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Introduction

Workplace relations and the well-being of staff is one of the most important aspects towards an organisation's success and happiness; This is where Human Resources Management becomes a vital department to all organisation weather small or big. "high-quality interpersonal relationships in young people's capacity to function effectively, including in their academic lives. The literature consistently notes the substantial role that relationships play in students' success at school (e.g., Creasey et al., 1997; Culp, Hubbs-Tait, Culp, & Starost, 2000; Field, Diego, & Sanders, 2002; Marjoribanks, 1996; Martin, Marsh, McInerney, Green, & Dowson, 2007; Pianta, Nimetz, & Bennett, 1997; Robinson, 1995). (Martin, A.J. and Dowson, M., 2009. Interpersonal relationships, motivation, engagement, and achievement: Yields for theory, current issues, and educational practice. *Review of educational research*, 79(1), pp.327-365.

If you look at what the structure is in Human Resources Management, you can clearly see where the foundation of this depart effect all internal and external. Recruitment and Selection, performance management and training, building, and maintaining any company culture, business communications and a legal and regulatory compliance. In this report, we will be looking into and analysing the training development implemented into Burke's Hoard

and how to support employee satisfaction/well-being within the company, business performance, we will also be delving into a critically evaluation the reward systems within organisations and performances and how this helps with in Burke's Hoard organisation, and, lastly, we will be critically evaluating the role and the importance of engagement within the organisation of Burke's Hoard, amongst our employees and our clients.

Question 1 - Importance of Training and Development

Capability and competence; To create the desire for more knowledge, skills and abilities for an employee or an individual in a partnership in the company, to perform well on a job, require effective training, logical conclusion to better performance and job satisfaction. In the company under analysis in this Report (Burke's Hoard), consists of two individuals, each person offers different skills and knowledge but lacking certain skills and abilities to expand to the company. So therefore, a strategy that cost effectiveness and profitable eventually is the route to take under what and why the individual will benefit and are motivated in the prospect of learning and developing for the growth of the business. Companies aim in gaining a competitive advantage through assessment, training, and development, (Elnaga, A. and Imran, A., 2013. The effect of training on employee performance. *European journal of Business and Management*, 5(4), pp.137-147), enhancing the importance in growth and success in any form of organisation.

Also, taking into mind the learning styles that can affect the individual's motivation and development, "you have to look at perception of academic control and motivation

achievement which have been a focus of attention when attempting to identify other factors affecting learning related performances. (Cassidy & Eachus, 2000). (Cassidy*, S., 2004. Learning styles: An overview of theories, models, and measures. *Educational psychology*, 24(4), pp.419-444.) Making the right choice in the training and how the training will give, and how long it will need to go on for. This all consider with the individuals learning speed, ability to learn and information intake, this will collaboration assessments given in performance evaluation will help. Having set goals towards expectation in performance.” Organizations can encourage higher performance goals from employees who have high levels of self-efficacy. This will lead to higher levels of job performance from employees, which is critical for many organizations in an era of high competition.”, (Lunenburg, F.C., 2011. Self-efficacy in the workplace: Implications for motivation and performance. *International journal of management, business, and administration*, 14(1), pp.1-6.)

1- Q1

Burke's hoard is a small company, so, therefore, employees are yet to be employed. The company is building to eventual successful, to be financially secure enough to employ, possible twelve to fifteen Staff, and have more than one branch in the UK nationwide, that is the overall goal of Burke's Hoard, as growing company. So, when we evaluate performance and training within Burkes hoard as an organisation, we only have two members to consider in this situation Rhea-Tara Burke and Edward Burke both founders and CEO's of this company In the Situation training Rhea-Tara, performance is measured from the department she is in control of which HRM (Human Resource Management), so her role regarding this Department is highly important and must be highly organised and knowledgeable, highly vigilant, highly successful in every breath of the word we are looks out for Edwards clients looks out for where Edward is sent to what add what does the budget Edward is working on and the budget the company has as a whole for equipment, transport, and generally well-being of Edward who's the other staff member doing most of the physical work in the company; which is meeting with clients create a network, create relations, trading,

bargaining and also collecting and produce buying, So, Edwards role and Department is buying and selling he's involved and he is in charge of the produce and what Spence on the produce who he buys from how far he travels to buy it and the amount the quantity of the produced that is to be sold in Burkes Hoard.

Regarding Burke's Hoard and the training and performance enhancement, the only employee that needs any form of training and performance enhancement is Edward Burke; Edward is of a certain age Group coming era where 90% of work and workplaces were hands on, manual, less reliant on technology, facing this problem, and evaluating the need to improves his skills to a up-to-date understanding, rather than being unfamiliar with technology, computers, and the Internet, puts a complication into the success of Burkes Hoard in long run. Keeping satisfaction with within the company, both staff members will be training and developing within their weaker skills and overall knowledge in their field, for future success within the company, ending all going well, having enhanced their skills within the technological is largely based on Knowledge and understanding, of the times, changes in society and the advancement of competition and competence, "Knowledge spaces and surmise systems capture those structures inherent in knowledge that can be operationalized as solvability dependencies among problems of a specified field of knowledge.

1 - Q1

Both concepts can be applied to represent knowledge under different viewpoints but in formally equivalent ways." (Korossy, K., 1999. Modelling knowledge as competence and performance. *Knowledge spaces: Theories, empirical research, and applications*, pp.103-132.)

2. Question 2 - Motivation, different motivation factors that organisations should use to develop employees for the future and evaluate the Role and the importance of Employee Motivation in Performance Enhancement using your chosen organization

Motivation is the driving force that creates a person's satisfaction

When looking at motivational factors useful within an organisation or a small company in Burke's Hoards case or employees in any organisation, you are first identifying a strong leader and all the traits within the leader, this leader was bear intelligence confidence self-awareness and ability to influence all those around to show compassion and understanding therefore this initially along with these small traits will influence employees and fellow our colleagues along working with that leader to take more influence information and leadership from them therefore creating definitive track towards motivational encouragement, strong leaders within an organisation is beneficial and essential in all aspects of the company it is all and most of all it is important for a strong leader to be influential towards motivational prospects in a company. Having clear vision and a goal is a motivation alone for employee's,

seeing a direction. "Motivation is the driving force in pursuing and satisfying one's needs (Kontodimopoulos, Paleologou & Niakas 2009).", (Naile, I. and Selesho, J.M., 2014. The role of leadership in employee motivation. *Mediterranean Journal of Social Sciences*, 5(3), p.175.)

The nature of motivation will always be initial motives towards anyone individuals reason towards striving for their goal and success, this is where Maslow's Hierarchy (1954) incorporated this structure of - Physiological Thirst, sex, hunger 2 Safety Security, stability, protection Page 1 of 3 1 Gawel: Herzberg's Theory of Motivation and Maslow's Hierarchy of, Love and Belongingness To escape loneliness, love and be loved, and gain a sense of belonging 4 Esteem Self-respect, the respect others 5 Self-actualization To fulfil one's potentialities. (Gawel, J.E., 1996. Herzberg's theory of motivation and Maslow's hierarchy of needs. *Practical Assessment, Research, and Evaluation*, 5(1), p.11.)

2 - Q2

Then we look into the organisational climate where there are six motives to create this, first - achievement, expert influence, control, extension, dependency and affiliation, each one these motives play a massive factor within any organisation for encouraging and maintaining, motivation, understanding and success. In this aspect of motivation, company policies, you can incorporate the Herzberg theory, where Hygiene - work conditions, salary, supervision, and personal relation, these aspects can affect employees/staff members motivation and work performance. (Gawel, J.E., 1996. Herzberg's theory of motivation and Maslow's hierarchy of needs. *Practical Assessment, Research, and Evaluation*, 5(1), p.11.).

Having control over all going on in the organisation and its staff economical control what is going in what coming out, giving transparency within the organisation another motivational factor. Organisational climates implement the culture framework of an organisation, for example, Burkes Hoards, aims to be fair not only in price but with our customer service and

knowledge of product services to a high standard, making sure all those in the company are treated and trained at a high quality therefore providing great valuable customer service. It is all about member and environment and thus develops a specially from internal factors primarily from managerial influence. (Bhaskar, P. and Ashok, W., 2012. Organisational climate from viewpoint of motivation in district hospital, India. *Health*, 2012.).

The reward System created to motivate employees/staff through efforts and outcomes, great reviews, overall performance in the workplace as a contribution the organisation/company. This is where we imply the intrinsic and extrinsic Motivational theory in based on the reward system. Vroom's expectancy theory, states, employees tend to perform more effectively if their wages are related to performance which is not based on personal bias or prejudice, but on objective evaluation of an employee's merit. (Pratheepkanth, P., 2011. Reward system and its impact on employee motivation in commercial bank of sri lanka plc, in Jaffna district. *Global Journal of management and business research*, 11(4).). So, when analysing the motivational factors for the staff in Burkes Hoard they both function on both an intrinsic and extrinsic basis due to the factor of enjoyability and financial reward as it goes directly to these staff members.

All people enjoy a reward especially when it earnt, and internal rewards systems show that very thing, showing acknowledge towards a person's efforts and success will naturally have a positive effect on that person, therefore, creating even more motive to either continue that level of work or up your game taking work standard and quality to another level.

2 - Q2

Many companies/Organisations use a reward system not necessarily the same method or rewards but nevertheless the rewards system is there. So, this is where Intrinsic motivation will come in for the employee/staff member, the rewarded, this motivation method is especially useful in the workplace but not in the same way for Burkes Hoard in the fact that company must expand in the organisation to be able to employ to be able to create a Reward system.

As it stands, the motivation factors this company, according to Mathis and Jackson (2001), the success or failure of an organization in achieving the goal will be determined by the success of individuals in carrying out the task that they were adopting, because people are

the implementers of activities to achieve the objectives of the organization. (A. Prasetya Volume. 12, No. 1, 2018, performance; ability; motivation; leadership pg. 1)

Burkes Hoard, the reward, and motivation is in the growth and expansion of the company into an organisation so each sale, each new client/customer gained, every satisfied customer is motivation to continue and strive to do more and even better

Burkes Hoard, the motivation behind this company based on lifestyle and collected knowledge over the years of antiques and collectable both staff motivated to learn about each product through enjoyability. Creating a satisfaction to the job role each person plays within this company. One individual is based on lifestyle creating the knowledge of the correct produce and the other collected knowledge understanding business and how to run one. Educating each staff member in the areas of the company where they may not be so confident is also another motivational factor that can push people to engage and succeed.

3. Question 3 - Importance of Employee Engagement

Employee engagement is defined by commitment and the level of involvement of an employee or staff member put into an organisation or a company. This can be shown through the motivational levels through and their enthusiasm towards the work, through gained knowledge, and also, the helpfulness towards other staff members showing that they are recognised in more areas than one. You'll tend to find that most engaging employees will commit in more than one area in an organisation. (Anitha, J., 2014. Determinants of employee engagement and their impact on employee performance. *International journal of productivity and performance management.*), in the circumstances of Burke's hoard although there may not be employees, but each staff member involved has a level want and an obligation of commitment and engagement that is required for this company to grow and succeed. For example, one particular staff member has to engage in networking with other

clients and customers, building up the reputation of the company, and also, giving people an understanding of how the company Burkes Hoard is?; and what the product is about.

The other staff member does to face to face value the purchasing and evaluation of the items so although that person is not engaging passes engagement emphasise is the commitment emphasise is their motivation and also emphasise is the love for their job and the role that they are in a person's engagement also can identify their strengths in their skill set for example communication understanding compromising critical thinking looking at all aspects of the company and organisation and what is required in the engagement aspect. Human resource management is where you would find employer engagement at its strongest.

Employee wellbeing, job satisfaction, making sure managerial and employees are communicating and have some form of transparency within their roles and within their positions in the organisation or company. In a situation of Burkes hoard, being that there are two staff members, the communication and transparency is quite clear as they are working together in synchronisation towards the businesses growth and success, so therefore, engagement between each other in regard to communication of finance, policy, delivery, interaction with clients/ face to face business trading, problem solving. These are all subject and possible issues that has to be communicated and a regular basis between the two staff members, creating engagement at its highest level.

3 -Q3

Once you have this there will be job satisfaction amongst both staff members in Burkes hoard as the transparency between both and a synchronisation will create job satisfaction and in the long run success in the business which is what is wanted between the both of them as they both have the same objective. Performance and performance and train and become a part of this as it becomes an employment important analyst towards a person's engagement in the company or organisation how person conducts and performs tends to be how the person is motivated in their job role, therefore, the engagement will be obvious to all. Internal communication is important for building a culture of transparency between management and employees, and it can engage employees in the organization's priorities.

(Mishra, K., Boynton, L. and Mishra, A., 2014. Driving employee engagement: The expanded role of internal communications. *International Journal of Business Communication*, 51(2), pp.183-202.)

Creating a the working environment also helps towards the productive consistent engagement between staff at all level in the company so as burkes hoard grows and starts to employee this is where the implementation of strategies of knowledge of engagement will be enforced for the Human Resource Management aspect of the company and most of job satisfaction within Burkes Hoard, Quality service from quality, treat other as how you would expect to be treated, that old statement stands bold in areas of life, including professional as clearly stated. Engagement into adaption is important especially in regard to the development of this company. Ulrich and Lake argued “building better products or services, pricing goods or services lowered under competitors, or incorporating technological innovations into research and manufacturing operations must today be supplemented by organisational capability- the firm's ability to manage people and gain competitive advantage (Byrne, Z.S., 2014. *Understanding employee engagement: Theory, research, and practice*. Routledge.)

5. Personal Development Plan (Burkes Hoard)

What is the Goal?	Soft Skills	Hard Skills	What new is needed	Action to or Taken	Who or What can help?	My progressi on and Reflection	

						out of 100%	
2021 introduce the Internet Website	Knowledge of antiques and general business	Technological software system training	Training course improving Technological systems	Online course (Consultation)	Google	Courses have been found and time management has been implemented to gain this necessary skill, broken to evening a week our product picker will be the staff member has this skills as its him who is need	
2022 employ 2 staff members for deliveries	Implementing of expanded HRM Department	Website setup and Design	Find an organisation to design a website	Online Researched	.GOV	Staff member number two will be expanding on this department when employee	

						s have been employed, rough plans for holiday health care, insurance, wages, rewards and most importantl y training	
2024 buy a larger unit to store products and items in	Set saving with the of £30.000	Delivery systems and routine	Find a company bill a form of engagement with and arrange a contract for their services within the budget	DPD, Royal mail, ups Yodel, Visit numerous depots and find the most efficient and reliable service	DPD, Royal mail, ups Yodel ,	Increase of sale will inevitably happen giving opportunity to save money in a Business high interest account	

Conclusion

When you look into the aspects of this report you realise that Human Resource Management is the heart and soul of any organisation and companies, every aspect of this report from Performance Management and Training to motivation and Engagement all the factors are found in the HRM department. Job satisfaction, HR, Policies HR, Reward Systems, Direction and control Human Resource Management, understanding yourself as a leader and the colleagues you work with; creating relations amongst your professional environments, establishing a reputation, all the aspect BURKES HOARD have and will continue to grow and excel when implement all these important factors into the business as a whole.

Motivation for all departments, Performance enhancing improving skills within the company for improvement longevity of all staff employed within the workplace, Engagement creating a commitment and transparency among all staff in all departments.

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A. Prasetya Volume. 12, No. 1, 2018, performance; ability; motivation; leadership pg.1

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(Pratheepkanth, P., 2011. Reward system and its impact on employee motivation in commercial bank of sri lanka plc, in Jaffna district. *Global Journal of management and business research*, 11(4)

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