

# The role of the human resource manager business essay

[Profession](#), [Manager](#)



Campus: Kingston Enrolment Date: January 2013 Student ID: k1049-

s13 Project Title: Human Resource Management Hand In Date Proposal: April 30th, 2013 Table of

Content Introduction	Introduction	-----
-----3	Objectives	-----4
Project	background	-----
5	Limitation	-----
6	Methodology	-----7
Literature	Review	-----8
Analysis/	findings Intercultural and global challenges	-----
9	Forecast and determine human resource in a new location	-----10
Jamaica	labour laws	-----11-12
Recruitment and	selection process	-----13
Training and development	process	-----14
Employment	contract	-----15
Compensation and	reward system	-----16
Performance of staff	-----	-----
17	Conclusion	-----
18	Recommendation	-----
19	References	-----20

## Introduction

Human Resource Management (HRM) is the function within an organization that focuses on organization. HRM can also be performed by line manager.

Human resource management is the organization function that deals with issues related to people such as compensation, hiring, performance

<https://assignbuster.com/the-role-of-the-human-resource-manager-business-essay/>

management, organization development, safety, wellness benefits, employee motivation, communication, administration, and training. KDA Insurance Broker LTD has been providing life insurance policies in countries since it was a tiny seed. While the top mutual life insurer in the USA has branched out a bit, it retains its core business: life insurance and annuities. Its services include long-term care insurance and special group policies sold through other affinity groups and professional associations. KDA life insurance investments offering include mutual funds for individuals and investment management services for institutional investors. Through KDA life insurance international, the firm provides life policies in overseas markets. Founded in 2007, KDA insurance is owned by its policy holders Kenisha Anderson.

## **Objectives**

Objectives are pre-determined goals to which individual or group activity in an organization is directed. Management are influenced by organizational objectives and individual and social groups, it's also to meet the needs, aspirations, values and dignity of individuals, employees and having due concern for the socio-economic problems of community and country. To create and utilize an able and motivated workforce, to accomplish the basic organizational goals. To create facilities and opportunities for individual or group development so as to match it with the growth of the organization. To provide clients with an affordable basic business package. To provide liability of difficulties that is faced in business.

## **Project Background**

The focus of human resource management (HRM) is "on managing people within the employer-employee relationship". HRM involves the productive use of people in achieving the organisation's strategic business objectives and the satisfaction of individual employee needs. The line of business for KDA Insurance Broker are run by Kenisha Anderson born February 6, 1990 is an American business, Anderson is the primary shareholder, chairwoman and CEO of KDA insurance Broker LTD. The company strength lies in the quality and dept of our product and staff. KDA offices unlike other competition are open six days a week. Because of the larger staff, we are able to service our clients even when a client's broker is busy or out of office. Our staff has specialist in commercial Insurance that can properly service and underwrite local business. We also have some quality commercial markets unavailable to our competition.

## **Limitation**

There are two limitations that I must acknowledge and address regarding the present research. The first was the lack of use of computers in the school library because persons were given a one hour time period. This was hard for me because I didn't own a laptop for myself. It also pose a problem to me due to the fact that when I wanted to research on my project I could find the accurate time cause class was back and forth. My second limitation was the lecturer; some of the lecturers didn't take the time to explain the assignment so this was hard because some of the questions I wasn't really clear on it. Overall I pulled through and finish all my assignments both group and

individual, even though some changes were made and the due date was push a little bit forward. In completion of my assignment I've learned a lot due to the fact that I take my own personal time to get it done.

## **Methodology**

The study adopted a triangulation of techniques of qualitative data collection tools. Qualitative data was analyzed through the use secondary data sources of websites, newspaper, brochure and text book. Rooted in the qualitative aspect it also takes seriously the social construction of these contexts and the identities construct within them. Secondary approach is valuable here due to the varying experiences of manager and other cultural situations. Upon collecting, the secondary data derived from websites and article, careful analysis shall be done in order to utilizing (manager) to prepare strength, weakness, opportunities and experience to analyze how to best customize the course to the target clients.

## **Literature Review**

The role of the Human Resource Manager is evolving with the change in competitive market environment and the realization that Human Resource Management must play a more strategic role in the success of an organization. Organizations that do not put their emphasis on attracting and retaining talents may find themselves in dire consequences, as their competitors may be outplaying them in the strategic employment of their human resources. With the increase in competition, locally or globally, organizations must become more adaptable, resilient, agile, and customer-focused to succeed. And within this change in environment, the HR

professional has to evolve to become a strategic partner, an employee sponsor or advocate, and a change mentor within the organization. In order to succeed, HR must be a business driven function with a thorough understanding of the organization's big picture and be able to influence key decisions and policies. In general, the focus of today's HR Manager is on strategic personnel retention and talents development. HR professionals will be coaches, counselors, mentors, and succession planners to help motivate organization's members and their loyalty. The HR manager will also promote and fight for values, ethics, beliefs, and spirituality within their organizations, especially in the management of workplace diversity. This paper will highlight on how a HR manager can meet the challenges of workplace diversity, how to motivate employees through gain-sharing and executive information system through proper planning, organizing, leading and controlling their human resources. (Mondy R. Wayne 2005)

**Discuss at least five in intercultural and global challenges pertaining to human resources you are likely to encounter in your new location.**

Human resources (HR) are a part of business that is affected by the growing global market just as marketing and sales are also affected. The challenges that have emerged in KDA Insurance Broker LTD range across a variety of concerns that are directly or indirectly affected by this changing global market. HR leaders may find it increasingly necessary to adapt policies and procedures that reflect this newly emerging global environment in KDA Insurance Broker LTD. Cultural Differences Because of different cultural backgrounds, cultural experiences , ways of thinking, norms of behavior and

customs between the employees at KDA Insurance Broker LTD, it is not surprising to find that people is going to have many difficulties and obstacle in understanding one another and communicating with one another.

Operations One o the strongest effects of doing business relates to basic operations. When KDA Insurance Broker LTD set up their business in Jamaica they have to set up offices right here which include management decision-making, distribution, logistics, and research and development. Managing these faucets of operations requires employees in Jamaica as well as resources for interaction among the location. Marketing Marketing practices is one of the most significant effects o doing business globally. KDA Insurance Broker LTD must decides on whether to maintain a global marketing strategy, where they will deliver a similar product and marketing message in the new location, or an international approach, where marketing is unique to each market based on the location and cultures specific use of product and acceptance of certain marketing messages. Global marketing typically cost less, but customized marketing by location can have more niche effects in each market.

## **Develop human resource plan and clearly show the following:**

### **The method you will use to forecast and determine human resources requirement in the new subsidiary**

Several techniques of forecasting human resource requirements and availability are currently used by those in the profession. • Zero Based Forecasting This method uses the organization's current level of employment as the starting point for determining future staffing needs. The key to zero-

base forecasting is a thorough analysis of human resource needs.

- Bottom-Up Approach A forecasting method in which each successive level of the organization, starting with the lowest, forecasts its employee requirements in order to, ultimately, provide an aggregate forecast of employment needs.
- Use Of Mathematical Models Mathematical models can assist in forecasting HR requirements. The relationship between sales demand and the number of employees needed is a positive one.
- Simulation Simulation is a technique for experimenting with a real-world situation through a mathematical model representing that situation. A model is an abstraction of the real world.

Forecasting Human Resource Requirements A requirements forecast is an estimate of the numbers and kinds of employees the organization will need at future dates in order to realize its goals.

Forecasting Human Resource Availability Determining whether the firm will be able to secure employees with the necessary skills and from what sources these individuals may be obtained is called an availability forecast.

**Assess Jamaica legal environment especially as it relates to human resources (you need to cite specific Jamaica labor laws and how they will impact your firm in your assessment).**

Human Resource Law is a subset of labor law employment and encompasses the various laws and regulations HR professionals must contend with in the majority of their work function, predominantly in overseeing and managing duties related to hiring; firing; benefits; wages, paychecks and overtime; workplace safety; workplace privacy and preventing discrimination and harassment in the workplace.

Individual Worker- The worker has a



responsibility to his employer to perform their contract of service to the best of their ability, to their trade union to support the financially and to vest in it the necessary authority for performance of their functions efficiently. KDA Insurance Broker LTD will have some workers to have special obligations arising out of the nature of their employment. Such workers when acting in the course of their employment they should be mindful of those obligations and should refrain from action which conflicts with them. Employment Policies- This policies is primarily the responsibility of employers, but they should be develop in a consultation for negotiation with workers of their representatives. KDA Insurance Broker LTD is going to provide proper recruitment and selection, having regard to the qualification and experience needed to perform the job. Security of Workers-Recognition is given to the need for workers to be secure in their employment and management should in so far as is consistent with operational efficiently. KDA Insurance Broker LTD in consultation with workers for their representatives evolve a contingency plan with respect to redundancies as to ensure in the event of redundancy that workers do not ace undue hardship. In this regard management should endeavor to inform the worker, trade unions and the minister responsible for labor as soon as the need may be evident for such redundancies. Working Environment-furnish equip and provide otherwise factories, workshops. Offices and other places where work is to be performed with such facilities as meet the reasonable requirement of safety, health and welfare regulation and to adopt suitable measures for the workers protection, and the prevention of the spread of epidemic or infection disease. The firm KDA will organize work in a manner as to provide in as far as is

practicable and best guarantee for the workers safety and health. They will also adopt statutory and other suitable measures or the prevention of accidents at the workplace and to keep at all times such medication and therapeutic materials as are necessary for the administration of effective first aid. Payment of wages- Wage system should be agreed and should not be in contravention of any statute. KDA will ensure that the agreed wages and rates are paid; be kept in simple terms so that workers can understand them; be kept under review to ensure their applicability to changing circumstances.

### **Develop the strategies you will use in the recruitment and selection process of the new staff in the subsidiary.**

Recruitment is the process of identifying that the organization needs to employ someone up to the point at which application form for the post have arrived at the organization. Selections then consist of processes involved in choosing from applicant a suitable candidate to fill a post. External recruitment- makes it possible to draw upon a wider range of talent, and provides the opportunity to bring new experience and ideas in to the business. KDA Insurance Broker LTD will outline the procedures they will take in the recruiting process; Competitive- Because competitors will quickly copy your most effective approaches a continuous side- by-side assessment of " Yours versus theirs" is necessary. A sub-principle applies to candidates: because the very best are always in high demand. If you don't have to literally " fight " for candidate, in most cases, you do not have the best candidate in the field. Employment Branding- KDA Insurance Broker LTD will approach the process of building external image as an excellent place to

work. By proactively making it easy for potential applicants to read, hear, or see the factors that make working at KDA exciting, they can dramatically increase the number and quality of their applicant over a long period.

**Selection Process** Selecting the right candidate requires identifying the specific skills, knowledge and qualities you seek and desire in an employee. This can pertain to the necessary skills and knowledge for the position itself, such as a specific degree or certification, and the desired personal qualities, such as a preference to hire employees with good moral and ethical standards. Other important parts of the selection process include conducting any necessary aptitude tests and conducting a thorough background check to ensure the employee meets the basic qualifications of both the position and the company. Process-most employment selection strategies follow a general step. With a list o recruits, KDA will set preliminary interviews to weed out candidates who do not meet enough basic criteria. Along with reviewing applications, KDA will ensure aptitude tests applicable to their needs.

## **Describe the training and development process or the new staff?**

Training and development program for employee are designed to be effective, efficient, and timely, using sources, methods, and strategies consistent with the following goals. Ensure the availability o human resources to meet present and future organizational needs. Ensure linkage with corporate goals and business strategies Provide learning experience that are responsive to the training and development needs of KDA Insurance Broker LTD employees Training and development activities are planned on

basis of need and demand enable employees meet one or more of the following: Upgrade or maintain proficiency in their current job Learn new systems, procedures, or technologies Develop knowledge, skills, and abilities as part of a succession planning system. Obtain and enhance knowledge, skills, and abilities unrelated to their present duties in order to attain self-determined goals or career objectives. Training and development activities also serve to enable manager, staff personnel, technical specialist, and others to keep abreast of new ideas, technique, and concepts that may apply to KDA operations. Training and development programs of KDA Insurance Broker LTD fall under three main categories; Job Training- KDA will prepare an employee for future assignment subject to selection procedures. Refusal to attend the training, or less than satisfactory performance in the training, may jeopardize the employee's present position or make the employee ineligible for promotion to a specific position or duty. Self-Development Training - KDA Insurance Broker will assess in which is taken in order to attain self-determined goals or career objectives but is not directly related to the employee's current job. Self-Development Training must meet criteria such as the employee does not perform any productive job-related work during the training. Job Experience- can contribute significantly to maintain, improving, or developing knowledge, skills and abilities. KDA will ensure learning experience can be incorporated within the employee's current assignment to increase and/or enhance knowledge, skills, and abilities. Examples include; Task force assignment, committee assignment, special projects and assignment of additional responsibilities or new duties.

## **Explain the forms of employment contract you will negotiate with the staff and give reasons for your choice of contract?**

**Minimum Wage** Means any national minimum wage or the minimum rate of wages fixed as here in after provided in respect of the particular occupation followed by the person concerned and applicable to that person. This is so because this wage fixed different minimum rates of workers employed in different categories of establishments engaged in the same occupation.

**Maternity Act** Means the birth of a living child or the birth of a child whether living or dead after twenty- eight weeks of pregnancy; the week in which it is expected that her confinement will take place. We will enforce this because pregnant women should not be treated differently due the fact that they are pregnant. They should also be granted the same health, disability, and sickness leave benefits as any other employee who has a medical condition.

They should also be guarantee job security during their leave. **Holiday Pay Act** Holiday remuneration means the amount of remuneration payable to a worker during any holiday with pay to which he may be entitled under any order. The company will enforced that both full-time and casual workers are entitled to holidays and sick leave with pay. The amount of pay worker will be given will be determined upon how long he has been at his job, how many hours he works, and how much he gets paid regularly.

## **Explain the methods of compensation and reward system you will adopt; give reasons?**

**Compensation-** However is like a total reward system, containing monetary, direct and indirect elements. **Non- monetary- Non-Monetary Compensation** can include any benefit an employee receives from an employer or job that

does not involve tangible value. This includes career and social rewards such as job security, flexible hours and opportunity for growth, praise and recognition, task enjoyment and friendships. Direct Compensation- is an employee base wage. It can be an annual salary, hourly wage or any performance, base pay that an employee receives, such as profit-sharing bonuses. Indirect Compensation- is a far more varied; including everything from legally required public protection programs such as social security to health insurance, retirement program, paid leave, child care or housing. KDA Insurance Broker LTD will enforce; Basic Pay: Cash wage paid to the employee. Because paying a wage is a standard practice, the competitive advantage can only come by paying a higher amount. Bonuses: A gift given occasionally to reward exceptional performance or for special occasions. Bonuses can show an employer appreciates his/her employees and ensures that good performance or special events are rewarded. Some indirect compensation elements are required by law: social security, unemployment and disability payments. Other indirect elements are up to the employer and can offer excellent ways to provide benefits to the employees and the employer as well. For example, a working mother may take a lower-paying job with flexible hours which will allow her to be home when her children get

**Describe the methods you will use to evaluate the performance of your staff. Give reasons or your choice of methods?**

Performance appraisal has become a continuous process by which an employee understands of a company's goals. In evaluating employee

performance the methods KDA Insurance Broker LTD will imply are;

**Quantity:** The number of units produced, processed or sold is a good objective indicator of performance. **Quality:** The quality of work performed can be measured by several means. The percentage of work output that must be redone or is rejected is one such indicator. In a sales environment, the percentage of inquiries converted to sales is an indicator of salesmanship quality. **Timeliness:** How fast work is performed is another performance indicator that should be used with caution. In field service, the average customer's downtime is a good indicator of timeliness. In manufacturing, it might be the number of units produced per hour. **Cost-Effectiveness:** The cost of work performed should be used as a measure of performance only if the employee has some degree of control over costs. For example, a customer-service representative's performance is indicated by the percentage of calls that he or she must escalate to more experienced and expensive reps.. **Absenteeism/Tardiness:** An employee is obviously not performing when he or she is not at work. Other employees' performance may be adversely impacted by absences, too. **Creativity:** It can be difficult to quantify creativity as a performance indicator, but in many white-collar jobs, it is vitally important. Supervisors and employees should keep track of creative work examples and attempt to quantify them. **MBO (Management by Objectives):** The employee's achievement of objective goals set in concert with his or her manager is assessed. The MBO process begins with action statements such as, " reduce rejected parts to 5 percent." Ongoing monitoring and review of objectives keeps the employee focused on

achieving goals. At the annual review, progress toward objectives is assessed, and new goals are set.

## **Conclusion**

KDA Insurance Broker LTD is the process of meeting customers' needs an ongoing one. KDA will have a continuing plan for evaluating competitors in regard because it's a new firm to ensure it remained relevant to the target audience. Good leadership is essential for effective change, and this is one of the main themes of this business. We are committed to improving our leadership at all levels, and to becoming an organization where leaders lead by personal example and inspire others. We need to involved staff to change and improve KDA Insurance Broker LTD business service. We know that employee who is fully involved with the organization are more motivated, more productive and deliver greater benefits.

## **Recommendation**

Business owners and managers are constantly time challenged base they simultaneously work to develop products, build systems, recruit, train, and sell. They are also trying to prioritize investment in technology and processes that build a suitable platform for growth. Systemized business processes- A business owner must not use a product for service for the sake of having it for hoping it would improved its business but instead carefully analyzed how that service will fit with its operations and what its impact will be on performance and profitability. Get quality work from a reputable provider-Ensuring that the right people are doing the job they are good at; that is the key. Invest on building strong web presence- utilize social media,



organic Google, blogs etc. Because since social media is a strong topic in our business environment now. Understand your customer- develop a sincere relationship. Your clients will suggest you to others over and over when you exceed their expectations.