UNIT 4
HUMAN RESOURCES

Organisational Structures

Flat

An organisational structure with less than four layers.. Quick and easy communication but unlikely chance of promotion.

Tall

An organisational structure with four or more layers. Clear lines of promotion but long chain of command.

Decentralised

Where decisions are made at local level. Benefits local cutomers and meets local needs but lacks consistency and brand image.

Centralised

Where decisions are made in one central place. All establishments then follow the same guidelines. This helps create a strong brand image but doesn't meet local needs and can lead to demotivated staff.

Recruitment and Selection

Internal / external recruitment

Internal is recruitment from within the business and external is a new individual . Internal recuitment is cheaper and employees are already aware of basics and know staff but may lack experience and skills. External brings fresh ideas but can increase costs of advertising and training.

Stages of recruitment

Job analysis
Job description
Person Specification
Selection process

Benefits of an effective recruitment process

High Productivity
High quality
Staff retention

Contracts of employments

Part-time – 35 hours or less (typically) more flexiblity and cheaper.
Zero – No guaranteed hours, shifts offered when needed,
Full time – More than 35 hours per week. No communication missed, committed staff but expensive.
Job share – Where two (or more) share a full time role

Training

Methods of training

Induction training, this is completed before the employee commences. employment. It involves meeting the team, health and safety training and basic role introduction. , It helps employees feel comfortable and confident to start work.

On the job training

Training completed while you work. It means you can still do your day to day work, it is cheaper but there are distractions and not necessarily specialist trainers.

Off the job training

This training is provided by an externa provider. It is normally conducted by specialist trainers. However it is not always specific to the job role and it can be

Benefits of training

Increased productivity, ability to deal with changes in technology, increased motivation, staff retention, production of high quality goods and good customer service.

Motivating Employees

Financial methods of motivation

Salary – An annual amount divided by 12 and paid monthly.
Wage – Paid hourly
Commission – Paid a percentage on the sales you make.
Profit sharing – Employees receive a share of the profits.

Non-Financial methods of motivation

Training
Greater responsibility
Fringe benefits

Benefits of motivated staff

Increased productivity
Staff retention

Mrs SCOTT
Revision with Mrs S