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### Human Resource Management

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# CCT College Dublin

## Assessment Cover Page

*To be provided separately as a word doc for students to include with every submission*

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Module Title:</b>        | Human Resource Management.     |
| <b>Assessment Title:</b>    | Human Resource Management.     |
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| <b>Date of Submission:</b>  | 21/04/2023                     |

### Declaration

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## **Part 1: Human Resource Management**

A clock requires every single, even the smallest piece of its' machinery to perform the tasks that is meant to do in order to function correctly. If there is a piece that is not working properly, it can be the cause of the clock not working at all. This same premise can be applied to the work environment, viewing the organization as "the clock" and employees as "the machinery", performing tasks for the general functionality of the organization that could lead it to either success or failure. This is the reason why it is vital for any type of organization that is willing to achieve its' goals to make sure that every single individual working within it is performing their tasks to the best of their capacities. If the organization is not a human entity, how can it make sure that its' workforce is complying to play their part for the success of the company? Well, the answer to this question could be Human Resource Management.

First of all, it is important to define what Human Resource is, According to Wanjiku, J. (2015) the term makes reference to all the individuals that contribute to all the processes within the organization. On the other hand, as stated by Indeed (2023) management is a concept used in a wide range of industries that implies dealing with, motivating and coordinating individuals to achieve a common business goal. But what is Human Resource Management? Rihan, I. (n.d.) argues that it is a function in organizations planned to improve job performance according to the organization strategic objectives.

Ahammad, T. (2017) found that there is not one single definition for HRM but instead there are two types. Soft and Hard HRM, the first type recognizes the workforce as a resource valuable to invest in and preach human practices that develop commitment and involvement from them, whereas the hard type views the workforce as a cost that must be minimized and focuses on a limited investment on learning and development.

Before going any further, it is important to outline the main activities of Human Resource Management to have a clearer view of the important role it has in the general functionality of the organization. Ahammad, T. (2017) proposed that the most important activities of HRM are Learning and Development which is an organizational strategy meant to boost the capabilities,

skills and competences of the employees seeking to achieve effectiveness in all the operations of the company. Recruitment and selection are vital activities as they are the tools for HRM to attract, to find and choose the best candidates in the market to provide their talents for the benefit of the company. Professional development can offer employees the opportunity to grow in their careers, therefore they would have a stronger set of talents, skills, capabilities and knowledge that would improve their overall performance, attached to this, as the company is willing to offer them this growth through the facilities it provides, employees would tend to develop a strong sense of belongingness and loyalty towards the company and this would minimize the rates of staff turnover which would help the organization to reach an equilibrium and healthy functional point. Performance appraisal, which is the process where the employees receive feedback about their performance to detect strengths and weaknesses, this is a key activity as it can help to eradicate the weak points of employees and to reinforce their strong ones, because of this strategy the workforce would be performing at its' best at all times, it also provides a clearer perspective about future objectives, opportunities and resources needed. Benefits and compensation. It is crucial for the organization to offer employees ways to improve their quality of life. Flexible working hours, fair vacation time, paternity leave, health insurance, gym membership discounts, retirement, tuition assistance plan, raise of salaries, and promotion are some of the benefits and compensations that can make employees to feel that they matter for the company, these can help the organization to retain the good employees and to attract talents in the market as things like salary and flexibility of hours are important points that the candidate may consider before starting working for a company, therefore if the HRM department offers attractive benefits and compensations outstanding from other companies', they would have more chances of hiring the most capable individuals. It is important to stress that any type of organization must follow and obey the rules and parameters established by the law of the place they operate in. Ensuring legal compliance is critical for the continued existence of the organization. The HRM department must be aware of laws and policies regarding employment practices, working conditions, tax allowances, required working hours, break times, minimum wage, and profitability of the company.

Gentle, S. (2019) argues that creating a healthy workplace is the key activity that HRM has to prioritize for the organization to succeed, as if the workforce is performing their day to day activities in a positive climate they would tend to comply with it, and therefore this could be

seen in better individual performance and in a stronger overall operations of the organization. According to him, there are five main practices to achieve this environment. These are recognizing achievements and efforts, maintaining an open channel of communication, providing training and development, giving the appropriate wage and benefits, and promoting wellness.

In conclusion, based on the context given of the current situation of Orange Motorway Services Ltd. And according to the findings mentioned above, it can be argued that an HRM department of a soft type would be the most suitable for the company. As it is willing to have around one hundred people working in the organization, it would be vital for it to have an entity which will make employees feel closer to it, creating strategies to improve the relationship between them, enhancing motivation, loyalty, and commitment, that can increase the probabilities for the company to achieve its' goals.

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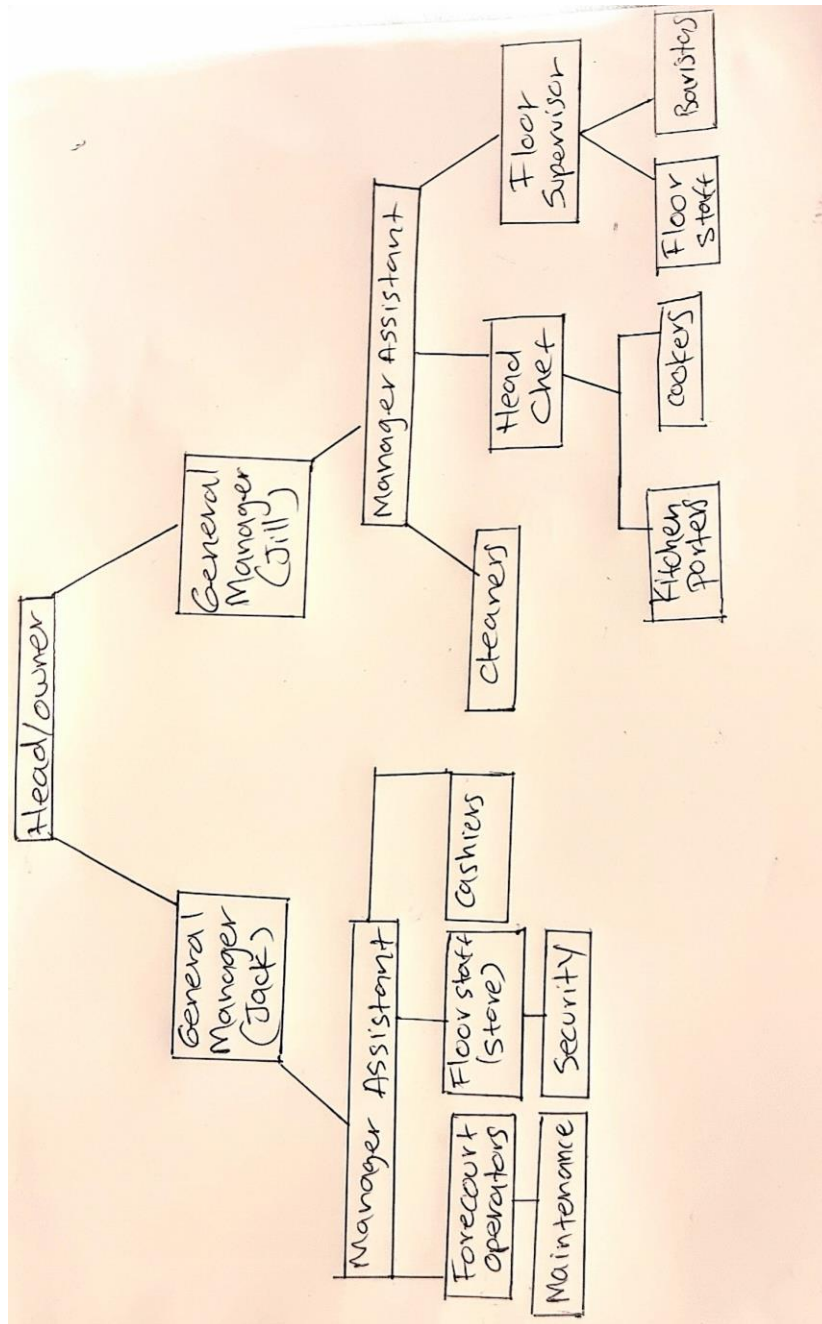
## **Part 2.1 Recommendation of the Staff Requirements.**

• According to the needs stressed by Orange Motorway Services Ltd. The Job titles and the number of staff for each one can be introduced as follows:

- Head/Owner: 1.
- General Manager: 2.
- Assistant Manager: 2.
- Cashiers: 9.
- Cleaners: 9.
- Security: 9.
- Floor Staff (Store): 9.
- Baristas: 6.
- Kitchen Porters: 6.
- Head Chef: 1.
- Cookers: 12.
- Floor Staff (Deli and Burger Bar): 9.
- Floor Supervisor (Deli and Burger Bar): 3.
- Forecourt Operators: 9.
- Maintenance: 2.
- Driver of the Company: 2.

It is important to say that the company pretends to operate 24 hours, seven days a week, therefore, the shifts for most of the job positions will be 8 hours a day, which means that the number of staff of each of job title must be divided into three, for example, the Kitchen Porter position will require 2 staff members per shift, having 6 in total per day.

## Part 2.2. Organizational Structure for OMS





## **Part 2.3 Job Description**

Cooker position.

**Job Summary:** This position represents a great opportunity for the chosen candidate to acquire transcendent knowledge and experience for their career. If you consider yourself a person who likes to work in a fast phased environment, in teams, who is proactive, who has leadership, well communication, and problem-solving skills, you will play an essential role in the success of our business. This position comes with the potential for further career development as well as interesting and exciting challenges every day.

**Job Responsibilities:**

- Make/Cook all the prep needed for cooking the meals for the customers.
- Make the orders as fast as possible, taking care of the size of portions and presentation of the plates.
- Clean your station after your shift and before handing it to the next cooker.
- Keep track of all the dates of the items in the kitchen (making sure there is none out of date).
- Report to the head chef any lack of items to never run out of availability of the meals.

**Job Skills and Qualifications:**

- Strong leadership experience and skills.
- At least 2 years of experience.
- Basic English needed.

**Preferred:**

- Previous experience as Pizza Chef.

## **Part 2.3 Person Specifications.**

### Cooker Position.

#### Essential:

- Relevant experience working in a kitchen.
- Able to work under pressure.
- Stress management skills.
- Team worker.
- Proactive.
- Organized.
- Flexible.
- Clean.
- Responsible.
- Disciplined.
- Problem solver capabilities.

#### Desirable:

- Experience as a Pizza Chef.
- Wide knowledge of food preparation methods.
- Innovative.
- Respectful.