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Introduction

01

HR officer is dynamic and multifaceted

02

Requiring a diverse set of knowledge, skills, and behaviors

03

Recommendations of the CIPD professional map

04

Emphasizes the need for HR professionals

(Wright et al., 2011)

To successfully serve the workforce of the organisation, an HR officer must possess a varied range of knowledge, skills, and behaviours. HR professionals may increase their effectiveness and help their organisations succeed by regularly assessing and improving their capabilities (Wright et al., 2011). This is in line with the suggestions made by the CIPD professional map, which highlights the need for HR professionals to keep up with market changes and consistently improve their skills.

About **SAMSUNG**

01

Established in 1938
and headquartered
in South Korea

02

Focus on innovation
and cutting-edge
technology

03

Smartphones, tablets,
televisions, home appliances,
and wearable devices

04

267,937 employees

05

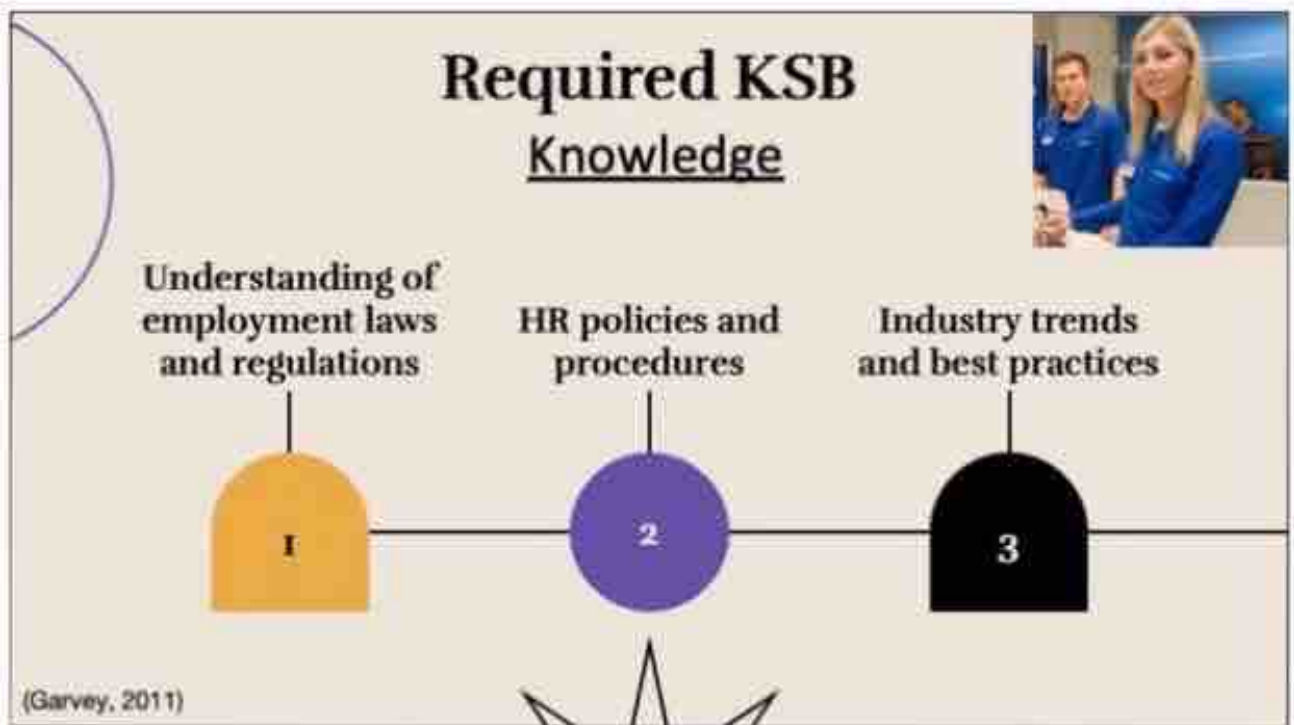
Product-type divisional
organizational structure

06

Values excellence,
collaboration, and
customer satisfaction

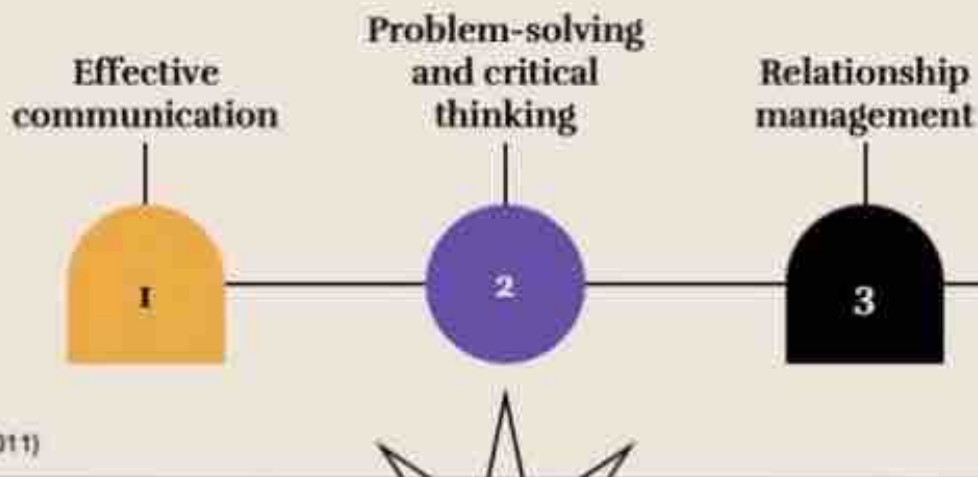
(Samsung, 2023)

Samsung is a well-known global business with many goods and services. Samsung, based in South Korea and founded in 1938, dominates electronics, technology, and telecommunications. Samsung has advanced consumer electronics via innovation and cutting-edge technology. The firm sells smartphones, tablets, TVs, home appliances, and wearables. The firm makes memory chips, CPUs, and other electronic device components. Samsung's success is due to its hardworking employees and culture of quality, teamwork, and customer happiness (Samsung, 2023). The organisation prioritises staff training to improve skills and expertise. Samsung understands that developing its personnel leads to corporate success.



To guarantee that the company complies with legal duties, HR professionals should be knowledgeable of local labour laws, rules, and compliance standards. For the organisation to execute and manage HR programmes successfully, familiarity with HR rules, processes, and best practices is essential (Garvey, 2011). HR professionals may spot areas for development and put creative plans into action by staying current on market trends, developing practices, and benchmarking against rivals.

Required KSB Skills



To deal with workers, supervisors, and external stakeholders, HR professionals need to have strong verbal and written communication skills. This covers presenting skills, active listening, and dispute resolution. HR specialists must be able to analyse complicated circumstances, spot problems, and provide workable solutions. It needs strong analytical and problem-solving abilities to handle HR-related issues. HR professionals that are skilled in data analysis and HR analytics may review HR metrics, make data-driven choices, and produce insights to enhance HR strategies and procedures (Garvey, 2011). For HR workers, establishing and keeping excellent connections with staff members, supervisors, and outside partners is essential. Effective relationship management requires empathy, negotiating, and persuading abilities.

Required KSB Behaviors



Professionalism
and integrity



Adaptability and
flexibility



Collaboration and
teamwork



(Garvey, 2011)

To establish confidence and trust inside the organisation, HR experts must exhibit professionalism, uphold ethical standards, and protect confidentiality. The HR environment is dynamic, necessitating the flexibility and adaptability of HR professionals to meet changing company requirements, legal requirements, and employee expectations (Garvey, 2011). To accomplish shared objectives and promote the success of the organisation, HR professionals often collaborate closely with a variety of stakeholders, which calls for good cooperation and collaboration abilities.

SWOT Analysis

Strengths

- Strong communication skills
- Extensive knowledge of labor laws and compliance
- Proficiency in HR analytics and data-driven decision-making

Weaknesses

- Limited experience in talent management
- Need for further development in strategic HR planning

Opportunities

- Attending trade shows and seminars to learn about current HR trends
- Obtaining HR qualifications to strengthen one's resume
- Taking part in leadership development initiatives to hone managerial abilities

Threats

- Increasing competition in the HR field
- Need to adapt to rapidly changing HR technologies and tools

(Decision Aid Publishing, 2019)

The SWOT analysis is discussed in this slide. The personal SWOT analysis shows the strength, weakness, opportunities and threats of the professional in this case (Decision Aid Publishing, 2019).

KSB / Training Needs at Samsung

Make informed decisions
and develop innovative
HR strategies



Address employee concerns,
resolve conflicts, and foster a
positive work environment



Building strong
relationships with
employees, managers,
and stakeholders



(Bierema et al., 2023)



Having the required expertise enables HR professionals to build creative HR strategies that support Samsung's business objectives. HR experts may handle employee complaints, settle disputes, and promote a healthy work environment at Samsung with the help of abilities like excellent communication and problem-solving (Bierema et al., 2023). Building excellent connections with staff members, supervisors, and stakeholders fosters enhanced trust and cooperation. Behaviours like professionalism and flexibility help to do this.

Benefits of Developing HR Officers at Samsung

- Stronger HR Department
- Enhanced Organizational Performance
- Positive Organizational Culture
- Strategic Alignment



(Bierema et al., 2023)

Samsung develops its HR department by developing HR officers. Talent management, organisational growth, and employee interactions are manageable by well-trained HR personnel. This improves HR's ability to serve the company. Well-trained HR officials boost company performance. They may create and execute HR initiatives that support Samsung's objectives, boost employee productivity, and optimise HR use (Bierema et al., 2023). This boosts organisational performance and competitiveness. Samsung's culture benefits from developing HR executives. HR practitioners with the right skills can encourage diversity, fair employment, and employee well-being. They may also help organisations adapt smoothly.

Implementation of Training and Development at Samsung



- Training for specialised HR software
- Instruction in labour laws and regulations
- Enhancing analytical abilities to understand HR
- Training in interpersonal and communication skills
- Programmes for professional development

(Gupta, 2021)

Programmes for training and development are crucial in the context of Samsung to address the particular issues that the SWOT analysis and personal skills audit revealed. To improve their skills in effectively managing HRIS and guaranteeing proper HR procedures, Samsung's HR experts will undergo specialised training in HR software. They will also stay current on legal needs and compliance if they get training on employment rules and regulations (Gupta, 2021). Training will be given to improve analytical skills and enable data-driven insights and decision-making by properly evaluating HR data. Training in interpersonal and communication skills will encourage fruitful collaboration with coworkers, managers, and stakeholders. Additionally, professional development programmes will emphasize enhancing HR competencies and keeping HR officials up to speed on industry best practices and new trends.

Benefits of Training and Development at Samsung



- The enhancement of human resource systems and practises was observed
- The implementation of effective human resources practises has been found to have a positive impact on employee engagement and satisfaction
- Employees experience a sense of motivation and recognition
- Enhanced employer brand and recruitment outcomes

(Gupta, 2021)

Enhanced HR processes and practises contribute to enhanced staff management, which in turn leads to operations that are more successful. The implementation of effective HR policies and processes has led to increased levels of satisfaction and engagement among workers. Increased talent acquisition as well as retention, due to the fact that employees see the organization's participation in their development as a source of support and value for the organisation (Gupta, 2021). Samsung was able to distinguish itself as an employer of choice by improving its recruitment performance and strengthening its employer brand. This allowed them to attract top talent.

References

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Appendix: A

Personal Skills Audit

Name: **Joselyn Castillo Cabral**

Job role: **Human Resource Officer**

Please tick an appropriate box to indicate how you would rate your skills in relation to the following work tasks listed below

	Very good	Good	Subsquent	Little or no experience
Information Technology				
Use Microsoft Office Word	✓			
Use Core spreadsheet		✓		
Use a Telephone		✓	✓	
Use spreadsheets		✓		
Use software		✓		
Use the internet	✓			
Use email	✓			
Use PowerPoint			✓	

	Very good	Good	Subsquent	Little or no experience
Communication Skills				
Drafting work acts of employees	✓			
Following rules of discipline training		✓		
Write reports	✓			
Produce material to support presentations			✓	
Delivering a training session		✓		
Reaching employees/employees		✓		
Organizing			✓	
Working on IT issues		✓		

	Very good	Good	Subsquent	Little or no experience
Problem Solving Skills				
Identify problems of work/department/department and solve them			✓	
Identify problems and solve them			✓	
Identify problems and solve them		✓		
Identify problems and solve them			✓	
Identify problems and solve them			✓	
Identify problems and solve them			✓	
Identify problems and solve them			✓	

	Very good	Good	Subsquent	Little or no experience
Supervisory Management				
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓
Supervising work of employees	✓	✓	✓	✓

I declare that the information given in this form is true

Signed

Date