination of both a strong workforce and a productive team, both technology and people should be combined. This will help reduce costs and ensure smooth flow during operations.

Human resource departments should be set to meet a balance of the organisation and the employees by providing a channel through which employers benefit the employees as they benefit too. This can be done through the HR advocating for proper pays, rights and standards.

To empower the human resource department, more trainings and guidelines should be offered to those working in the department so that they can reinforce the organisations culture. Provision of materials to HR personnel will help them guide the organisation to a better future.

References

- Al-Harazneh, Y.M. and Sila, I., 2021. The Impact of E-HRM Usage on HRM Effectiveness: Highlighting the Roles of Top Management Support, HR Professionals, and Line Managers. *Journal of Global Information Management (JGIM)*, 29(2), pp.118-147.
- Antony, M.G., 2019. The New Gen: Artificial intelligence for HR functions, Benefits and Challenges.
- Arora, R. and Hanumante, A., 2017. Reinventing HR functions with the use of information technology. *PARIDNYA-The MIBM Research Journal*, 5(1), pp.101-107.
- Bag, P., 2020. CHANGING PARADIGM AND VIABILITY OF HR FUNCTIONS. *IJRAR-International Journal of Research and Analytical Reviews (IJRAR)*, 7(1), pp.10-18.
- Edwards, T., Tregaskis, O. and McDonnell, A., 2020. Towards an understanding of configurational and national influences on international integration in the HR function in MNCs. *The International Journal of Human Resource Management*, pp.1-26.
- Evseeva, S., Evseeva, O. and Kalinina, O., 2020. HR staff leasing: opportunities in the digital economy environment (case of Russia). In *E3S Web of Conferences* (Vol. 175, p. 13041). EDP Sciences.
- Rathi, D.R., 2018. Artificial intelligence and the future of hr practices. *International Journal of Applied Research*, 4(6), pp.113-116.
- Gupta, B., Mittal, S. and Mittal, V., 2019. Employer branding and its relation with HR functions of employee recruitment and retention: A review of literature. *The Marketing Review*, 19(1-2), pp.85-105.
- Héder, M., Szabó, S. and Dajnoki, K., 2018. Effect of labour market changes on HR functions. *Anali Ekonomskog fakulteta u Subotici*, (39), pp.123-138.

- Khan, M., 2017. The practice of basic HR functions in garments industry in Bangladesh: Focus group finding. *J. Mgmt. & Sustainability*, 7, p.120.
- Lussier, R.N. and Hendon, J.R., 2017. *Human resource management: Functions, applications, and skill development*. Sage publications.
- Morisawa, T., Tamaki, A., Nagai, K., Tsukagoshi, R., Nozaki, S., Miyamoto, T., Mori, A., Kaya, M. and Fujioka, H., 2017. Effects of increased physical activity on body composition, physical functions, vascular functions, HR-QOL, and self-efficacy in communitydwelling elderly people. *Journal of physical therapy science*, 29(1), pp.152-157.
- Muhammad, A.U., Shah, Z.A. and Azhar, K.A., 2021. THE INCREASING ROLE OF HRIS IN FACILITATING HR FUNCTIONS IN PAKISTAN'S BANKING SECTOR. *International Journal of Information, Business and Management*, 13(1), pp.24-34.
- Panda, P., THE FUTURE TRANSFORMATION OF HR FUNCTIONS WHICH APSTOLE BY ARTIFICIAL INTELLIGENCE.
- Pandey, S., Exploring the role of Artificial Intelligence (AI) in transforming HR functions: An Empirical Study in the Indian Context.
- Qadir, A. and Agrawal, S., 2017. HR transformation through human resource information system: review of literature. *Journal of Strategic Human Resource Management*, 6(1), p.30.
- Sengupta, A., Lalwani, S., Goswami, S. and Srivastava, P., 2020. Reinventing HR functions with SMAC technologies-an exploratory study. *Materials Today: Proceedings*.
- Sujan, B., Bhasin, J. and Mushtaq, S., 2020. Reallocation of HR Functions: A Study of HR Effectiveness in Banking Sector. *Jindal Journal of Business Research*, 9(1), pp.72-83.

Sultana, S., 2020. A study on the HR functions of City Bank Ltd.