

IMPORTANCE OF HUMAN RESOURCES MANAGEMENT IN PROMOTING EMPLOYEES' PERFORMANCE

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ABSTRACT

Human Resources Management (HRM) plays a pivotal role in enhancing employees' performance within organizations. This abstract explores the significance of HRM in fostering a productive and efficient workforce by focusing on key strategies such as recruitment, training, performance evaluation, and employee motivation. Effective HRM practices are instrumental in aligning individual goals with organizational objectives, developing employees' skills, and creating a work environment conducive to high performance. This study delves into various HRM functions, including the implementation of performance management systems, the creation of professional development opportunities, and the establishment of fair compensation structures. By investigating these aspects, the study underscores how HRM can drive organizational success through improved employee performance.

Keywords: Human Resources Management (HRM), Employee Performance, Workforce Development, Performance Management, Recruitment Strategies.

INTRODUCTION

Human Resource Management is an indispensable function for both the private and public sector organizations. The process deals with several operational objectives such as recruitment, providing proper training to the employee, selection of the employee, assessment of the employee, motivating and maintaining a proper relationship with the employee and maintaining welfare and health for the employees in the organization through laws created by the concerned state and country. The human resource management is a process through which the organization utilizes their limited skilled workforce. The main intention is to make effective utilization of the existing human resource for the organization. Apart from this, human resource management works in the diverse area like conducting of jobs, planning the employee's needs and recruitment, determination of wages and salaries, resolving the disputes and creating better working and safety environment for the employees (Bowen & Ostroff, 2004).

In the early, 20th century HRM is a product of the human relation to movement, when researcher began documenting ways of creating business value through the strategic management of workplace. This was initially dominated by transactional work, such as payroll and benefit administration but due to globalization, company consolidation, technological advancement and further research, HRM now focuses on strategic initiative like mergers and acquisitions, talent management, succession planning, industrial and labour relations, diversity and inclusion. Therefore, the significance of the Human resource management with respect to the organizational performance is evident. Large number of organizations has established their human resource management department and they understand its need in today's world of business (Cooke, 2005).

STATEMENT OF THE PROBLEM

In the recent times, the organizational are not only focusing on employees for the work related aspects but also focuses on the holistic well-being of an employee. It is the fact that, if the employees life can't be compartmentalized and the disturbance in the life of the employee will disturb the professional life. Hence, the human resource management works for the overall development of the employee by reducing their stress and creating a healthy atmosphere in the workplace. However over the years, it has been noticed that many organizations have not been able to get the best out of their employee's as a result of ineffective.

OBJECTIVES

1. To examine role of Human Resources Management in an organization.
2. To examine the importance HRM in organization.
3. To determine if HRM promotes employee's performance.

METHODOLOGY OF THE STUDY

Methodology refers to the study of methods from which we can obtain knowledge. It is one of the scientific ways of solving problem. The following methodology used in the study.

SAMPLE DESIGN

In this study of sample size of 125 respondents were from different age group having different occupation. In this selection of respondents, simple random sampling method is used.

RESEARCH DESIGN

Research design is the arrangement of the conditions for collection of data from the selected respondents for its analysis and interpretations. In a manner that aims to combine relevant to

the research purpose with economy in procedures. The research has undertaken a descriptive type of research i.e., a research method describing the characteristics of respondent's study.

TOOLS USED

The rules of statistics in research are to function as a tool in designing research, analysing the data, drawing its conclusion from the research by converting large volume of raw data into meaningful result that can be easily read and can be used for future analysis. The tool which has been used in this research were the following:

1. Percentage analysis
2. Ranking analysis
3. Weighted average method
4. Chi square test

LIMITATIONS OF THE STUDY

- Financial constraint– Insufficient fund tends to impede the efficiency of the researcher in sourcing for the relevant materials, literature or information and in the process of data collection (internet, questionnaire and interview).
- Time constraint– The researcher will simultaneously engage in this study with other academic work. This consequently will cut down on the time devoted for the research work.

REVIEW OF LITERATURE

1. According to Gurbuz (2009), corporations have been compelled by external forces to adopt new HR approaches in order to sustainably increase organisational and employee performance. The phrase "human resource practices" has become widely utilised in recent years. It was formerly referred to as personnel management.
2. Dessler (1991) did not distinguish between HR and personnel management, viewing the latter as a contemporary, extended form of classical personnel management as a result of changes in cultural norms and workplace technology.
3. Torrington and Hall (1998) elucidated the distinctions between human resources (HR) and personnel management, stating that HR is regarded as resource-centered, whereas personnel management is workforce- centered.

4. Guest (1987) saw human resource management (HRM) as a distinct type of people management that placed a strong emphasis on the strategic concerns of employee commitment, flexibility, quality, and integration.
5. The actions a company utilises to find, train, and inspire its workforce are known as human resource practices (Lado and Wilson, 1994).
6. Enhancing organisational effectiveness and meeting the needs of individual employees are their two main objectives (Noe, Hollenbeck, Gerhart, and Wright, 1994). HR practices can be more accurately viewed as separate activities or, more broadly, as a single idea.
7. After factoring in 101 human resource-related tasks, Tsui and Milkovich (1987) developed eight dimensions. These measurements are: Labor/union relations, administrative services, compensation/employee relations, organization/employee development, employee assistance, legal requirements/compliance, staffing/planning, and policy adherence
8. When talking about human resource management, Fisher (1989) chose to go over the areas of hiring and selection, performance evaluation, training and development procedures, and pay policies.
9. Important human resource challenges include hiring and firing practices, training and development, evaluation, and reward systems, according to Cook and Ferris (1986).
10. Som (2007) argues that human resource department in India is poorly managed and staffed. It is also unorganized and unstructured. Hence, the HRM department was under 15 intense pressure to adopt new practices in order to grow a new breed of skilled, well-trained and motivated manpower.

DATA ANALYSIS AND INTREPRETATION

PERCENTAGE ANALYSIS

TABLE 1.1 – AGE

CATEGORY	No. OF RESPONDENTS	PERCENTAGE
12-18	20	16
18-21	47	37.6
22-25	39	31.2
26-32	19	15.2

Total	125	100
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INTERPRETATION

The above table shows that 20 (16%) of the respondents are between the age group of 12-18, 47 (37.6%) of the respondents are between the age group of 18-21, 39 (31.2%) of the respondents are between age group of 22-25, 19 (15.2%) of respondents are between age group of 26-32.

TABLE 1.2 – PRIMARY ROLE OF HRM

CATEGORY	No. OF RESPONDENTS	PERCENTAGE
Administrative tasks	31	24.8
Strategic planning and development	43	34.4
Financial management	38	30.4
Marketing and sales	13	10.4
Total	125	100

INTERPRETATION

From the above table it is observed that 31(24.8%) of the respondents are in the category of administrative tasks, 43(34.4%) of the respondents are in the category of strategic planning and development, 38(30.4%) of the respondents are in the category of financial management, 13(10.4%) of the respondents are in the category of marketing and sales.

RANKING ANALYSIS

TABLE 1.3 RANKING THE HR PRACTICES IN TERMS OF THEIR EFFECTIVENESS IN PROMOTING EMPLOYEE PERFORMANCE

CATEGORY	1(5)	2(4)	3(3)	4(2)	5(1)	TOTAL	RANK
Employee recognition and rewards programs	33	45	17	21	9	125	I
	165	180	51	42	9	447	

Training and development opportunities	51 255	21 84	17 51	14 28	22 22	125 440	II
Work – life balance initiatives	30 150	22 88	33 99	25 50	15 15	125 402	III
Transport communication channels	22 110	25 100	20 60	37 74	21 21	125 365	IV
Health and wellness programs	28 140	20 80	17 51	28 56	32 32	125 359	V

INTERPRETATION

From the above table, it is found that employee recognition (rank I) is the most preferred by HR practices in terms of their effectiveness in promoting employee performance by the respondents and Health and wellness programs (rank V) is the least preferred HR practices in terms of their effectiveness in promoting employee performance by the respondents.

WEIGHTED AVERAGE METHOD

TABLE 1.4 – HRM ROLE PLAYS IN PROMOTING EMPLOYEE PERFORMANCE

CATEGORY	1(4)	2(3)	3(2)	4(1)	TOTAL	MEAN SCORE
Increasing work place conflicts	15 60	52 156	37 74	21 21	125 361	2.88
Minimizing employee engagement	15 100	52 156	37 74	21 21	125 351	2.80

Reducing employee turnover	44 176	22 66	20 60	39 39	125 341	2.72
Decreasing productivity	30 120	30 90	39 78	26 26	125 314	2.51

INTERPRETATION

The above table shows that majority of the respondents chooses increasing work place conflicts in the HRM role. The highest mean score is (2.88).

TABLE 1.5 RELATIONSHIP BETWEEN EDUCATIONAL QUALIFICATION AND HOW DOES EFFECTIVE COMMUNICATION IMPACT EMPLOYEE PERFORMANCE

CATEGORY	Bachelor's Degree	Master Degree	Professional	School Level	Grand Total
It decreases clarity and understanding	16	10	7	8	41
It improves collaboration and teamwork	11	4	6	6	27
It increases misunderstandings and conflicts	22	10	7	6	45
It limits transparency and trust	5	3	1	3	12
Grand Total	54	27	21	23	125

CHI-SQUARE ANALYSIS

CATEGORY	Bachelor's Degree	Master Degree	Professional	School Level	Grand Total
It decreases clarity and understanding	17.712	8.856	6.888	7.544	41
It improves collaboration and teamwork	11.664	5.832	4.536	4.968	27
It increases misunderstandings and conflicts	19.44	9.72	7.56	8.28	45

It limits transparency and trust	5.184	2.592	2.016	2.208	12
Grand Total	54	27	21	23	125

PVALUE 0.99057

INTERPRETATION

The above table reveals that calculated p value is 0.99057 are not significant. The calculated p value is more than 5% (0.05) level of significance. So, the null hypothesis is accepted. Hence, there is no significant difference between educational qualification and how does effective communication impact employee performance.

FINDINGS FROM PERCENTAGE ANALYSIS

The respondents are age group between 18-21.

The respondents are in the category of strategic planning and development as the primary role of HRM

FINDINGS FROM RANKING ANALYSIS

These are the findings from ranking analysis, they as follows

- The study found that employee recognition (rank I) is the most preferred by HR practices in terms of their effectiveness in promoting employee performance by the respondents and Health and wellness programs (rank V) is the least preferred HR practices in terms of their effectiveness in promoting employee performance by the respondents.

FINDINGS FROM WEIGHTED AVERAGE

These are the findings from weighted average, they are as follows

- The study found that majority of the respondents chooses increasing work place conflicts in the HRM role. The highest mean score is (2.88).

FINDINGS FROM CHI – SQUARE ANALYSIS

These are the findings from chi – square analysis, they are as follows

- The study found that calculated p value is 0.99057 are not significant. The calculated p value is more than 5% (0.05) level of significance. So, the null hypothesis is accepted. Hence, there is no significant difference between educational qualification and how does effective communication impact employee performance.

SUGGESTIONS

- Investigate how HRM practices in recruitment and selection influence the quality of hires and subsequent employee performance.

- Analyse strategies for attracting and selecting candidates who are the best fit for the organization's culture and job requirements.
- Explore the role of HRM in designing and implementing training and development programs.

CONCLUSION

HR management helps bridge the gap between employees performance and the organisation strategic objectives. Moreover, an efficient HR management team can give firms an edge over their competition. Recruitment: One of the major responsibilities of a HR manager is to recruit personnel.

In today world, the Human Resource Management plays a very significant role in the daily life. On the one hand, the Soft and Hard Human Resource Management influence on the business and lets them development rapidly. It can improve employee's motivation in a business and pay attention to company's policy and law respectively, which can increase the efficiency of company and get higher profits. On the other hand, trade unions help the employee to achieve negotiation successfully in the early time; it means the employee can negotiate a better wage and a good working condition. However, at the present, the employment law gradually becomes the focus in the world, because it has more restrictive and more favourable to protecting employee's benefit. In the future, the Human Resources Management will continue to play its role in each business.

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