

Online Lecture

on

Challenges of Human Resource Management

Course Code: MPH 5153 (Lecture – 3)

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Outline Content of Today's Lecture

Discussion from previous lecture

Human resource functions

- ✓ Human resource planning, recruitment, and selection
- ✓ Human resource development
- ✓ Compensation and benefits
- ✓ Safety and health
- ✓ Employee and labor relations
- ✓ Human resource research

WHAT IS UNIQUE ABOUT HRM?

HR is multidisciplinary:

- It applies the disciplines of Economics (wages, markets, resources), Psychology (motivation, satisfaction), Sociology (organization structure, culture) and Law (Maternity Benefit Act, Min. Wage Act, Factories Act, IRO, etc.).
- HR is embedded within the work of all managers, and most individual contributors due to the need of managing people (subordinates, peers and superiors) as well as teams to get things done.

‘EMPLOYEES ARE THE MOST IMPORTANT ASSET OF THE ORGANIZATION’

- The quality and effectiveness of the organization is determined by the quality of the people that are employed.
- Success for most organizations depends on finding the employees with the skills to successfully perform the tasks required to attain the company’s strategic goals.

Three Types of Assistance Provided by Human Resource Department

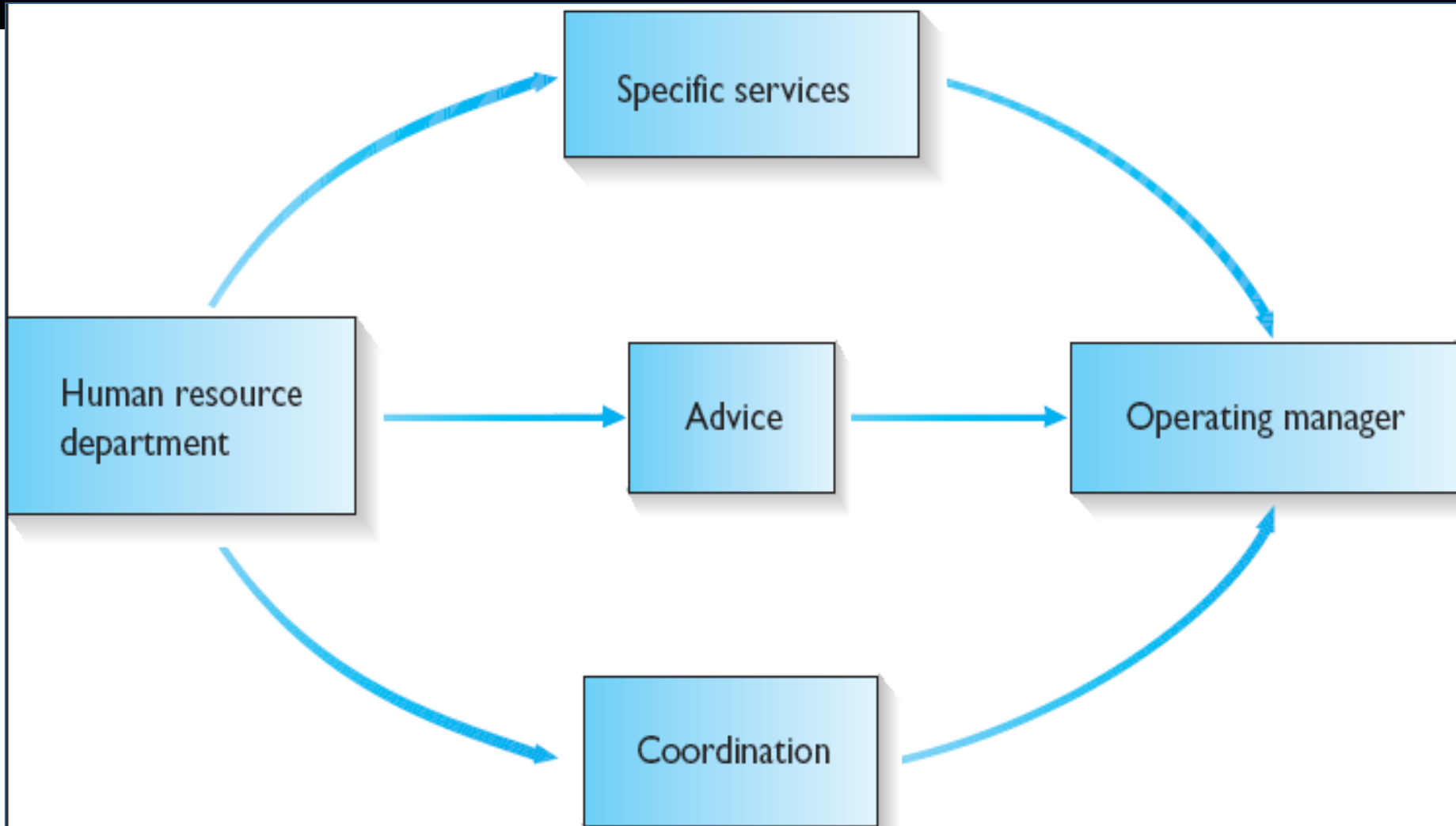


Figure 1

Challenges.....

- Diversity in the workforce
- Facing global Companies
- Communication Problems
- Regulatory Changes
- Technological and Managerial Changes
- Management approaches

Diversity in Workforce

Increasing globalization of many companies

Almost half the new entrant will be women

- Defining **diversity** in global terms
 - Looking at all people and everything that makes them different from one another, as well as the things that make them similar
 - Values, habits, and customs

Managing a Diverse Workforce

To manage a diverse workforce, managers must develop new skills to:

- Communicate, coach and develop employees from a variety of cultural and educational backgrounds, ethnicity, age, ability and race.
- Provide performance feedback based on objective outcomes.
- Create a work environment that makes it comfortable for employees of all backgrounds to be creative and innovative.
- Recognize and respond to generational issues.

Facing global Companies

- Cultural differences
- Compliance with data-privacy regulations
- Varying economic conditions across countries
- Time zone differences
- Legal environment
- International compliance

Communication Problems

- Communication problems that arise will necessitate additional training in written and spoken language skills

Regulatory Changes

Organizations face new regulations routinely issued in areas of:

- Safety and health
- Equal employment opportunity
- Pension reform
- Quality of work life

Technological and Managerial Changes within Organizations

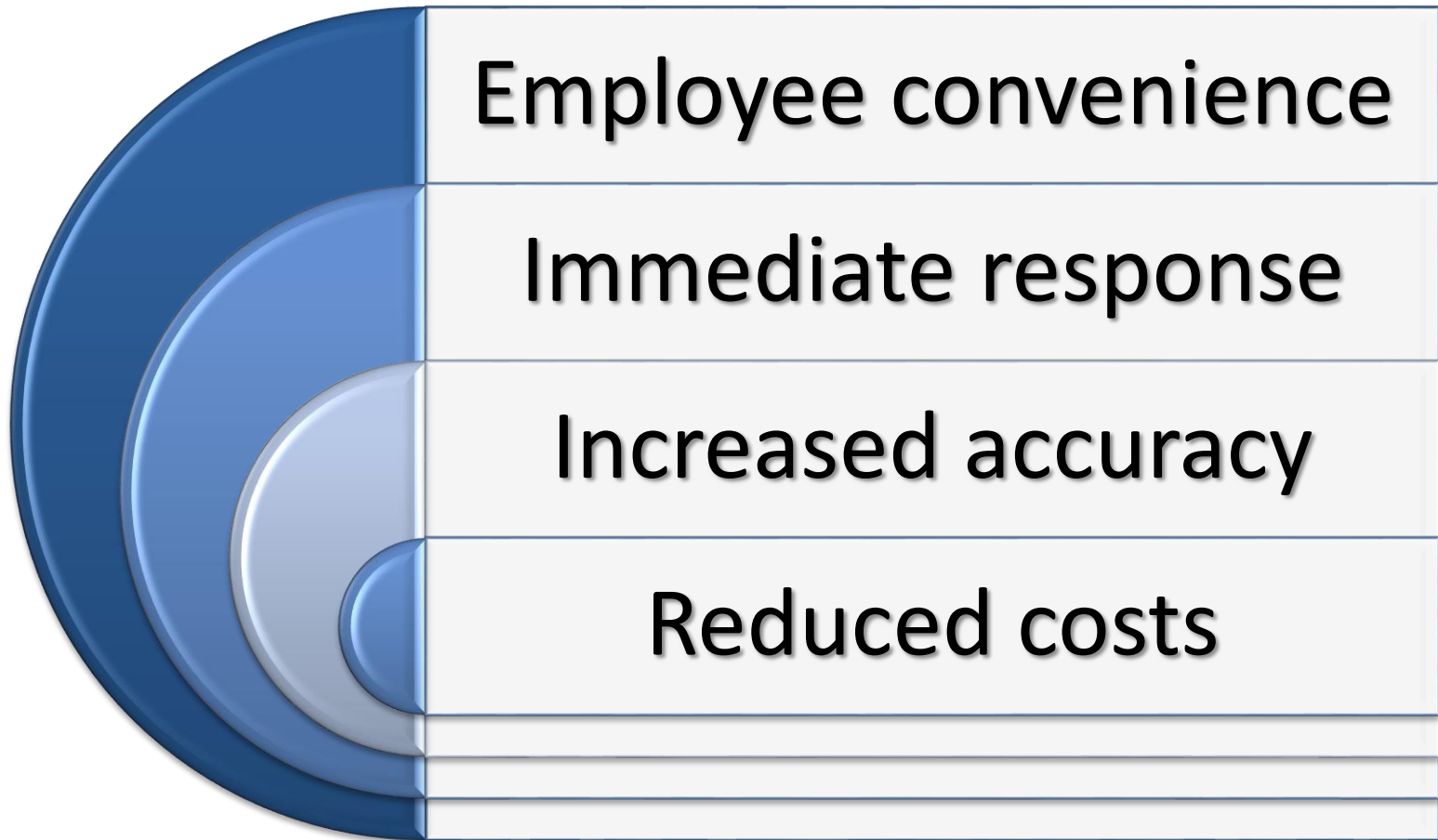
- Computerized information systems are now being used to maintain easily accessible employee data that are valuable in job placement and labor utilization
- Also being used in employee training, succession planning, and compensation management, and to track and report affirmative action activity

Technological and Managerial Changes within Organizations

- Many organizations have implemented Web-based human resource systems that allow employees to complete many HR-related tasks online.
- Referred to as electronic human resources (eHR)



Advantages of eHR



Technological and Managerial Changes within Organizations

- **Telecommuting**

- Working at home by using an electronic linkup with a central office
- Applicable to employees in home country or on different continents

Technological and Managerial Changes within Organizations

- **Empowerment**

- Form of decentralization that involves giving subordinates substantial authority to make decisions

- **Self-managed work teams**

- Groups of peers that are responsible for a particular task or area

Human Resource Management In the Future

- Human resource managers must be integrally involved in organization's strategic and policy-making activities
- Human resource managers need to:
 - Overcome negative impressions and biases sometimes associated with this field
 - Become well-rounded businesspeople
 - Understand business complexities and strategies

Human Resource Management In the Future

Becoming more familiar with the business:

- Know the company strategy and business plan
- Know the industry
- Support business needs
- Spend more time with the line people
- Keep your hand on the pulse of the organization
- Learn to calculate costs and solutions in hard numbers

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