

## **THE ROLES AND RESPONSIBILITIES OF A HUMAN RESOURCE MANAGER IN AN ORGANISATION**

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### **Abstract:**

This paper reveals about the roles and responsibilities of an HR who plays a vital role for smooth functioning of the Organization. It throws light on the conventional functions and the traditional role of HR managers. The paper tries to bring out how effective an HR should be during the critical periods as well as prosperous times of the company. It explains the necessity of evolving the role of HR manager constantly in the organization. It provides breath taking instructions of do's and don'ts of HRM and brings awareness of the interconnection with the past and to the present growth of the organization where an HRM has to play his role dynamically. There are some quotes of the prominent authors are also mentioned contextually.

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**Introduction:**

The objective of any organization or business firm is to meet obviously defined vision and mission through capability and ingenuity. There are certain goals and aims that are to be reached within the period through effective employees is also a challenging task now a days for organizations. It is clearly defined that the term HRM is wide and infinite sometimes. Many people find that HRM is to be a fuzzy and imperceptible notion- not least since it seems to have an assortment of connotation. The role of an HRM sometimes appears to be that “It is very toughest task to deal with the people rather than with the God”.

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**Warren Buffet** quotes “ I am really no different from any one of you; if there is any difference between you and me: It may simply be that I get up every day and have chance to do what I love to do every day, According If you want to learn anything from me, this is the best advice I can give you. According him – “Look inside yourself, try to identify your strongest trends, reinforce them with practice and learning and then either find or carve out a role that draws on these strength everyday”.

As globalization is on the rise and companies are spreading out all around the world, it is no longer restricted by geographical barriers. It has become hard for the organization to survive as stringent laws and regulations passed, leading to a constant void waiting to be filled with effective policies that follow all the legal guidelines simultaneously not ready to come to terms. In a midst of all this, is a function necessary, but minimally looked upon – the human resource function. As it is clearly mentioned that the role of the human resource managers is constantly evolving, he has to be attentive towards the operations and strategies of a business across a wide array of products, services ideas and cultures. In the past HR managers were confined to handling basic data work and routine record keeping amongst employees are now exposed to an evolving nature of diverse workforce complexities, legal obligations, and strategic management organizations goals.

HRM relates to –those decisions and actions which concern the administration of employees at all levels in the business and which are related to the implementation of strategies directed towards creating and sustaining competitive advantage---- It is said by Miller(1987)

**Wikipedia** denotes that the terms “Human Resource Administration” and “Human Resources” (HR) have largely replaced the term “Personal Administration” as a description of the process involved in managing people in business organizations. HRA is the strategic and coherent approach to the administration of an organization’s most valued assets – the people working there who individually and collectively contribute to the achievement of the objectives of the business.

Impact of An HRM is crucial in any organization because he should possess strong project management skills. He needs to have ability to prioritize and develop communication plans. He should be accurate to estimate the psychology of the clients and psychology of the charge. An HRM ought to possess deep knowledge of the employment legislation, process management. He should be an icon of introduction of innovations.

**Some of the major responsibilities of the HRM are:**

- Recruitment
  - a) Attract Talent b) Hire Resources
- Training
- Professional Development
- Appraisals
- Maintaining work culture
- Resolving conflicts
- Employment relations
- Rewards Incentives
- Legal knowledge
- Organization
- Management
- Payroll management

**Recruitment:** the function of an HRM that hand and glove to him is recruitment. It is the major responsibilities of the HRM and his team. It is the job of HR personnel to plan and devise strategic campaigns and guidelines for recruiting suitable candidates for a required job

description. It is also one of the duties that they also have to serve as a mediator between the employer and the candidate and communicate company policies and terms of the contract to the candidate before he is hired. This is the first pillar of HR management that every HR manager starts with. It's probably one of the most important aspects of any HR professional's career. The recruitment function may be fallen into two comprises.

1. **Attractive Talent** : It's essential to attract talent of requirement of manpower in the organization. Gauging needs of the organization's human resource requirements, and accordingly putting a plan of action to fulfill those needs with placement of "talented professionals". That's followed by creating an "employer brand" which will be representative of the organization's good image and portray an attractive impression in the minds of potential candidates.

2.

It is prominent that the employer branding aspects which have become that owing to the new-age media and awareness of employee rights. Putting the best foot forward is no longer enough, it needs to be followed through with honest actions in favour of the employees.

2. **Hire Resources**: This is also one of the major roles that includes things like finding relevant locations to look in , reach out to maximum potential candidates using mass communication mediums, aggregate all responses, filter out irrelevant applications, judge suitable incumbents and coordinate internally to get them interviewed. Once the finalists are decided, the HR manager turns into a 'negotiator' of sorts, working as a mediator between the company and the candidate to find that win-win ground.

### **Training:**

Training employee is important to help the new hires get acquainted with the organizations work pattern. training is imperative for the HR department to incorporate a training program for every new employee based on the skill set required for their job. It is helpful to contribute towards employee motivation and retention. This training will not only be of assistance to the employee but also give the HR team an insight into the employee's workmanship. On completion of the training, HR team an insight into the employee's workmanship. On completion of the training,

HR plays a significant role in assessing the results of the training program and grading employees on the same.

### **Professional Development:**

It is one of the key roles that an HR has to execute in view of the welfare of the organization. It is an added bonus for the employee as well as the organization. Enrolling the employee to attend conferences, trade shows, seminars, etc that may be in his personal interest will make the employee feel cared-for and a vital part of the organization, thus increasing employee engagement. It will be beneficial to the organization by way of the employee's added skill set. In short, it's always a win-win situation. For example, if an employee wants to master the technique of SEO, the HR could enroll him for the seminars and conferences that speak on the same. However, this should not turn out to be a selfish attempt that benefits the organization only.

### **Appraisals:**

Appraisals is given as HRM is a body which is meant for the employees, that have to carry out timely performance appraisals help in employee motivation by encouraging them to work to their fullest potential. It also enables to give them feedback on their work and suggest necessary measures for the same. This helps employees help a lot to have a clear view of what is expected of them and what they are delivering. They can thus, work better towards improving their performance and achieving targets. This team should communicate individually with employees and give a clear feedback or suggestion on their performance. A system to reward employees and give a clear feedback or suggestion on their performance. A system to reward employees excelling at their work would help in employee motivation and thus garner a higher degree of productivity and employee engagement.

### **Maintaining work culture:**

It is also one of the duties of the HR to maintain a well safe, healthy and fun work environment to ensure a level of comfort amongst the employees and eliminate any stressful or awkward atmosphere that may hinder the performance of the staff. It is vital to have an efficient work atmosphere, because an individual's performance is largely dependent on the surrounding he's working in. As it would be great to have an open-door policy up to some extent wherein

employees can freely communicate and voice their opinions to be given consideration. It is obvious the role of the HR department's roles is to be a friendly body with an open attitude. The HR can build a rapport with the employees. It leads to a long way in increasing employee engagement and gives a higher job satisfaction.

### **Resolving Conflicts:**

It is very common that conflicts are almost inevitable where different people have different views and opinions. It is an HR manager who has the right to intervene and help map out a solution whether the dispute is amongst two or more employees or between the employee and the management. An HR has the right to intervene and help map out a solution. It is mandatory that the HR should be available at the disposal of the conflicting parties and ear out their issues being unbiased and impartially without being judgmental. A reimbursement in case of any loss caused and strict actions against the defaulter should be practiced for effective conflict resolution by the HRM.

### **Employee Relations:**

The Human Resource is known for its major responsibility is dealing with the human part of the organization and this involves having great interpersonal skills. An HR manager who sits in the office all day will not turn out to be good at building connections with the employees and thus fail to serve the purpose of being an HR head. As an HR person, employees should feel comfortable coming up to you with their problems and for that, it is important that the HR team builds a good public image within the organization. He should be proactive and know their employees.

### **Rewards and Incentives:**

It is considered to be a part of motivating the employees with rewards for their work done well and at the same time induces a desire to excel at tasks in hope of obtaining rewards. A reward need not to be materialistic always. It could be just be word of appreciation in front of all co employees for a menial task done with complete honesty. The one who wants to be an HR , should adapt new way of awarding benefits such as flexible work times, paternity leave, extended holidays, telecommuting etc. These non-traditional rewards will prove fruitful not only

in engaging existing workforce but also as an added benefit to attract new talent to your organization.

**Legal Knowledge:**

An HR should be compliance with the law though it is the least responsibility that he may not take care in the organization. Whether it's drafting new policies or writing terms of a contract, it is the HR department's job to build guidelines keeping the laws in mind. This ensures an organization's continued growth and existence. While drafting policies the HR should always ensure to be at an upper hand legally and keep the organization's practices in tune with the labor laws, tax, laws, permissible working hours, minimum wages, and a no discrimination policy.

**Organization:**

An HR plays a significant role for organizing all functions of the organization. To start with, it includes employee on – boarding and welcoming new employees. It is the duty of an HR to carry out an induction for every new hire and give them as an orientation regarding the company policies and rules. In this aspect it also involves listing out job expectations and defining roles and responsibilities, thus getting the new employees in tune with the working of the organization. The HR personnel are also responsible for organizing and storing all employee data efficiently and keeping it secure.

**Management:**

It is the most responsible task of an HR in the organization. There must be a proper management of the clock – in / out time to avoid late arrivals and track overtimes and half-days. As mentioned before, the HR as a department should also be well managed by the HR head. If the HR department itself is in a state of chaos, it cannot serve as a peacemaker for the other departments.

**Payroll Management:**

It is mandatory in the case of an HR that he has to be transparent and provide the employees with information as and when asked. The HR should ensure not only accurate calculations of salaries but also timely transfer of the same. They also have an obligation towards exiting employees in settlement of dues and compensations. Efficient calculation of salaries, wage-cuts,

reimbursements, and generation of pay slips amounts to the role of HR managers in payroll managements.

### **Conclusion :**

It is an evident that the role and responsibilities of an HR is considerably important in any organization. The human part of any organization tallies up to 80 percent of the organization's assets; to build a team of professionals, it is of most importance to have an equally professional and well-managed HR department. A slipshod HR function will cost the organization's future and amongst the employees, which and retaining top talent. It is obvious that HR is the part and parcel of the organization.

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