

MPAC Assignment 2

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1.0 Introduction

This report is going to focus on the application Human Resource Development in an organisation. Human Resource Development is a part of Human Resource Management that focuses on the growth and development of the people working in an organisation. Human Resource Development or HRD is the training that an employee gets after they get hired by an organisation. This provides them with the opportunity of learning new skills and giving out resources that benefit the employees task and any other activities that involve development. It also aims at improving the knowledge, skills attitude, behaviour and competencies of the people that work for the organisation. HRD empowers and intensifies the skills of the people that work for the company so that their performances are better than in the past. HRD is very important in the development of today's organisations. Having an edges over the competitors is key in the marketplace and HRD helps companies achieve this. HRD is important because it ensures that the employees remain skilled and able. (1,2,3)

2.0 Purpose of HRD

The purpose of Human Resource Development is to improve the performance of an organisation. There are practitioners and researchers that have debates about the goals of HRD that are still running today. Some have a reasoning that HRD should look at increasing the performance needs of organisations and the productivity of the people that working for the organisation. Then the others argue that HRD should look at on the development of every worker individually without having to use the bottom line results as the litmus test of an interventions worth. (16) A human resource department that is ran efficiently can give an organisation structure and it is able to meet the business requirements by managing the companies most valuable resources, which is the workforce of the organisation.

3.0 Benefits of HRD

3.1 Enhance Employee Skills

HRD has the ability to enhance the skill based competencies of an employee. In order to do this HRD gives the right training to the workers, so this improves their skill based competencies. Without the use of proper training programs, then the workers wouldn't have access or exposure to systematic and properly designed trainings, this would lead to the employees learning the skills needed in the workplace slowly. (4)

3.2 Employee Engagement

HRD looks to emphasize on the participation of the employee inside an organisation. By increasing the amount of participation inside the organisation the employees would feel more associated with the organisation. (5) An example of this would be asking employees about the changes that need to be made in the organisation then acting on those requests. Making those changes makes the workplace a better environment to work in for the

employees and it also lets them know that they have a voice within the organisation if changes need to be made.

3.3 Performance Management

The human resource department is able to give an insight into how the employees perform and how they think. HRD has an understanding of the needs of the workers and they can customise things like the scheduling, benefits and holiday time to suit the workers. As mentioned earlier in the report HRD can offer support for employees where they can bring to light some of their concerns about issues, these issues could include things like workplace conflict, payroll mistakes or safety hazards. (6)

3.4 Maintaining Compliance

HRD can be used to maintain compliance. An organisation needs to make sure that they are compliant with the rules and regulations that are in relation to personnel relation and management. Human resource professionals have the expertise in areas like discriminatory and compensation laws. This stops the people from breaking the regulation that they might have not known to exist. While also doing this, costly fines can be avoided as well as lawsuits while preserving the good reputation of the business. (7)

3.5 Performance Improvement

HRD plays a big part in the performance improvement of the employee. HRD helps the employee do their work efficiently and effectively. This does not only improve the performance of the employee but the organisation as a whole. (8) When an employee is performing at a high level it can open doors for them inside the organisation as well because high performance can lead to a pay rise or a promotion.

4.0 Disadvantages Of Human Resource Development

4.1 Waste of Time

If not implemented properly HRD can be a waste of time. An example would be if the training that was carried out didn't improve the competencies and capabilities of the employees, this would be a waste of time. If this happened then the better thing to do would be for those development programs are not organised at all, in order for the workforce to be aimed at creating a financial return for the company.

4.2 Hard to measure

The effect that HRD has is hard to measure accurately. The activities that are organised and done in HRD are hard to quantify and measure. When it can't be confidently measures, it is a hard task for management to look into the programs to see if they are benefiting the organisation. There are people that could have doubts about how important human

resource development programs, and it is as well for management to capitalise in areas that performance can be measure and observed simply. (9)

5.0 HRD and Modern Technology

Technology has been a driver of organisation change for a long time, HRD included. The result of commensurate innovations of information technology has created innovative work practices like virtual teams, telecommuting and cloud based work systems. These practices have allowed organisations to employ skilled and talented workers across different locations. The way that technology has advanced has been credited for creating performance improvement chances by achieving greater effectiveness and efficiencies for workers and organisations. According to a report by pew research a large number of American workers that were surveyed had the belief that IT has made them more flexible but increased the amount of time spent working. The majority of them also believed that technology has helped them make their productivity better. (10)

5.1 Electronic Learning

Human Resource Development these days makes use of electronic, mobile and social learning. A lot of organisations across the world are using electronic learning to make the learning process easier. The technologies that are being used are things like virtual classrooms, internet training, video conferencing and computer based training. The technology has advanced rapidly and this has led to electronic learning to being moved from computers and laptops to smaller devices like smartphones and tablets. The growth of social media has caused the emergence of a new mobile form of social learning, fundamentally how it is possible to learn at anytime and anywhere the learner finds themselves. (11)

5.2 Data Analysis

Technology can be used in many ways when I come to human resource development, it can be used for things like data analysis. Analysis of the way that the workers are performing can be used to look at different aspects of the employees work. It can be used to answer questions like: Did they get the work done on time? IS the employee trust worthy? Or Which tasks to they perform the best? Technology makes it a lot easier to get an overall picture of how the employees are doing in a work place. Using the data gathered HRD can help the employee improve their work if there are areas they are not so great in, as mentioned earlier in the report performance improvement is a big part of HRD. Human resource is keen on the measurement of the performance of the employees because their positive performance is equal the success of the organisation as a whole. Similarly collective information on the performance of the employees will be helpful when in come to developing future business operations. Human resource can use of software that is created for the measurement of performances with the capability of determining how they can be improved. (12,13)

5.3 Virtual Organisations

In today's society a lot of organisations have virtual activities implanted in their work. This is all fuelled by the global marketplace and it has changed the dynamics of the works, customer expectations and the increasing use of technology. Companies are progressively turning into virtual organisations. There are many thoughts supporting the concept of virtual organisations. One of the more simple ideas of a virtual organisation is a physical company that allows employees to work from home while they stay connected to the company using the internet.

5.4 Organisational Development

ICT improves the way that an organisation performs because it increases the speed of transactions, enhances electronic access for stakeholders, increasing interdepartmental communications, reducing the cost of data storage, utilization and access. ICT also facilitates the linkage among databases inside and between the agencies. There are many ICT tools that are made use of in organisational development like diagnostic tools for improving the communication within an organisation. There is software out there that supports open space technology meeting. These type of meeting aim to organise a get together to create time and space for individuals to communicate innovatively and discuss organisational issues. This was not originally intended for the use of ICT but ICT makes it easier to organise these kind of meetings and the software makes it possible to discuss the issues of the organisation online. There are other successful examples of e-tools and resources used to plan and manage careers and leadership succession planning. Software that is used to run a 360 degree feedback project over the internet makes the collection of data and the interpretation of data a lot more simple by the use of online surveys. Technology makes such performance measurements more feasible and quicker. For instance extensive amounts of data can be processed really quickly, software is able to tabulate a larger variety of indicators more easily and software is also able to produce physically attractive reports.

5.5 Performance Improvement

The use of ICT is growing in performance improvement projects to enhance the performance levels of the workers as well as the organisations performance. There is a computer based enhancement that is used in HRD which is Electronic Performance Systems System (EPSS), this approach came from Gery (1989). An EPSS is an integrated computerised environment that is in support of employees and also monitors them while they are working. They generally contain four components: tools to carry out a job, information needed to carry out the job correctly, advice for the hard parts of the job and knowledge that expands the knowledge and skills of the employees. EPSS is mainly used by people who depend on a computer to complete the tasks of their job. The pros of learning with EPSS are seen to be a more active learning process because there are more concrete forms of learning, there is a reduction in the learning time and cost of training.

6.0 Impact of HRD on employee engagement satisfaction and performance

Human resource development is there to give the coach that is required in order to strengthen and add to the knowledge and abilities that the employee already has. The aim of development and training is to make the workers better at their job. HRD develops the skills and knowledge of an employee so it helps give the correct and efficient human resources as per job requirement. To develop employment's skill and competencies there is a range of training and development programs that are launched. (15) Launching these programs allow the employee to get better at their job which also impacts the organisation as whole because it will see them be more successful. These training and development programs are very useful because they also provide the employee with new opportunities to work in different sectors of the organisation.

6.1 Employee Promise & Job Fulfilment

Trained and efficient employees have a commitment towards their jobs which is possible through HRD. If the employees are given the proper training and development opportunities, they will feel committed to the work as well as the organisation. It is important for the employees and the organisation to have a healthy relationship because one can't function without the other. When the people inside the organisation are well oriented and developed, they will show a large amount of commitment in the workplace. This will inspire them to perform better and this leads to job satisfaction.

6.2 Performance Development

HRD develops the required skill and abilities that are needed to carry out organisational activities. This results in employees performing better in the organisation. This leads to greater organisation effectiveness.

7.0 How HRD could be implemented into Apple

There are a number of ways that HRD can be applied to the Apple company and one of those is to have new training methods when new employees are recruited. It is very important to have training and development programs in Apple, this is because they deal with a lot of customers and people around the world. It is vital for Apple to provide the proper knowledge to their employees to work well and attain the goals of the organisation and also keep the sustainability in the company. This will help the growth of the company when its looked at that Apple is a company that s meeting different consumers. Efficient and effective training and development of the workers is very important for the company growth in the world. Apple is in need of employees that are committed because this will aid in the expansion of the business. The expansion of the company relies on keeping the existing customer and getting new ones.

8.0 Conclusion

The research carried out has brought to light how HRD is applied in an organisation. HRD is very useful in organisation as seen in the research, it is used for the improvement of performance and the improving the job as well the employees. This allows the organisation as a whole to grow which include the individuals within as well. The application of HRD makes the worker place a safer and better environment to work in, this is because providing training and development make the job easier for the employees as well as safer as they will have a much clearer idea of what they are required to do. HR is needed within an organisation because it contributes to the organisation effectiveness and it helps the organisation achieve business objectives.

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GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

Instructor

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1. RESEARCH LITERATURE

Extent of research and/or own reading, selection of credible sources, application of appropriate referencing conventions.



Some good use of citations to support report content. - could be extended in a few places and

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additional multiple sources used in some places also. Well-formatted relevant and varied reference list. Good.

2. KNOWLEDGE AND UNDERSTANDING

Extent of knowledge and understanding of concepts and underlying principles associated with the discipline.



+ HRD. - A contemporary HRM / HRD initiative has not been selected. + Employee Engagement. + Performance Management. + Compliance & PLE. + HRD & Technology.

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3. ANALYSIS

Analysis, evaluation and synthesis; logic, argument and judgement; analytical reflection; organisation of ideas and evidence.



+ HRD Analysis. + Adv. & Dis-Adv. - no citation. + Links with EE and PM. + Links with compliance & PLE considerations. Good. + Measurement. - additional citations would enhance review. + HRD Technology. Good. - A specific contemporary HRM / HRD initiative has not been evaluated. - Links to related topics not documented.

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4. PRACTICAL APPLICATION

Deployment of methods, materials, tools and techniques; application of concepts; formulation of innovative and creative solutions to solve problems.



- Case-study examples not documented. - Implementation strategy not documented.

5. PROFESSIONAL PRACTICE

Attributes in professional practice: individual and collaborative working; deployment of appropriate media; presentation and organisation.



- No Title page. + Excellent ToC. + Good report format presentation and structure. - Spelling and grammar errors in places. Easily removed with some additional proof reading.

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