

SMALL BUSINESS AND  
ENTREPRENEURSHIP

HUMAN  
RESOURCES

# INTRODUCTION TO HUMAN RESOURCES

“

YESTERDAY, THE COMPANY WITH THE ACCESS TO THE MOST CAPITAL OR THE LATEST TECHNOLOGY HAD THE BEST COMPETITIVE ADVANTAGE. TODAY, COMPANIES THAT OFFER PRODUCTS WITH THE HIGHEST QUALITY ARE THE ONES WITH A LEG UP ON THE COMPETITION. BUT THE ONLY THING THAT WILL UPHOLD A COMPANY'S ADVANTAGE TOMORROW IS THE CALIBRE OF PEOPLE IN THE ORGANIZATION.

”

# WHAT IS HRM

- management of people in organizations



# OBJECTIVES OF HUMAN RESOURCES MANAGEMENT

- assisting the organization in obtaining the right number and types of employees
- helping to create a climate in which employees are encouraged to develop and utilize their skills to the fullest
- helping to maintain performance standards and increase productivity
- helping to establish and maintain a harmonious employer/employee relationship
- helping to create and maintain a safe and healthy work environment
- developing programs to meet the economic, psychological, and social needs of the employees

# WHY IS HUMAN RESOURCES MANAGEMENT IMPORTANT TO ALL MANAGERS?



# HRM FUNCTIONS

- authority
- line authority



# HRM FUNCTIONS

- staff authority
- functional authority



# HRM RESPONSIBILITIES OF ALL MANAGERS

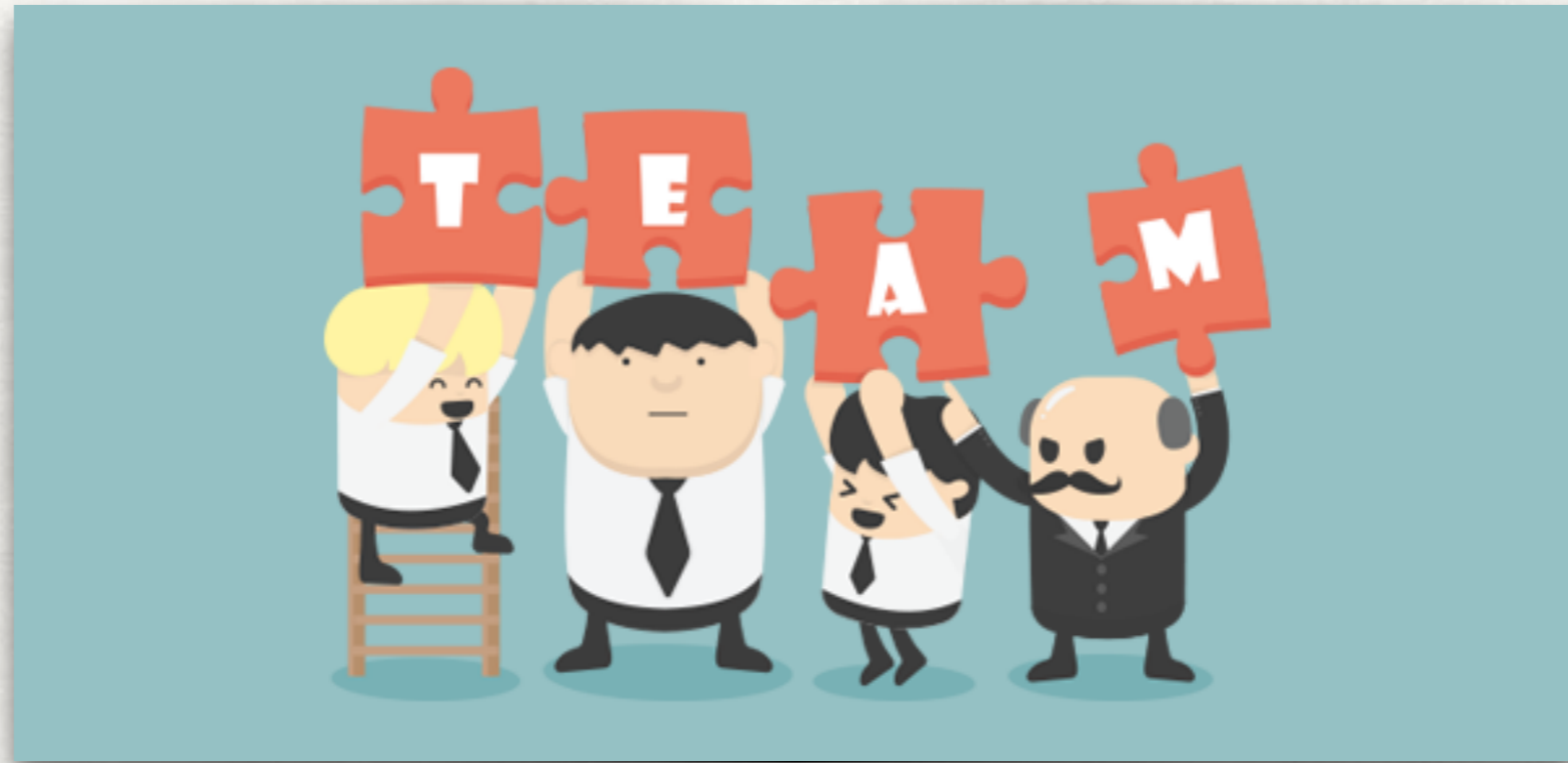


# THE ROLE OF HUMAN RESOURCE DEPARTMENT



ROLE OF HUMAN RESOURCE DEPARTMENT

# FORMULATING RULES AND PROCEDURES



ROLE OF HUMAN RESOURCE DEPARTMENT

## OFFERING ADVICE



ROLE OF HUMAN RESOURCE DEPARTMENT

PROVIDING SERVICES



ROLE OF HUMAN RESOURCE DEPARTMENT

MONITORING TO ENSURE COMPLIANCE



ROLE OF HUMAN RESOURCE DEPARTMENT

SERVING AS CONSULTANT AND CHANGE AGENT



# CHALLENGES IN HRM

demographic trends

workforce diversity

trends in technology

government involvement

globalization

nature of work

market conditions

economic environment

# INTERNAL ENVIRONMENT INFLUENCES

## ORGANIZATIONAL CULTURE

The core values, beliefs, and assumptions that are widely shared by members of an organization

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New employees at Hewlett-Packard (HP) are told the story of how Dave Packard and Bill Hewlett started the global giant more than 60 years ago in a small backyard garage, which is now a state historical landmark in the heart of Silicon Valley and was a focal point of a major corporate brand campaign. The Rules of the Garage, are one-line principles that explain how the spirit of invention, contribution, and collaboration embodied in the founders can be demonstrated by employees and the firm in order to stay dynamic in the high-tech world

”

- Hewlett-Packard Principles: Rules of the Garage

**Believe you can change the world.**  
**Work quickly, keep the tools unlocked, work whenever.**  
**Know when to work alone and when to work together.**  
**Share—tools, ideas. Trust your colleagues.**  
**No politics. No bureaucracy. (These are ridiculous in a garage.)**  
**The customer defines a job well done.**  
**Radical ideas are not bad ideas.**  
**Invent different ways of working.**  
**Make a contribution every day. If it doesn't contribute, it doesn't leave the garage.**  
**Believe that together we can do anything.**  
**Invent.**

# INTERNAL ENVIRONMENT INFLUENCES

## ORGANIZATIONAL CLIMATE

The prevailing atmosphere that exists in an organization and its impact on employees

# EXTERNAL ENVIRONMENT INFLUENCES

## ECONOMIC ENVIRONMENT



**THE END**