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Unit:
Programme: BMSW5102



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

About **SAMSUNG**

01

Established in 1938
and headquartered in
South Korea

03

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

05

Product-type divisional
organizational structure

02

Focus on innovation
and cutting-edge
technology

04

267,937 employees

06

Values excellence,
collaboration, and
customer satisfaction

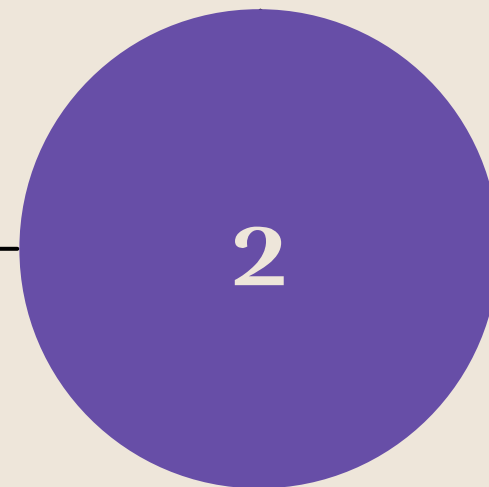
Required KSB Knowledge



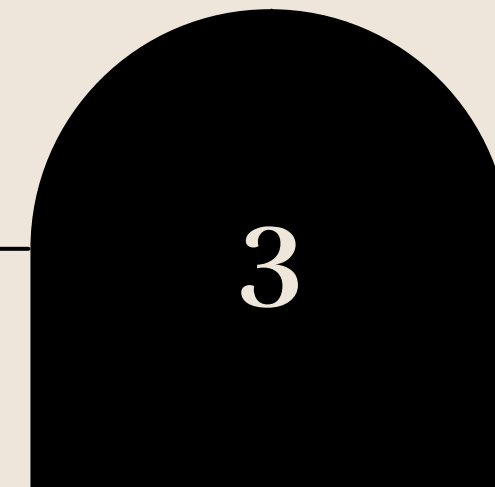
Understanding of
employment laws
and regulations



HR policies and
procedures



Industry trends
and best practices



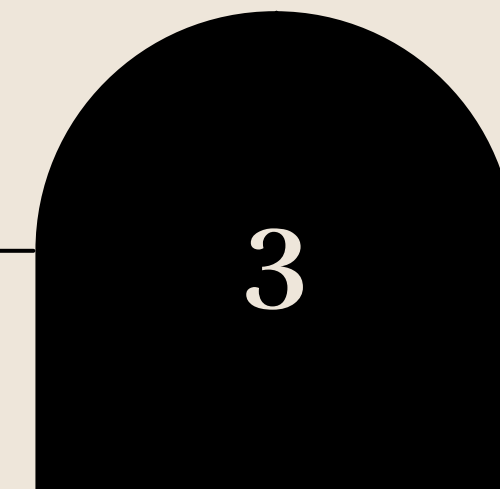
Required KSB Skills



Effective
communication

Problem-solving
and critical
thinking

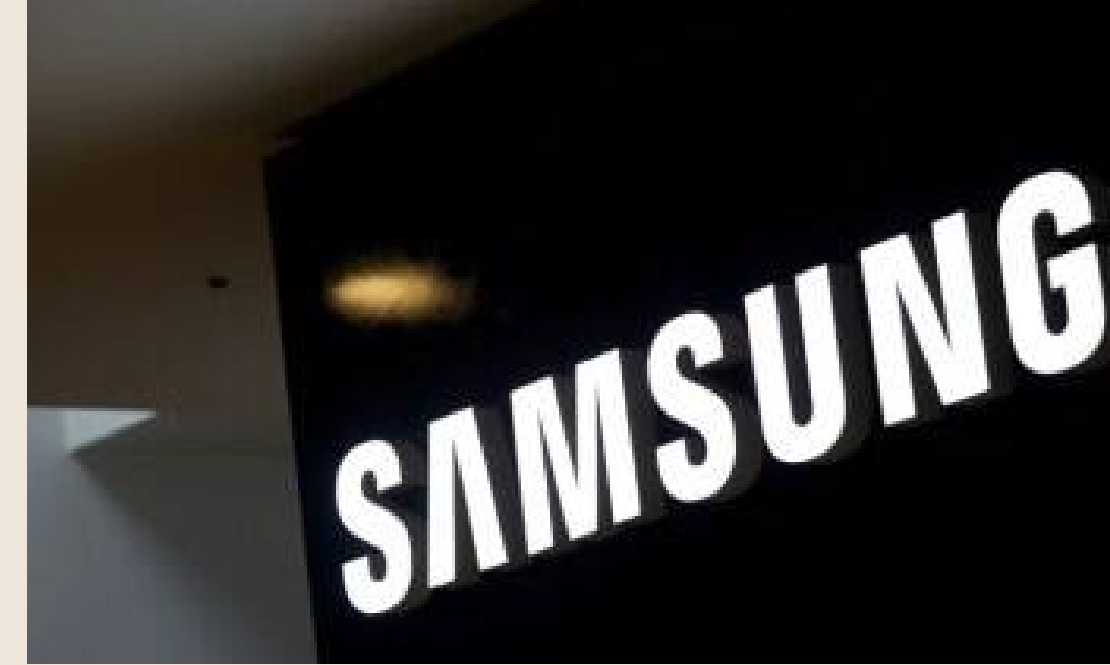
Relationship
management



(Garvey, 2011)



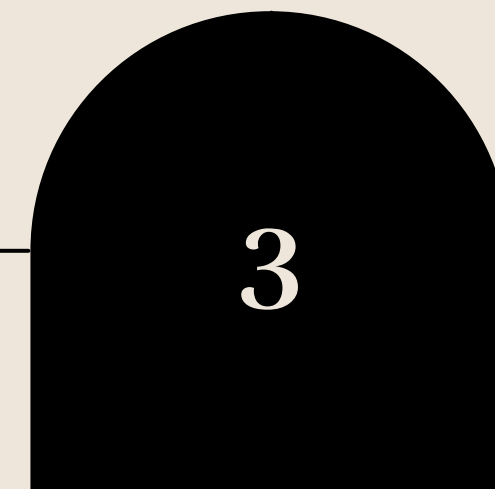
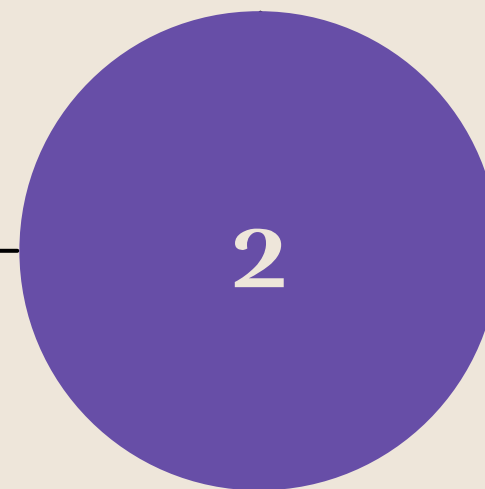
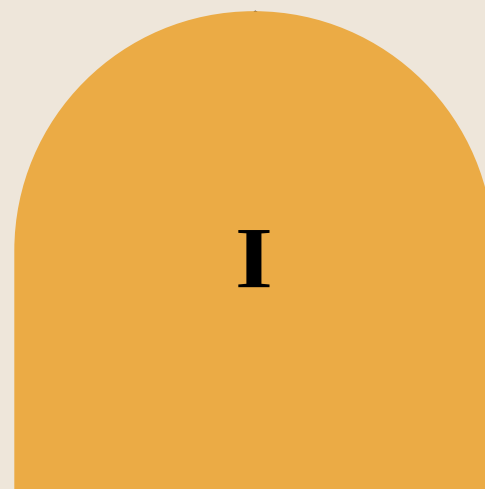
Required KSB Behaviors



Professionalism
and integrity

Adaptability and
flexibility

Collaboration and
teamwork



(Garvey, 2011)



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

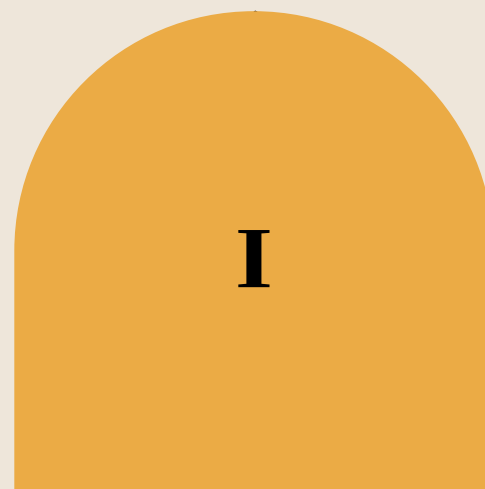
- Attending trade shows and seminars to learn about current HR trends
- Obtaining HR qualifications to strengthen one's resume
- Taking part in leadership development initiatives to hone managerial abilities

Threats

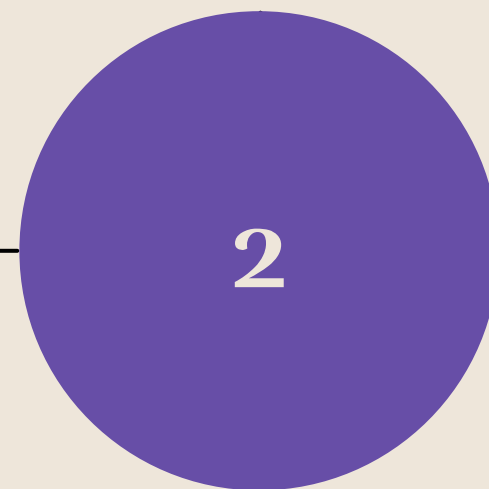
- Increasing competition in the HR field
- Need to adapt to rapidly changing HR technologies and tools

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)



SAMSUNG

Benefits of Developing HR Officers at Samsung

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

(Bierema et al., 2023)



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)

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)

References

- Bierema, L. L. et al. (2023) Human resource development: Critical perspectives and practices. London: Routledge.
- Decision Aid Publishing (2019) SWOT analysis: Journal notebook for SWOT analysis. Independently Published.
- Garvey, R. W. (2011) Business literacy survival guide for hr professionals. Alexandria, VA, USA: Society for Human Resource Management.
- Gupta, A. D. (2021) Strategic human resource management: Formulating and implementing HR strategies for a competitive advantage. London: Taylor & Francis.
- Samsung (2023) Mobile, Samsung us. Available at: <https://www.samsung.com/us/> (Accessed: 18 July 2023).
- Wright, P. M. et al. (2011) The chief HR officer: Defining the new role of human resource leaders. 1st edn. Chichester: Jossey Bass Wiley.

Appendix: A

Personal Skills Audit

Name: Joselyn Castillo Cabral

Job role: Human Resource Officer

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

	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
Communication Skills				
Drafting contracts of employment	✓			
Taking notes of disciplinary hearings		✓		
Write reports	✓			
Produce material to support presentations			✓	
Delivering a training session		✓		
Resolving disputes/complaints		✓		
Interviewing			✓	
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			✓	
Explore more than one solution in order to solve a problem		✓		
Consider the ideas of others to help solve problems			✓	

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

I declare that the information given in this form is true

Signed

Date

21st July 2023