

Impact of Human Resource Practices on Individual and Organization Growth

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ABSTRACT

The current decade is transferring an organization's approach towards globalization, and this approach is escalating the competition spirits among them. Human resource management is becoming more critical and complex these days due to the competitive nature of organizations. Organizational growth is not contingent on the policies they specify in daily practice; instead, it is contingent on the personnel for which policies are created and related to human resources. Human resource is the key role player for handling all the activities like recruitment, training, rewards, etc., associated with the workforce. This study focused on finding the various practices which impact employee personal and organizational growth. This study survey is conducted using the questionnaire circulated to education sector people, and there are 280 respondents whose responses have been considered to experiment. Through different hypotheses, the author concluded that human resource practices and policies influence employee performance, both directly and indirectly. Performance, rewards, and skills-like elements are investigated, and the results are presented.

Keywords: Human resource, practices, organization growth, globalization, performance, job satisfaction, HRM

1. INTRODUCTION

In the 21st Century, the education sector plays a vital role in developing a knowledge-based economy or country's economy [1]. Globalization is the primary key role for all sectors to become handheld in contribution to the economy. Technology is the factor that makes any sector globalize, so education is only the sector helping the industry in globalization [2]. Today the education sector is the most significant business worldwide, and competition between them is getting complicated day by day. Today technology is overwhelming in every sector of the nation, and investment is necessary to enhance the technology to increase through education. Human resource management is the primary department of any organization for the development or growth of employees and organizations[3]. HRM is the department that attempts to control any employee motivation, ability, and opportunities to be performed in the organization; through HRM policies, any organization can increase its employee's performance and commitment towards the organization. In past years, it has been recorded that HRM is the key to raising every sector that is helping hand in the country's economy. HRM is the formal system of any organization to guarantee that

human talent can be used efficiently and effectively to achieve the vision and mission of the organization. Human resource management includes the following activities: acquisition or recruitment, staffing, welfare, maintenance, training and retraining, placement, promotion, motivational relationships, remuneration or rewards, transfer, and staff discipline [4]. Human resource management is the branch responsible for determining the performance of an organization's workforce or employees. It argues that when personnel in any industry are efficiently chosen, taught, inducted, monitored, rewarded, and promoted, it can result in goods that help the firm achieve its mission. Human resource management in any firm pushes employees to perform at their best to maximize their production upon joining the organization [5]. HRM policies are revised to complete the organization's vision [6]. Employees must be given rewards or assistance through HRM policies when any staff or employees undergo technological up-gradation through workshop, seminars, or courses.

2. HUMAN RESOURCE MANAGEMENT: EVOLUTION

Human resource management started its journey a very long year back to enhance the organization. The human resource department comes in shape when Robert Owen and Charles Babbage give a simple idea about it during the industrial revolution in the 18th Century in Europe. The HR department is also known as the personal department. It started around 1900 when many companies began hiring employees for their companies and started thinking about the welfare of employees. For managing the interest and personal growth of employees and companies, they develop the HR department [7]. The National Institute of Industrial Psychology (NIIP) recognized the first HR department in 1921. The HR department was not dealing with the strategic issues for practitioners and academicians till the mid-1990s, but today in the 21st century HR department is a strategic partner for any company or organization's growth. These department policies and the system changes resulted from increased competition between the organizations because of globalization. Organizational development and value in the market are depended upon how good they have their HR system and how they are taking care of their employees[8]. Human talent can be used efficiently and effectively through Human

resource management to achieve the vision and mission of the organization; the organization understood that with time [9]. Human resource management policies are revised day by day to better employee and organizational growth. Human resource management is majorly concerned with three issues: -

- Assessment of how much staff is required.
- We are fulfilling the needed requirement of staff.
- They maintain the current services to staff and how services can be improved.

2.1 HUMAN RESOURCE MANAGEMENT FUNCTION

2.1.1 Recruitment and Staff Maintenance

Human resources should ensure that the organization has a sufficient supply of human resources to each department of the organization and sure that all designations are fulfilled at the right time, right person and employees must be recruited after the personal interaction so that the right person for the position must be recruited [11]. Staff maintenance is a very challenging task for any organization, and this must be done by providing different facilities to the employees like:

- Training for the latest technology
- Health services
- Promotion and increments
- Motivation
- Rewards
- Job safety
- Study and other required leaves
- Healthy working environment

2.1.2 Training and Development

Training and development functions are required for the employees after they recruit, making them understand the culture and system of organizations. This practice is very beneficial for the organization because employees are the keys that make the organization a higher position in the market[12].

2.1.3 Performance Appraisal

Job performance at different levels of the employees should be accessed through the performance appraisal function. A valuable and excellent performance appraisal will help management analyze the employee deed towards organizational growth, which also helps to see how well the organizational goals are being achieved. Every organization must have its appraisal system to award the best performer for achieving corporate vision and mission[13]. Employee performance towards the vision and mission will defiantly increase if the management rewards the employees according to the quality and quantity of assigned work done[14]. On the other hand, an organization's weak performance appraisal system will lead the employees towards de-motivation. Employees will not perform 100 percent, and switching jobs, in this case, will be more.

2.1.4 Compensation and Benefits

Compensation and benefits plan given to employees is a crucial key factor of management, as we know we have mainly two sectors: public and private. Funding for both sectors is different; the government funds public and private sectors to fund the organization itself[15]. Rules for compensation and benefits are also different for both the sectors, which develop internal inequity among them, which is not suitable for organization health. Organizations should develop innovative practices to compensate their employees and provide excellent benefits, not leading to internal inequity.

2.1.5 Employee Relations

Communication networks between the employees and management must be very transparent so that every employee should know how they are performing to achieve organizational growth. Management should conduct regular meetings and inform employees about progress and shortcomings[16]. Employees must be encouraged by the administration to participate in the future planning and decision-making of the organizations. Employees of the organization should be treated with respect and should be helped to understand their colleagues' feelings, interests, and needs.

3. RESEARCH METHODOLOGY

3.1 Scope of the study

The current study is carried out through Google forms in the year 2021, which respondents filled out from various occupational areas from India. Employees from multiple professions, such as the education sector, the information technology business, the sales and marketing industry, and so on, are surveyed. An exploratory research design is employed for this investigation. The sampling size for this study is 246 participants, and the data is collected using a Likert scale, with the technique of Non-Probability Convenient Sampling being used. Primary Data: Among the primary sources of information were data gathered through a specially constructed questionnaire and personal interviews with a diverse range of respondents. The questionnaire was utilized solely to conduct the author's research.

Secondary Data: Data for secondary sources is gathered from various sources, including the Internet, books, articles, and journals, among others.

3.2 Statistical tools and techniques

Various sources of information are used to gather data, which is subsequently examined using software, as previously described. The current study is being reviewed with the help of Microsoft Excel 2007 and PSPP (Project Structure and Procedures) (a tool for statistics).

Demographic Analysis: A questionnaire is circulated among employees of various organizations, and there is a total of 280 respondents provided their response through a

google form. 178 (63.6%) respondents are male, and 102 (36.4%) respondents are female. In the age analysis, 63 respondents belong to 18-25 years, 176 belong to 25-35 years, 37 35-45, and 4 respondents are 45-60 years of age. In education analysis, 155 respondents are postgraduate, 68 are graduates, 20 are Ph.D., and 37 belong to others. Out of the total respondents, 208 are married, 70 belong to the single category, and two respond as other categories. Respondents are from different experience levels out of all respondents, 48 are less than one year of experience, 164 respondents of 1-5 years, 58 are of have years of experience.

3.3 Data Analysis

The information was gathered based on the responses received through an online Google Form, then used for human resource management analysis.

Question 1: The selection of applicants by the organization is based on merit, and the organization places the most qualified candidate in the most appropriate position.

Question 2: Whether the employees are encouraged to participate in various seminars and workshops, etc., and assigned challenging jobs to charge our enthusiasm and develop our skills with time.

H0: No strong relationship between skill development and participation in various seminars, webinars, workshops, and training programs.

H1: Strong relationship between skill development and participation in seminars, webinars, workshops, and training programs.

Question 3: Whether they are being paid adequately for their work and yearly increments offered by their organization are satisfactory.

Question 4: Rewards/ increments/benefits in their organization were linked to the task assigned or employee performance.

H2: No strong relationship between the employee performance and rewards system.

H3: Strong relationship between employee performance and rewards system.

Question 5: Are employees feel like family in the organization, and are they working under threat of losing jobs?

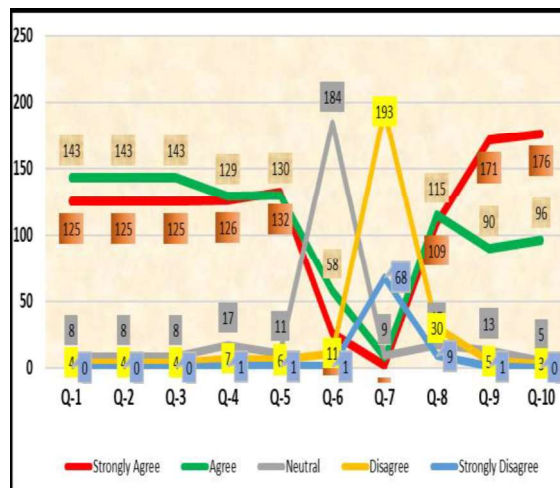


Figure 1: Analysis based on Respondents Response

Question 6: Whether employees are willing to work late when required.

Question 7: Are employees avoid taking up extra duties and responsibilities.

Question 8: Are they trying to correct a faulty procedure or practice in an organization.

Question 9: Are their colleagues performing their assigned duty sincerely even if supervisor/co-coordinator/HOD/Management is not around.

Question 10: Are they welcomed by supervisor/co-coordinator/HOD/Management to make suggestions for improvements in the organization.

4. HYPOTHESIS AND RESULTS

The author is considering the following hypothesis concerning this investigation.

The Chi-Square test was used to determine whether or not the hypothesis provided in Section 5 was correct. The results are presented in Section 6. Using the PSPP program, the author can implement the tests shown in Tables 1, Table 2, and Table 3. The following are the results of the Chi-Square test, as well as a commentary on the trial in the context of the hypothesis: -

H0: No strong relationship between skill development and participation in various seminars, webinars, workshops, and training programs.

H1: Strong relationship between skill development and participation in seminars, webinars, workshops, and training programs.

O	E	(O-E)	(O-E) ²	(O-E) ² /E
161	70	91	8281	118.3
112	70	42	1764	25.2
6	70	-64	4096	58.51
1	70	-69	4761	68.01
0	70	-70	4900	70
Total				340.03

Table 1: Chi-Square Tests for Hypothesis H0 and H1

The thing to think about The level of significance is set at 0.05, and the degree of freedom is taken into account as (5-1) = 4. Using the 5% level of significance and the fourth degree of freedom, the tabulated value is 9.49.

The calculation is greater than the tabulated value: $340.03 > 9.49$.

As a result, the null hypothesis (H_0) is rejected, and the alternate hypothesis is accepted. Furthermore, participation in various seminars, webinars, workshops, and training programs has been shown to correlate with skill growth substantially.

H2: No strong relationship between the employee performance and rewards system.

H3: Strong relationship between employee performance and rewards system.

O	E	(O-E)	(O-E) ²	(O-E) ² /E
126	56	70	4900	87.5
129	56	73	5329	95.16
17	56	-39	1521	27.16
7	56	-49	2401	42.87
1	56	-55	3025	54.01
Total				306.71

Table 2: Chi-Square Tests for Hypothesis H2 and H3

The thing to think about is the level of significance is set at 0.05, and the degree of freedom is taken into account as $(5-1) = 4$. So, using the 5% level of significance and the fourth degree of freedom, the tabulated value is 9.49.

The calculation is greater than the tabulated value: $306.71 > 9.49$.

As a result, the null hypothesis (H_2) is rejected, and the alternate hypothesis is accepted. The result is that there is a high correlation between employee performance and the compensation system.

H4: There is no strong correlation between employee performance and job security or working under the threat of losing a job.

H5: Strong relationship between employee performance and job security or working under threat of losing a job.

O	E	(O-E)	(O-E) ²	(O-E) ² /E
132	56	76	5776	103.14
130	56	74	5476	97.79
11	56	-45	2025	36.16
6	56	-50	2500	44.64
1	56	-55	3025	54.02
Total				335.75

Table 3: Chi-Square Tests for Hypothesis H4 and H5

The thing to think about is the level of significance is set at 0.05, and the degree of freedom is taken into account as $(5-1) = 4$. So, using the 5% level of significance and the fourth degree of freedom, the tabulated value is 9.49.

The calculated is greater than the tabulated value: $335.75 > 9.49$

As a result, reject the null hypothesis (H_4) and embrace the alternative hypothesis. As a result, there is a substantial correlation between employee performance and job security or working under duress.

The selected hypothesis demonstrates a strong association in the results, and all of the hypotheses investigated are accepted.

5. DISCUSSION AND SUMMARY

The author presents information regarding human resource management and its role in any firm in this work. Data is collected from 280 respondents via a Google form to examine employees' perceptions of human resource management policies and their implementation. In addition, the number of questions asked of the respondents and the responses from the respondents provide insight into the application of human resource management in their business.

The right person at the right place is significant for organizational growth, so the recruitment process must be evident and transparent. Placing the right person at the right place is very systematic. According to 95.7% of respondents, their organizations select or recruit the candidate on a merit basis and place the right person at the right place. These strategies must follow by organizations for employees and organizational growth. Career enhancement is significant in any individual life. One can enhance their career by pursuing a higher degree. While working in any organization, they can attend different training programs like webinars, seminars, workshops, etc., for their professional growth. According to 97.5% of respondents, their organizations encourage their employees to attend different seminars, webinars, workshops, etc., to enhance their skill set. If the employee increases their skill set regularly, it will help them get organizational benefits like rewards, promotions, etc. Wages and yearly increments are factors that encourage employees to work hard for their organizations. These factors make employees enthusiastic in their workplace. According to 93.6% of respondents, their organization is paying well for their work, and they do get the yearly increments according to their performance. Paying well and annual increases motivate employees to stay long-term in the organization and lead to job satisfaction. Rewards, increments, and benefits given by any organization must be linked to employee performance. According to 91.1% of respondents, their organizations reward rewards and benefit them according to the version. Therefore, the organizations must have reward policies to help the employees. Losing a job is the biggest threat among the employees in any organization. Employees are afraid to file any complaints against any individual or organization; they think that they may lose their job in the future if they present any claim. Feeling like a family in an organization is the most significant factor in job satisfaction. According to 93.5% of respondents, their complaints are not ignored by the management, and they feel like family in their organization. If employees do not

work under threat, they will be a better asset for their growth. Self-willingness, circumstances, and exceptional cases required employees to work late, such as increasing productivity, audits, external agency visits, etc. According to 67.5% of respondents, employees are willing to work after hours when required. The organization must add overtime or rewards systems in their policies for working late. This strategy will encourage employees to stay back when needed for the organization. Employees were hired or recruited according to their skill sets in the organization according to their requirements. Still, in some exceptional circumstances, employees are given extra duties and responsibility for the betterment of the organization. 93.2% of respondents never avoid taking on different duties or obligations other than their regular work. Benefits must be added to organization policies to motivate employees to take additional responsibilities apart from their everyday work. One can overcome their negative point when they get feedback about their negative issues.

Similarly, organizations may have faulty procedures or practices in their work environment. It is the moral responsibility of the employees to give their feedback regarding the defective system or method followed by the organization. According to 80% of respondents, they rarely correct faulty procedures or practices. There must be some reason not to do that, not every employee is well connected with the management where they can give suggestions to correct, they must think that if they suggest than maybe it will lead to adverse impact on their working profile, some believe this is not their duty or any other reason. The author proposes that an organization take anonymous suggestions from their employees; this will help the organization get actual feedback, and the organization can start working on that. According to 93.2% of respondents, their colleagues perform full responsibilities even when no one is around them. All employees perform their assigned tasks well in time.

6. CONCLUSION AND FUTURE SCOPE

This study is done on some primary objectives to study the different HR practices and their impact in other sectors and what suitable measures an organization can take to enhance their HR practices. Hypotheses are made on the basics of study on various parameters like the impact of the reward system and encouragement towards training programs. Results showed a strong relationship between the factors the author considered in their studies. The human resource department is the backbone of organizations whose goal is to manage the employees and work towards the growth of organizations in the global market. According to their work environment, organizations have their vision and mission; HRM is one of helping hand to achieve these through their HR practices or

policies. HR policies and training are for the benefit of organizations and the individual. Therefore, HRM must include this practice in its policies to better the organization. The author concludes from this study the HRM policies or procedures must revise regularly based on their finding and feedback. HRM policies must be used to motivate the employees towards the vision and mission of the organization, not too harsh on them.

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