

Evolution in Resource Management Pertaining Self Improvement and Quality Outcome

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Abstract: In this revolutionary era where growth is measured in terms of Profit percentage, the stress and workload to an individual who is an asset to the organization also increases. Human resource management when used effectively could assign the individual with independent work, however the work if performed with the incorporation of Human Resource Management improves quality reducing the effort and time consumption. The following review illustrates the collaboration of the Human resource and Human development thus enhancing a Medium performance organization to be a High Performance organization with least effort.

Keywords: High performance organization (HPO), Medium performance organization (MPO), Human resource management (HRM), Human resource development (HRD).

1. Introduction

Considering any Organization, Human resource play an important role starting from financial transaction to operational decisions. Thus the success of any organization is proportionality depended on the quality of resource they have in and the efficiency of work that they collaboratively deliver. The fact as far as the present day scenario is concerned seems to be a quite obsessed for the branches of the Human resource and Human Development in which these particular branches work in a kind of restricted environment strictly limiting themselves to Compensations, recruitments and Legalities of managing a workforce [1].

2. Literature Review

During the 18th century the theorist such as Haslinda and Torocco [1] placed the beginning of Human Resource management in England. Some researches suggests that the Formal Human resource development activities has already started in the United States of America during the Industrial revolution [2]. Thus an overview of Literature completely supporting the resource development activity did persist in the early ages and enhancement of the same has taken place in the upcoming years. Russ-Eft, Watkins, Marsick, Jacobs, & McLean [3] suggests that a problem can be analyzed and solved in different number of ways, thus various thought perspectives towards the same problem helps one choose the most effective solutions, thereby imparting the similar kind of Knowledge to the future resources. Such brain storming activities which gives out multiple solutions both feasible and Non-feasible leads to

the development of the resource participating in the activity thereby creating a competitive environment which enhances the resource outcome simultaneously bringing a positive attitude of the dedicated resources towards his/her work environment.

3. Terminologies, Purpose and Value

A. Human resource management

To the facts shared by Haslinda and Torocco [1] in affirmation of the HRM practices, however it is believed that HRM practices had already started way before the formal belief. Humans in ancient societies also practiced division of Labor. The person who remains an SME in a particular field is rightfully allocated with the task he performs the best. Thus, work allocation to individuals in accordance with their expertise reduces time consumption and also increases the Work value. However, later this theory evolved with the addition of enabling every resource to learn every activity. This approach concisely reduces the dependency on a particular individual and also opens the boundary of knowledge to a particular resource who does the same repetitive task here and then. Thus multiple minds bring multiple conclusions and the best ones needs to be jotted for implementation. According to Gilley A [4]. HRM is used in a Global context which contains:

- Specific Human resource practices such as recruitment, selection, and appraisal.
- Formal human resource policies, which direct and partially constrain the development of specific practices.
- Overarching human resource philosophies, which specify the values that inform an organization's policies and practices.

B. Human resource development

The origins of Human resource development is again a widely contested question across cultural and geographic boundaries. However, in the United States the Industrial revolution is recognized as the primary force in the evolution of Human resource development [1].

C. Purpose and value

The two terms HRD and HRM are most commonly misinterpreted amongst Managers and Organizational Leaders [5]. HRD constitutes purposeful actions that intervene with the natural learning process, driving employees to adopt behaviors

and develop mental and physical attributes. Therefore, the purpose of HRD is fundamentally connected to training and development of personnel proactively to address change.

D. Factors affecting HRM

1. The traditional means controlled the power of the employee thus restricting them to think in the manner the Organization desires to achieve the predetermined goals of the Organization. However, the Human resource approach is in direct contrast to this, recognizing the worth and the capability of the resource. The new approach aspires to attain organizational goals but with the development of the individual resource working hand in hand. A workplace where the individual is free to put forth his/her individual thoughts and the best thought is implemented with the coordination of the resource engulfs a sense of respect, comfortless and self-developing nature in the individual. Thus active participation of the resource in the ongoing development goals will be achieved thus leading to the ultimate goal of fulfilling the Organizations aspiration.
2. Instead of attempting to force employees to conform to 'corporate mould' future managers may well have to make more allowances for individual differences in people.

4. Case Study

Company Name: *Way2Wash*
 Location: Trimurti Colony, Sangli
 Maharashtra, India.

Way2wash is an emerging Online Dry-cleaning facility in Sangli which has successfully completed two years of service. The Facility is effectively known for its lightning fast delivery, Fine quality of service product, Time commitment of dispatch and the Use of Artificial Intelligence.

The process flow diagram of the Plant is as illustrated below.

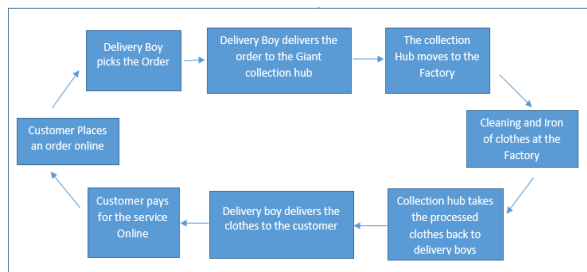


Fig. 1. Process flow diagram

A. Problem Identification

1. Customer needs to be reminded for sending their clothes to the Laundry house.
2. An order from the Customer could only be traced once successfully placed. The order timings of different customers residing in the same locality could be different. Thus a single delivery boy allocated to a particular locality had to make multiple rounds in the same area in order to collect multiple orders.

B. Risk and Issues

1. Individual delivery boy comes in with low count of orders.
2. Multiple rounds in the same locality for different time slots for different orders is both Money and Energy loss.

C. Proposed Solution

1. Design a system in which orders from Legacy customers are stored with the order date and Time. Placing a gap of 12 days a reminder is sent to the customer via SMS stating that their next set of skanky clothes could be washed at Way2wash at huge discounts if an order is placed within the next stipulated time period.
2. The customer will eventually get attracted to the discount hour offer and thus place an order immediately.
3. The Human effort can be reduced by ¾th of the original due to this approach and effectively the ones who have used this washing facility may be ones or twice get attracted to the Discount hour offer and will place a new order. Thus each delivery boy under one round trip can grab more number of orders than the previous approach.

The Delivery boy can earn more orders with the same energy in a single trip instead of the previous approach when multiple round trips earns him lesser order and higher amount of effort.

D. Result

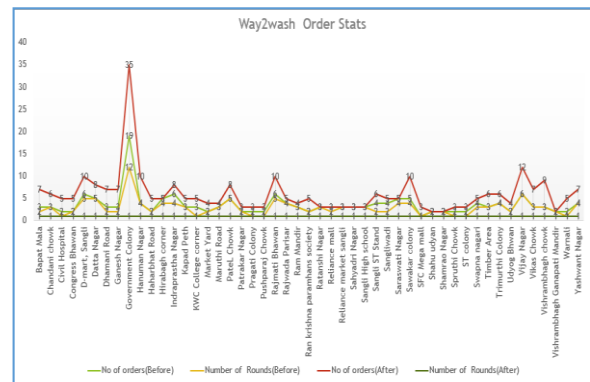


Fig. 2. Way2wah order stats

1. The number of orders per delivery boy increased by more than 50%.
2. The cost to the company per delivery boy reduced by 3.23%.
3. The Delivery boy efforts reduced by 78.56%.
4. Customer gets addicted to the service and always thinks of placing a washing order instead of washing at home.
5. The cost to the company for washing loads of clothes in a single bunch thus reduces proportionately.

5. Conclusion

Human development is traced to the pressures and demands of a subsistence lifestyle. HRM likewise formed from recognition of human resources as an organizational asset and the regulatory pressures of government and Union interactions

during the Industrial Revolution.

The evolutionary trend supports two fundamental principles:

- 1) Human resource are the biggest asset to the Organization.
- 2) Social and human development is necessary to persist in a changing environment.

Thus a collaboration of both the HRM and HRD leads to the HPO of any organization.

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