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Developing Relationships and Workplace Experience

Human Resource Management

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KFC Company Organizational History



My research indicates that Colonel Harland Sanders, a businessman who started selling fried chicken out of his roadside takeaways in Corbin, Kentucky, at the height of the Depression, he invented Kentucky Fried Chicken.



When Sanders recognized the possibilities of restaurant franchising, the first "Kentucky Fried Chicken" franchise opened in Salt Lake City, Utah.



Due to the company's rapid growth, Sanders found it challenging to manage it and chose to sell it in 1964 to a group of investors headed by John Y. Brown, Jr. and Jack C. Massey. KFC was one of the earliest global fast food

KFC Company Organizational Structure

Management Board

General Manager

Assistant General Manager

Unit Manager

Assistant Unit Manager

Shift Manager

Team members

HR manager controls all activities

Feed forward

Feedback

Concurrent

External

Employee

Financial

Purchasing

Inventory

Statistical

Human Resources KSB



Knowledge:



Skills:



Behaviour :



HR Management Responsibilities



including
policy recruiting,



industrial
relations



performance



evaluation,



salary and benefit
issues,



and other general
admin issues

Personal capability SWOT analysis

Strengths

- What do you do well? **Maintain a positive outlook**
- What unique resources can you draw on? **respect and honesty.**
- What do others see as your strengths? **multitasking**

Opportunities

- What opportunities are open to you? **Education programs that are ongoing.**
- What trends could you take advantage of? **Content Creation**
- How can you turn your strengths into opportunities? **Choose the career and job that I know I have talents.**

Weaknesses

What could you improve? **Time Management**

Where do you have fewer resources than others? **I am a motivated person.**

What are others likely to see as weaknesses? **Impatient**

Threats

threats could harm you? **Feeling unsure Academic Skills**

What is your competition doing? **Tried to please customer**

What threats do your weaknesses expose to you? **clouding vision**

Personal & Skills development training

Appendix C Skills

Impatient

Feeling unsure

Academic Skills

Time Management

clouding vision



Conclusion

Human resources job roles are for people with very good knowledge and management skills, with good attitude because they are responsible for all employees and the organization's growth.

According to Appendix C and my own personal SWOT analysis that is displayed in this presentation, I need to strengthen my weaknesses and threats through ongoing education programs in order to have strong business Management Skills for the future.

References

Dadan D M Z (2018) *Effect of Compensation, Career Development on the Performance of Employees*

Harland S (1974). *The Incredible Colonel. Illinois: Creation*

Panda.IN (2023). *Management of KFC – Organizational Communication System*

Riyanto A, J,.S. (2020), *The Influence of Work Environment on Employee Engagement and Employee Motivation*

Appendix C	Very good	Good	Adequate	Little or no experience	
Information Technology			√		
Use Microsoft Office Word		√			
Use Excel spreadsheet				√	
Use a Database				√	
Use specialist				√	
HR software				√	
Use the internet			√		
Use e-mail	√				
Use PowerPoint		√			
	Very good	Good	Adequate	Little or no experience	

Drafting contracts of employment				
Taking notes of disciplinary hearings				√
Write reports				√
Produce material to support presentations			√	
Delivering a training session				√
Resolving disputes/complaints			√	
Advising on HR issues				√
	Very good	Good	Adequate	Little or no experience
Problem solving skills			√	
Make good use of verbal reasoning skills			√	
able to handle complex data and				√
make selective use of information			√	

Supervisory Management			
How much experience have you had in your role?	< 1 month	1-3 months	> 3 months √
How many people have you managed at any one time?	None	1-5√	Above 5