

Problems of human Resources Management and Their Impact on Organizational Performance

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Abstract

This research paper is completely focused on the problems of human resources management and its impact on organizational performance. This paper gives insight why human resource management decisions are likely to have an important and unique influence on organizational performance. The objective of this research is to explore and identify the problems faced by Human Resource Management in achieving organizational effectiveness. In this research paper we discuss that how and why Human Resources Management is responsible for making the organization productive and prospering the workforce. The purpose of this study therefore is to assess whether human resource management practices, particularly recruitment and selection, Staff performance appraisal, compensation, and training and development practices influence its performance? Qualitative research methodology has been carried out to understand the problems of Human Resources Management. Primary and secondary data have been used gather information. Personal interviews and questionnaire used to collect primary data. The research analysis was analysed based on the response of the interviewees and responses of the questionnaire.

The findings of this research paper is that management might be able to increase the level of commitment in the organization by improving satisfaction with compensation, policies, and work conditions. Companies should involve their employ as they are viewed as an indispensable source of competitive advantage. One way to increase the job satisfaction at the workplace is expanding the interactions level with employees in staff meetings and discussions of their issues. It will influence commitment and will help the organisation to enhance their productivity.

Date of Submission: 02-06-2021

Date of Acceptance: 15-06-2021

I. Introduction

Human Resource Management is an indispensable function for the 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 intension 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.

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 it's need in today's world of business. The role of the higher performance work practices in the realm of the Human resource management is important. Although literature provide evidence that the Human resource management is crucial for organizational enactment, the impact of effective human resource management on organizational performance is relatively less discussed area in the literature. Moreover, little research is available for human resource perspective which sheds light on the role of the human resource management. The one of the core objectives of the human resource management in the organization is to provide quality work life for the employees. It helps the employees to work together in the organization and the actions, changes, and improvements which are necessary for the achievement of goals and improving the quality of life and improving the effectiveness of the organization. In the recent times, the organizational are not only focusing on employees for the working aspects but also focuses on the holistic well-being of an employee. It is the fact that, if the workers 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.

RESEARCH OBJECTIVES

The main objective of this research study is to identify and understand the impact of Human Resource management on Employee and organizational performance. For the last ten years, practically every book, article, and speech on the future of human resources management responsibility in organizations has stressed upon the need for transformation. It is unanimous that human resource can and should add more value to corporations. The primary responsibility for providing input, advice, direction, and execution with respect to organizational effectiveness. It is therefore essential to undertake this research in order to:

- To determine whether human resources management truly face challenges.
- To find out the roles of human resources management
- To find out what makes organizations effectiveness
- To find out the factors that hinder the success of human resource when exercising it duties

RESEARCH QUESTIONS

The study which aims to evaluate the problems of human resources management is motivated by the following questions: The main research question is to know the roles of human resources management affecting organizational effectiveness. In addition, some other questions will be discussed.

- Are there challenges faced by human resources management?
- What are the roles of human resources management in organizational effectiveness?
- What are the factors that hinder the success of human resources department when aiming to achieve organizational effectiveness?
- What are the ways to overcome the challenges of human resources management affecting organizational effectiveness?
- Do management and labour union work together in a constructive and strategic manner?

SIGNIFICANCE OF THE STUDY

The significance of this study is to examine the problems of human resources management towards organizational effectiveness and to learn how the problems of human resources management have impacted both the organization and its effectiveness. Every day, human resources departments have lots of responsibility with an organization but this study will explain the challenges and how the system can get most out of every employee. Research had it that in today's work environment, it is essential to have sound and definite knowledge that an organization is as good as its workers. Many researchers and scholars have said that an organization most essential asset is its people. Every organization is a dependent on its employees, therefore the need to make a study of this topic is essential and it will also serve as a source of literature to industries and various companies involved in the daily operations of making their organizations effective.

EFFECTS OF HUMAN RESOURCES MANAGEMENT ON ORGANISATIONAL PERORMANCE

Human Resources Management in any organisation is created with the sole purpose of establishing a strong tie between the organisation and the employee. An organisation uses the human resources management to help their employees in developing their skills. These skills are then further used to contribute to the organisational development. Here are some points that tells us some impacts.

- By offering the employees benefits for staying with the firm, positive behaviour is encouraged. Human resources management analyse and reward those employees who have been strongly supporting the company in its policies. However, the flip side is also true as those employees who are not so focused receive fewer rewards for that.
- These days flexibility in the workplace is of utmost importance. With a different kind of employees joining the workforce rising it is crucial that the firm offers them packages and benefits which are suited as per their interests. In such flexible workplaces, employees are able to adapt their working style according to their lifestyle needs.
- It is the duty of a manager to motivate juniors in a positive manner. Doing that increases the motivation level of workers and thus also improves the kind of output they provide. It is a known fact that employees of firms having strong HRM policies in place tend to perform better.

PROBLEMS OF HUMAN RESOURCES MANAGEMENT

Managing people in the present context is not an easy task as it is mired in many problems. The competitive challenges include globalization, technology, managing change, retaining human capital, responding to market forces and cost containment. The competitive challenges are compounded by concerns for employees influenced by diversity, age, gender issues, job security, educational levels, employee rights, privacy issues, work attitudes and family problems.

II. Research Methodology

Qualitative research methodology will be used to acquire information in this study. Qualitative research method is a practical way of getting sufficient knowledge and information on what is happening in the firm's system. Obviously, qualitative research is necessary in this work because it is more effective when it comes to questions which may have "why, what, and how". In the qualitative research, an interview is granted to the top officials in the companies likewise the managers or human resource representatives of various organizations to obtain recondite knowledge; understanding and personal opinions about the giving subject and get more in-depth results. Qualitative research methods are crucial in this research because a close to reality representation of the thoughts and opinion of the respondents could be draw. The motive here is what strategy the company should use or implement in order to have maximum productivity, and achieving the outcomes the organizations in-tends to produce.

SAMPLE SIZE

The sample size of the research consisted of 3 respondents, including the top HR manager, line managers and the employees in the firm. The major reason for considering these three interviewees was to have a balance of scale of data analysis and the comparison to attain an excellent result.

DATA GATHERING

Data collection methods consist of two main categories, that is, the primary data and the secondary data. Primary data is explained to be the information gathered or observed directly from first-hand experience, which is used to solve problem under research. However, the instrument used for collecting the primary data for this research was through live interviews and questionnaires. secondary data collected from textbooks, journals, articles, magazines, annual reports and miscellaneous sources like the internet. In the process of this research, both primary and secondary data used, it is derived directly from the interviewees. These interviewees were able to provide perceptions on "how and why" by reflecting from the personal experience, encounter, understanding and expertise. The interview was carried out by me and semi-structured interviews were the main data collection procedure. Semi-structured interview technique allows the respondents to answer the research questions in depth and it also give them room to express their views on how they wanted. An open-ended questionnaire was developed and the interviews lasted about 20 to 40 minutes and the interviews provide good understanding into the variable of the model adapted from the literature. The interviewees gave good responses

III. Method Of Data Analysis

The data collected for the study is analysed in a descriptive, more logical and comprehensive manner. Methods used to analyse the data is Content analysis method, Narrative analysis and Grounded theory. As the interviewer I wrote down some vital points and arguments that were revealed from the interviewees in the process of the interview. The data is compared and contrasted to some of the literature and the earlier research studies that have taken place. However, it is essential to note that the research analysis was analysed based on the response of the interviewees and it is free from subjectivity because a logical pattern was followed.

LIMITATIONS OF THE STUDY

The research came with the following limitations

- Access to literature: The existing literatures and journals could not really emphasize organizational effectiveness but mainly concentrated on human resources management
- Unwillingness of respondents to give in-depth information: Unwillingness of the respondents to giving in depth answers about the problems at the workplace could not be undermined because the topic is sensitive.
- Data collection was not a representation of the country as a whole: It is essential to know that the sample size was based on one city, so we cannot generalize the outcome because the population of India is around 130 crores.
- Inadequate time granted for the interview by the respondents: The time being granted for interview was limited and the interview could not be prolonged because of the company meetings.
- Method: The method mainly used was an in-depth interview, as the study has an exploratory nature but the respondent did not completely feel comfortable describing the topic to a stranger.

IV. Finding

Q. Are there any challenges faced by human resources management?

Yes, there are numerous challenges faced by Human Resource Management. One of our major challenges is giving our employees the right incentives. Also, there are some external factors that exist in the outside of the organization that hinder the performance of the company. To mention other factors that HRM faces are

industrial and employee relations, work diversity, retention and succession plan, recruitment process and availability of experienced workers and technology.

Q. What are the roles of human resources management towards organizational effectiveness?

Human resources management has a crucial role in maximizing the overall performance of the organisation by training and motivating the employees through various incentives and benefits. It also helps in designing the policies or the organization that helps in maximizing profit.

Q. What are the factors that hinder the success of human resources management when aiming to achieve organizational effectiveness?

Poor human resource management and inadequate availability of good talent, less consideration towards working environment and training to the employees also adaptation to innovation and various others changes like political and economic factors that hinder the success of a company HRM in achieving company effectiveness.

Q. What are the ways to overcome the challenges of human resources management in maximizing the organizational performance.

Following are the ways to overcome the challenges:

Introduction: It is essential to introduce the new hire to every group so as to know where it best fits

Change management: It is good to prepare for change in the management,

Healthy competition: Having a healthy competition can boost the attitude to workers

Open communication: give employee freedom to speak up, give feedback, ideas and grievances if any

Involvement: involve the employees in decision making. Make them feel part of the company

Motivation: One major way to boost organizational performance is through motivation.

Q. Do management and labour union work together in constructive and strategic manner?

Not all companies always try to make sure that its employees are satisfied and give them all the necessary benefits and holiday according to the law. Labour unions are like cartels and their major aim is to benefits their members. But the labour union must work in a constructive and strategic manner and this can have an adverse effect on the success of the company in the long run.

V. Conclusion

Achieving organizational effective is possible when the management knows that the employees are the representation of the company in front of the customers. When the employees are satisfied, the company will reach it maximum level. The mood of one employee in the group will have an adverse effect on the productivity of the organization. Healthy competition in an organization is essential because it boost the morale of the workers. The outcome of the research is considered to be successful because the main objective (What makes organization effective) of the thesis was achieved and the research question is to know the roles of human resources management in regards to organizational effectiveness which was answered. The key to organizational performance based on this research is the human resources because it is the representation of the company in every aspect of the day to day running of business while the roles of human resources management in regards to organizational effectiveness is making the organization a productive and prospering workforce. Labour Union works for the interest of its members and they do not have the same interests as the management. Human resource management concentrates on matching the needs of the business with the needs and development of the workers. Every worker has a role to play in the success of a company, and it should be valued. Based on the employee respondents, it is evident that they are motivated to work and they respect the management when their values are respected. The managing also emphasizes that the management make sure that the employees are satisfied and the team members are happy with the group on daily basis.

VI. Recommendation

Based on the findings in this research, it is recommended that:

- (i) Trade union should safeguard the interests at its member as well as help the management to maximize their productivity.
- (ii) The research has shown that a major problem between employees and management is effective communication.
- (iii) It is recommended that HR manager with the help of line managers should carry out recruiting activities so that people with the appropriate skills, attitudes and knowledge are hired.

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Shahnawaz Khan, et. al. “Problems of human Resources Management and Their Impact on Organizational Performance”. *IOSR Journal of Business and Management (IOSR-JBM)*, 23(06), 2021, pp. 52-56.