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Ans1:- First of all I explain you the <sup>definition</sup> ~~concept~~ of the human resource management.

→ Human Resource management is the planning, organising, directing and controlling of the procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organisational, and social objectives are accomplished.

→ Functions of HRM :-

1) Managerial functions .

2) Operational functions .

(A) Managerial functions :-

1) Planning :- It is the primary function. It involves:

- Determination of long term short term objectives.
- Preparation of action plan.
- Formulation of policy and procedures .

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2) Organising :-

Identify and grouping the work among the persons. It involves:

- Identification of activities.
- Grouping of activities.
- Assignment of authority and responsibility.
- Establish relationship.

3) Staffing :- Having required number of qualified and experienced people to work in the organisation at appropriate time. It involves:-

- Manpower planning.
- Recruitment.
- Selection.
- Training.
- Placement.

4) Directing :- Refers to leading the employees to perform better and efficiently in the organisation.  
It involves;

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- Communication.
- Motivation.
- Involvement.

5) Coordinating :- Refers to establishment of relationship among various parts of the organisation.

- clear cut authority and responsibility.
- Unity of direction.
- Unity of Command.

6) Controlling :- It refers to ensuring that all the individuals, departments are performing their work as per rules and regulation. It involves.

- Setting the standard of performance.
- Measuring actual performance.
- Comparing actual performance against standards.
- Find out deviations of performance.

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- Take corrective action to ensure goal accomplishment.

B) Operational function :-

A) Procurement :-

- 1> Job analysis
- 2> HRP
- 3> Recruitment
- 4> Selection
- 5> Placement
- 6> Induction and orientation
- 7> Promotion
- 8> Transfer and
- 9> Punishment

B) Development :-

- 1> Training
- 2> Performance Appraisal
- 3> Career plan and development.

C) Compensation :-

- 1> Job evaluation
- 2> Wage and salary administration
- 3> Bonus and incentives
- 4> Social security measures
- 5> Fringe benefits

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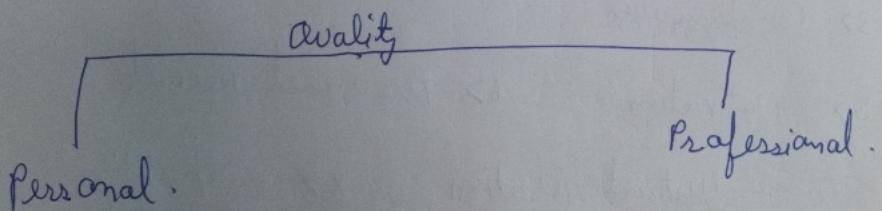
D) Integration

- 1) Motivation
- 2) Job satisfaction
- 3) Grievance Redress -
- 4) Collective Bargaining
- 5) Conflict Management.
- 6) Discipline.

E) Maintenance:-

- 1) Health
- 2) Safety
- 3) Social securities -
- 4) Welfare Schemes
- 5) Personnel Records .
- 5) Personnel Research
- 6) Personnel audit.

→ Qualities of HR Manager:



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### → Overview of Operative functions:-

