



# People's Perception Of Human Resources

C1 – C2

Module 1

# Summary

- ❑ What is the people's perception of Human Resources?
- ❑ Human Resources: A Friend or A Foe?
- ❑ Exercise.

Here's What  
We will be  
Learning in this  
Presentation:



# Vocabulary

**Well-Versed:** highly experienced, practiced, or skilled; very knowledgeable; learned.

**Underbelly:** the weakest or most unpleasant part of something.

**Dwindle:** diminish gradually in size, amount, or strength.

**Toxic:** poisonous.

**Alienate:** make (someone) feel isolated or estranged.

**Detrimental:** tending to cause harm.

**Foe:** an enemy or opponent.

**Ancillary:** providing necessary support to the primary activities or operation of an organization, system, etc.

# What is the people's perception of Human Resources?

When we think of HR (Human Resources), most of us probably think "recruiting and hiring." At most companies, however, HR is expected to cover much more territory than that.

Human Resources departments typically have a variety of responsibilities that include recruiting and hiring, payroll and benefits, training and development, employee relations and, unfortunately, terminating employment.

Some of their roles as the employees see it are:

## **Lawyer:**

Much of HR is made up of understanding and interpreting laws concerning employer and employee rights. HR must also maintain compliance with various employment laws. They make sure the laws are adhered to and the policies are followed.

## **Teacher:**

The HR personnel of an organization also act as teachers, or trainers, training new hires on their responsibilities, the rules, and everything essential to navigate the new workplace.

Assuming, that is, that these functions have not been outsourced to a third party.

## **Peacemaker:**

Departmental competition is the ugly underbelly of companies large and small, resulting in product delays, increased costs and dwindling market share as departments vie for domination behind the scenes. This causes problems and disagreements between the different departments.

There might also be disengagement in the workplace due to a breakdown in trust between an employee and their manager.

A toxic atmosphere can interfere with job duties, plus alienate coworkers or clients who overhear arguments.

Most HR professionals consider other performance management options first, including warning the employees about any poor or inappropriate behaviour towards each other, or that affects others in the workplace and counselling them on their behaviour.

Terminating one or both of the employees is a last resort for HR and considered only if the situation cannot be resolved or if it continues to be significantly detrimental for the business.



Your time with the company has been excellent, superb and unparalleled! There is a whole world out there that needs an amazing talent like you! We now bestow the world the gift that you are! Congratulations, world!



## Hated enemy:

Employees hate Human Resources for a variety of reasons, some of them based on bad experiences, some others because of a lack of knowledge about the role of HR in the workplace.



The employees might find the HR personnel as incompetent, dishonest or working for two sides- the management and the employees.

In reality, there is no good HR or bad HR, there are only good and bad people. The experiences employees have with such good or bad HR departments colour their view of the entire profession.



# Human Resources: A Friend or a Foe?



It depends on who is asking the question. If you ask some employees, then the answer is a foe. Although if you ask the management, you may find that they view the HR department as, if not a friend, then at least an ally.

According to the critics, dealing with HR departments is like going to the dentist, say some employees. When people are asked to rate the quality of different functions within their company, HR is sometimes rated the lowest.

Many employees feel that as a department, it is purely there to support senior management. There are also cases where the HR employee has been fired for being too employee oriented.

HR is now responsible for much more than recruitment and dismissals. HR used to be called personnel and dealt simply with hiring, firing, benefits and pensions. This then changed to human resources after personnel realized it needed to be concerned about the welfare of its employees.

Many of HR's ancillary functions are being outsourced to make way for the core functions. With many companies having to cut down on employee benefits like healthcare and pensions, HR departments have found themselves increasingly the bearer of bad news to employees. This might make them the bad guy in the employee's eyes.



In truth, HR is like any other sector in business. The best HR teams achieve much more for staff, dealing with people problems such as glass ceilings for women or excessive working hours, as well as issues that prohibit productivity or create health problems for staff such as workplace bullying.

It is a sign of a great HR department if they can sort these issues out, but if HR doesn't try to change the work culture there will be no added value for the employees.



# Exercise 1

1. How do you view Human Resources? As a friend or a foe?
2. What are some responsibilities of HR?
3. Do you think the view that employees have towards HR is justified?
4. Assume you had to terminate an employee, how would you handle it?
5. What is your perception about Human resources?

# Exercise 2

**Give meanings of the following words:**

- a) Well-versed
- b) Ally
- c) Alienate
- d) Bearer of bad news
- e) Underbelly