

## Introduction to Business Studies

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MIRACLE SKILLS

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## **Introduction**

Human resource management is one of the most important functions of the administrations. It is used to manage the most effective resources of the administration. Human resources are considered to be the priceless assets of the administration and it needs several methods to manage them. Role of human resource manager is to manage the employee relationship and ethics within the organisation environment. Maintaining the balance of organisational culture and improving motivation within the employees is another duty of the managers. In this report, a case study based on managing human resources in the business.

## **Question 1**

A manager can learn several important things from the employees through daily contact with the employees. Managing human resources and working with people cannot be done by looking at the data and the human resource should be managed properly by contacting with the employees.

### ***Fostering learning culture***

Daily interactions with the employees help the manager to foster a learning culture in the administration (Mullins *et al.*, 2016). The both sided experience can be circulated within the organisation. The employees can give the manager learning regarding increasing productivity and motivation. Daily interaction with managers motivates the employees and the importance of the employees can be increased in the administration. Knowledge sharing within the employees and managers increase and the productivity with the profitability can be increased in the organisation. Agility of learning within the manager and the employees can be augmented.

### ***Deeper insight towards the employees***

Manager can understand the employees and the demand and need of the employees can be better understood by the manager by daily interaction with the employees. Getting involved with the employees help to increase the satisfaction of working and a deeper insight about the employees can be given to managers.

### ***Understanding the attitudes of the employees***

Daily interaction and working with the employees help the manager to build both sided understanding in the organisation. The employees can understand the thought process of the manager in a better way and the manager can understand the employees and the attitudes of the

employees in a better way (Guest *et al.*, 2017). New ideas can be invented by the employees and the managers in this way. Problems can be solved easily and chances of conflict is less in this process.

### **Question 2**

As an employee, it is appreciable to know that the supervisor is spending time with the workers. This helps to motivate the employees, as they feel important and discuss any kind of problems related to the work with the supervisor. The supervisor can also have a clear view of the performance of the workers and the employees and guide them directly towards achieving their goals (Brewster *et al.*, 2016). These are essential for the supervisor and the workers to have good relationship so that there is no miscommunication within both the parties. These are beneficial for the organisation as they receive positive results from the employees and workers as well with efficient work. The supervisor needs to come up with different ideas so that he can boost the morale of the workers and help them in achieving their goals that are set by the organisation. The supervisor can also guide them in the right path by talking with them and spending time as well.

This will change the attitude of any employee, as they will feel important since the supervisor in his fixed and tight schedule comes out to spend time with his workers. This always boosts the morale and the attitude changes in the positive way. These help the organisation to have positive results from the workers and the employees (Baum, 2016). As an employee, it always feels good for them that the supervisor spends time with his workers and shares his thought as to how they can develop their performance and achieve their goals.

### **Question 3**

Observations besides going undercover can help the leaders to learn about the attitudes of the employees (Berman *et al.*, 2019). In an organisation the employees do not express everything in front of the managers or leaders. The leaders need to provide effort in the process of knowing about attitudes of employees. The discussion of the employees and the performance of the employees can be understood in this way. Level of motivation among the employees and the actual demand of them can be understood. It is helpful to improve the organisational process and the flaws in the management can not be known in a better way than this. It is essential for the managers to observe the employees from undercover. It is sometimes helpful to know the reason of employee turnover and the same can be prevented by taking required measure by the management.

This process is helpful to know about the learning level of employees and the performance of them. It is also used to know the enthusiasm, motivation and the flaws of the management. This observation is sometimes useful for improving the operation of the administration. Performance appraisal can be made based on this observation.

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## **Conclusion**

There are various activities that can be performed by different people of the organisation that changes the mind of the employees and they feel good for the organisation. This helps to make their morale high that allows them to work properly. There are different things that can be learnt by the managers during their walk in the middle of their employees that are necessary for them to know. Any manager can learn a lot of thing from their employees if they cooperate with their employees every day. The workers also feel special, they also share their thoughts about the organisation, and they get a healthy relationship that helps the organisation to grow.

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