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The Role of English Language in Human Resource Management and Employability

HRM

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ABSTRACT

A noun which rules the entire world in this 21st Century is HR Management. Managing humans is an essence and heart of HRM. Managing human resource is not at all an easy task since human's emotions and feelings vary from one person to another.HR Management plays a major role for the development of any organization, institution, industry etc. The one who seeks to get a white-collar job is in need of preparing himself/herself enough well to face and succeed in any HR Interview. Though many people are familiar with its abbreviation HRM, not all of them aware of its functions and its types. This paper focuses on a detailed account on HR Management, its origin, definitions, its difference with Personnel Management, the notable impacts of these two types, skilled man power shortage, Functions of HR Management, the role of an HR Manager, the process of Selection and Recruitment Process, the employability, skills required by human resource management, various types of training programmes and the problems faced by HR Managers in the process of recruiting candidates. A candidate who attends an interview is evaluated through his Communication Skills. If he could not meet out the requirements of the HR Manager or any interviewer, consequently he loses the job. HR Management expects the good qualities like voluntary co-operation and co-ordination, self-regulated behavior from the employees to promote himself/herself at the same time to achieve the organization's goal. The paper also discusses the role of Communication Skills of a graduate or an employee to attain further betterments in his career.

INTRODUCTION

Human Resource Management is a multidisciplinary organizational function. There is no one definition to define what Human Resource Management is. No Manager has formulated the "best way" to manage people of an organization. The reason is that human beings have complex needs. Since they have the emotional feelings of anger, sadness, happiness, excitement, getting tired etc., managing people in an organization is not a straight forward thing.

WHAT IS HUMAN RESOURCE MANAGEMENT?

The roots of people management can be traced all the way back to Stonehenge, but people management as we know it today probably stems from the Institute of Personnel Management (IPM): established in 1946. Its main objective was to meet the increasing need for labor and personnel specialities.

Since the mid 1980's Human Resource Management has gained an acceptance both in academic and commercial circles. It has drawn various theories and ideas from different fields such as management, psychology, sociology and economics. Effective HRM very much depends on the causes and conditions that organizational settings would provide. Any management idea that is used to help managers understand the complexities of people at work is always based on what is already known and what has been a success or a failure due to certain causes and conditions in an organizational context.

DEFINITIONS OF HRM

The following are the most commonly known definitions of HRM

- 'Anything that could be thought of as a strength or weakness of a firm including tangible and intangible assets' (Wernerfelt, 1984).
- 'HRM is a distinctive approach to employment management which seeks to achieve competitive advantage through the strategic deployment of a highly committed and capable workforce using an array of cultural, structural and personnel techniques'(Storey, 1995).
- 'HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy'. (Buchanan and Huczynski, 2004).

THE PURPOSE OF HRM

The main purpose of Human Resource Management is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work. (Graham 1978).

TWO MODELS OF HRM

HRM has created two different schools of thought. They are soft and hard variants of HRM (Storey, 1992). Soft HRM focuses on employee training, development, commitment and participation. It is used to define HRM functions aimed to develop motivation, quality and commitment of employees. On the other hand, Hard HRM concentrates mostly on strategy where human resources are used to achieve organizational goals. It is also associated with cost control and head count strategies, especially in business processings like downsizing, lowering the wages, shortening comfort breaks of the employees etc.

DIFFERENCES BETWEEN HUMAN RESOURCE MANAGEMENT AND PERSONNEL MANAGEMENT

HRM is a combination of people-oriented management practices that views employees as assets, not costs: and its main aim is to create and maintain a skilful and committed workforce to gain competitive advantage. Hence, HRM is not a fancy name to describe Personnel Management. HRM has its root in the philosophy of the Personnel Management. But Personnel Management has its roots in Industrial Relations.

There are the fundamental differences between the two. One of them lies in their aims. Personnel Management regards employees as cost and aims to minimize the cost and increase productivity. When HR managers see employers as human resources, Personnel managers play a third-party role by seeking an agreement between management and employee negotiations. In short, Personnel Management has a short-term agenda whereas HRM has a long-term agenda as their functions.

SKILLED MANPOWER SHORTAGE

Though many are graduated, only few are being educated to meet out the rapid changes in their work environment. In the present scenario, the graduates who are being hired by renowned companies and fired after a year. The reason is that they are not having Communication Skills. All the Universities recognized by UGC, AICTE, affiliated colleges offer Communication Skills as a Subject in a professional course. Still, India faces skilled manpower shortage. If we consider the qualification of any Central University's Security, he might not have completed his schooling or his graduation. Still, he should know Communication Skills in his Mother-Tongue, second and third language also simultaneously to guide and communicate with the students, officers, visitors of the University who are from native places, different States and Countries. It has become a mandatory thing to be a multilingual personality. If we take into account that the Chief authorities of any industry or any

institution will be a multilingual person. No one gets the most respected designation in the beginning of his career. It is to be grabbed through one's continuous hard work. To be hired by a company, one should have acquired basic skills in Business English, non-verbal communication, technical writing, report writing, writing project proposals, typewriting to document any process they are doing in their workforce for the further reference, There is a wide array of choices from paper selection to formal interview; tests to a spell of work experience etc. All the tests are in the second language of a candidate in our country, i.e. English.

THE IMPORTANCE OF ENGLISH

In the process of selection and recruitment, the role of English is abundant. A candidate is being evaluated with his English fluency right from the preliminary written examination to personal interview. Through this kind of evaluation, an organization hires 'right people for the right job'. For instance, if a mechanical engineer who works for production department gives imperatives to his team in order to complete the project undertaken, before the stipulated time. After getting the tasks assigned got completed by them, the production and designing manager has to prepare instructions to be given in the name of user's manual. This is what commonly taught as "Technical English" in professional colleges and universities. According to the rule of 'Instructions' which is taught by the teachers of English, we can verify the instructions given in the Maggi Noodles pack, or Electronic device user's manual, pill's cover, medicine bottle etc. Writing 'instructions' to sell a product can be done by anyone who has skills in English. But, writing the instructions to promote a business, turnover of the company or any organization could be done by the one who has efficient knowledge in it. For example, I gave the task of providing recipe to make Maggi noodles to serve four kids with four cake. Two of my students gave more than ten instructions for the same. They were excited when they were shown the pack of magi noodles to compare the steps given in the pack as follows:

- Break the Noodle cake into four parts,
- Add Noodles and 'TASTEMAKER' to 250ml (approx. 1 1/2 tea cups) of boiling water.
- Cook for 2 minutes in an open pan. Stir occasionally. Do not drain remaining water.

In the world of business, any product is to be advertised with easy instructions to be understood by any consumer. Thereafter only, the turnover and profit of an organization will reach the mount. When a product's turnover reaches the mount because of its demand, the organization concerned will be the successful one with large number of employees. Another example is from the user's manual of SAMSUNG Guru 1200 to install the SIM Card and battery is as follows:

- Remove the back cover and battery and insert the inser the SIM card.
- Insert the battery and back cover.

These are few examples for learning English language to be applied in an employee's career efficiently.

SIMPLE WAYS TO LEARN AND SPEAK BUSINESS ENGLISH?

When a fresher is getting appointed in an MNC Company, thereafter only his responsibilities meet out the daily challenges to develop himself and his career to compete with this business world. The second language, English, opens the doors to that world in the name of Business English. Business English requires being familiar with phrasal verbs and their usages. If we taken into consideration from the world's most used social networks like 'Facebook', 'twitter', 'Linkedin' have phrasal verbs to open an individual's ID such as 'Log In', 'Log out', ' Sign in", 'Sign out' etc. One can use out/off/up etc. with verbs of movement as given: 'get on, drive off, come back, turn around' etc. But often the second word (out/off/up) gives a special meaning to the verb: break down, look out, take off, get up, get on, get by' etc. Sometimes a phrasal verb is followed by a preposition. For example: run away from, keep up with, look forward to, cut down on etc. 'as ... as...' similes are easy to understand. If we see the phrase as dead as a doornail, we don't need to know what a doornail is, simply that the whole phrase means 'totally dead'. In the beginner stage, one has to remember that fixed similes are not 'neutral'; they are usually informal/colloquial and often humorous. So, an employee has to use them with care, and keep them generally as part of his receptive vocabulary. When an employee has no such business communication skill, the HR manager evaluates his appraisal at the end of the year and terminates him. This leads an employee to get into depression, whereas, the HR manager is forced to look for a new hand with the qualifications required. Meanwhile, the growth of the organization gets stuck. To avoid this kind of critical situation, it is essential for get trainings, improving communication skills for the growth and development of both the organization and the employees.

CONCLUSION

Thus the paper has discussed in detail about the role of English language in Human Resource Management to brings out the important values of trust, care, teamwork, encouragement and development which help the Government meet the principle of being a good employer and thereby motivating staff to give their best. So, it is essential to empower one's interpersonal and communication skill to possess the employability skill.

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