**Human Rights Management**

**What is Management?**

Management in business and organizations is the function that coordinates the efforts of people to accomplish goals and objectives using available resources efficiently and effectively.

Management includes planning, organizing, staffing, leading or directing, and controlling an organization to accomplish the goal. Resourcing encompasses the deployment and manipulation of human resources, financial resources, technological resources, and natural resources. Management is also an academic discipline, a social science whose objective is to study social organization.

**Definition of Management:**

According to Harold Koontz,

"Management is the art of getting things done through others and with formally organized groups."

According to F.W. Taylor,

"Management is the art of knowing what you want to do and then seeing that they do it in the best and the cheapest way."

According to George R. Terry,

''Management Is a distinct process consisting of planning, organizing, actuating and controlling; utilizing in each both science and art, and followed in order to accomplish pre-determined objectives."

**Human Resource Management:**

Human resource management (HRM, or simply HR) is a function in organizations designed to maximize employee performance in service of an employer's strategic objectives. HR is primarily concerned with the management of people within organizations, focusing on policies and systems. HR departments and units in organizations typically undertake a number of activities, including employee recruitment, training and development, performance appraisal, and rewarding (e.g., managing pay and benefit systems). HR is also concerned with industrial relations, that is, the balancing of organizational practices with requirements arising from collective bargaining and from governmental laws

**Definition of HRM:**

Edwin Flippo defines HRM as:

"Planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved."

According to Buchanan and Huczynski:

“HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy.”

Bratton and Gold define HRM as:

“HRM is a strategic approach to managing employment relations which emphasizes that leveraging people’s capabilities is critical to achieving competitive advantage, this being achieved through a distinctive set of integrated employment policies, programs and practices.”

Although there is no consensus on the definition or the characteristics of HRM it can be seen from the above definitions that HRM is a combination of people-oriented management practices that views employees as assets, not costs; and its main aim is to create and maintain a skilful and committed workforce to gain competitive advantage.

**Theory of HRM**

The theoretical discipline is based primarily on the assumption that employees are individuals with varying goals and needs, and as such should not be thought of as basic business resources, such as trucks and filing cabinets. It takes a positive view of workers, assuming that virtually all wish to contribute to the enterprise productively and that the main obstacles to their endeavors are lack of knowledge, insufficient training, and failure of process. It is an innovative view of the workplace management, which, asserts that human techniques when properly practiced, are expressive of the goals and operating practices of the enterprise overall.

**Activities of HR Department:**

A typical Human Resource Department is carries out the following functions:

**Manpower Planning**

It involves the planning for the future and finding out how many employees will be needed in the future by the business and what types of skills manpower planning should they possess. It depends on the following factors

1. The number of people leaving the job
2. The projected growth in sales of the business
3. Technological changes
4. Productivity level of the workers

**Job analysis and Job description**

HR Department is also involved in designing the Job analysis and Job description for the prospective vacancies.

A job analysis is the process used to collect information about the duties, responsibilities, necessary skills, outcomes, and work environment of a particular job.

Job descriptions are written statements that describe the:

* Duties,
* Responsibilities,
* Most important contributions and outcomes needed from a position,
* Required qualifications of candidates, and
* Reporting relationship and co-workers of a particular job.

**Determining wages and salaries**

HR Department is also involved in conducting market surveys and determining the wages and salaries for different position in an organization. These decisions may be taken in consultation with top management and the Finance department.

**Recruitment and Selection**

One of the most important jobs HR departments is to recruit the best people for the organization. This is of crucial importance as the success of any organization depends on the quality of its workforce.

**Performance Appraisal**

Once the employees are recruited, the HR Department has to review their performance on a regular basis through proper performance appraisals.

Performance appraisal is the process of obtaining, analyzing and recording information about the relative worth of an employee. The focus of the performance appraisal is measuring and improving the actual performance of the employee and also the future potential of the employee. Its aim is to measure what an employee does.

On the basis of performance appraisal the HR Department will set up an action plan for each employee. If the employees need any training then he provided that.

**Training and Development**

HR department is constantly keeping a watch over the employees of the organization. In order to improve the efficiency level of the employees they training have go undergo regular trainings and development programs. All trainings and development needs are carried out by this department. Training might include on the job or off the job training. This is a measure to enhance the employees capabilities.

**Employee welfare and motivation**

Happy employees mean a healthy organization. HR Department conducts various employee welfare activities which might include employees get together, annual staff parties etc. HR department also reviews organizational policies and its impact on the motivation of the employees.

**Addressing employee’s grievances**

HR department is the link between the workers and the management. Employees grievances related work environment are usually entertained and resolved by the HR Department.

**Labour management relations**

For the smooth operation of any organization, it is crucial to have good labour management relations. HR department has to ensure that these labour\_unrestrelations are cordial. In case of any labour-management conflict the HR Department will play a vital role in bringing both management parties to the negotiation table and resolving the issue.

**Implementing organizational policies**

HR Department has to coordinate with line manager and see that the organizational policies are being implemented in a proper manner. Disciplinary action can be initiated against employees who are not following organizational rules and regulations. All these actions are conceived and implemented by the HR department.

**Dismissal and redundancy**

HR Department has to take firm actions against employees who are not following the organizational code of conduct, rules and regulations. This can result in the dismissal of the employee.

Sometimes, an organization may no more require the services of an employee. The employee may be made redundant. HR Department has to see that organizational and government regulations are being followed in this process.

**Skills for HR Professionals**

When we interview a potential new hire, HR professionals assess the candidate against a list of key skills and personal characteristics needed for the job. Let’s turn the tables and see what that list of key attributes would look like for an HR professional.

**1. Organization**

HR management requires an orderly approach. Organized files, strong time management skills, and personal efficiency are key to HR effectiveness. You’re dealing with people’s lives and careers here, and when a manager requests help with a termination or a compensation recommendation or recognition program, it won’t do to say, “I’ll try to get to that if I have time.”

**2. Multitasking**

On a typical HR day, an HR professional will deal with an employee’s personal issue one minute, an intermittent leave question the next, and a recruiting strategy for a hard-to-fill job the minute after. And that’s to say nothing of social media, wage/hour, engagement, retention, and a whole host of other things, every one critical to someone.

In HR, if it’s not one thing, it’s another. Priorities and business needs move fast and change fast, and manager A who needs someone hired doesn’t much care if you’re already helping manager B who needs someone fired. You need to be able to handle it all, all at once.

**3. Dealing with Grey**

A surprisingly large percentage of the issues HR managers face is in “the grey area.” Is it discrimination? Is it harassment? What’s a “reasonable” accommodation? How far over backward do you have to lean to approve intermittent leave? HR managers have to be able to act with incomplete and “best available” information, and they have to know when to seek the professional help of colleagues, attorneys, and other experts.

**4. Negotiation**

Along with grey comes the need to negotiate—there are often two or more opposing views, and the successful HR pro can find an acceptable middle ground. Remember, the goal of negotiation is to end up with two parties that are satisfied with the outcome, and that’s not often easy to achieve.

**5. Communication**

HR professionals have to communicate up to management, over to managers, out to potential employees, and down to all levels of current employees. And they have to do it in writing, while speaking to large and small groups and, increasingly, through social media. They have to be convincing, caring, and believable.

**6. Discrete and Ethical**

HR professionals are the conscience of the company, as well as the keepers of confidential information. As you serve the needs of top management, you also monitor their actions toward employees to be sure that policies and regulations are followed. You need to be able to push back when they aren’t in order to keep the firm on the straight and narrow. Not an easy responsibility!

Of course, you always handle confidential information appropriately, and never divulge it to any unauthorized person.

**7. Dual Focus**

Employees expect human resources professionals to advocate for their concerns, yet you must also enforce top management’s policies. The HR professional who can pull off this delicate balancing act wins trust from all concerned.

There are times you must make decisions to protect the individual and other times when you protect the organization, its culture, and values. These decisions may be misunderstood by some, and you may catch flak because of it, but you know that explaining your choices might compromise confidential information. That’s something you would never do.

**8. Conflict Management and Problem Solving**

Everyone doesn’t always get along with everyone else. High productivity demands that people work together at least civilly. HR has to find ways to allow that to happen. And that’s to say nothing of the myriad other problems that hit HR’s in-box—you can’t be effective without problem-solving ability.

**9. Change Management**

Most companies today are in a constant state of flux. Task forces, matrices, and teams spring into being, do their jobs, and disband as others form. Hierarchies have been squashed, and companies have four or five generations working side by side. A lot of people are freaked out by what’s going on. HR has to help everyone cope with the constant changes.