



**AN INVESTIGATION OF POLICIES REGARDING HUMAN
RESOURCE MANAGEMENT (HRM) AMONG
ADMINISTRATIVE EMPLOYEES**

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ABSTRACT:

Human Resource Management, often known as HRM, is an essential component that plays a significant part in determining the success and efficiency of any firm. Employees in administrative positions, who are frequently regarded as the organization's most important resource, require individualized human resource management policies in order to guarantee their productivity, job happiness, and general well-being. The objective of this research study is to investigate and examine the numerous human resource management policies and practices that are specifically developed for administrative personnel, as well as their impact on organizational performance and the difficulties that HR professionals experience when attempting to implement these policies and practices. Furthermore, the study investigates the changing function of administrative staff members in contemporary workplaces, as well as the necessity of HRM policies to be modified to accommodate these changes.

KEYWORDS: - Human Resource Management, Administrative Employees, organization, HRM policies

INTRODUCTION

Administrative employees serve as a bridge between the management and the rest of the workforce, playing pivotal roles in maintaining the day-to-day operations of organizations. When it comes to

attracting, retaining, and providing support for these personnel, having effective policies for human resource management is vital. The management of an organization's most important asset—its workforce—is the responsibility of the Human Resource Management (HRM)



function, which is an essential function inside an organization. Despite the fact that human resource management (HRM) policies and practices are essential for all types of employees, the purpose of this research article is to concentrate primarily on the role that HRM policies play in conjunction with administrative personnel. Personnel working in administrative roles are the backbone of every organization since they are accountable for performing important activities that ensure the seamless operation of the firm. They are responsible for a wide range of activities, including office management, communication, coordination, and customer service, and they act as a bridge between management and the rest of the staff.

It is impossible to stress the significance of having efficient HRM policies in place when it comes to managing administrative staff. Not only do these rules have an effect on the efficiency and success of the company as a whole, but they also have an effect on the performance and job satisfaction of the administrative personnel specifically. When it comes to administrative work, employees frequently perform tasks behind the scenes to ensure that critical procedures and systems operate without a hitch. Therefore, it is of

the utmost importance to acknowledge the specific issues and requirements that they face and to develop HRM policies to meet their requirements. In addition, the purpose of this research paper is to discuss the difficulties that human resource professionals have when attempting to implement human resource management policies for administrative staff members. These difficulties include resistance to change, limitations on budget, and the requirement to continually adapt policies in response to changing characteristics of the workplace. In addition to this, it investigates the changing role that administrative workers play in today's workplace, taking into account the rise of automation, technological breakthroughs, and shifting expectations, as well as the ways in which human resource management policies need to evolve in order to maintain their efficiency.

Recruitment and Selection of Administrative Employees

Recruitment and selection are pivotal stages in HRM that significantly impact an organization's ability to attract and retain top administrative talent. Administrative employees play a critical role in ensuring the smooth functioning of an organization. Therefore, HRM policies for their



recruitment and selection must be carefully designed to identify candidates who possess the necessary skills, competencies, and cultural fit to excel in these roles. In this section, we will explore key considerations and best practices in HRM policies for recruiting and selecting administrative employees.

1. Job Analysis and Position Descriptions:

HRM policies should begin with a thorough job analysis. This process involves breaking down the administrative role into its constituent tasks, responsibilities, and competencies required. Position descriptions should be detailed, outlining the specific skills, qualifications, and experience necessary for success in the role. These documents serve as the foundation for recruitment efforts.

2. Targeted Job Postings:

Effective HRM policies involve tailoring job postings to attract candidates with the right qualifications. Administrative roles often require specific skills such as organizational abilities, attention to detail, communication skills, and proficiency in relevant software. HR professionals should craft job advertisements that emphasize

these qualifications, making it clear what the organization is seeking in potential administrative employees.

3. Inclusive Recruitment Practices:

HRM policies should emphasize diversity and inclusivity in administrative recruitment. Ensuring equal opportunity for all candidates is not only a legal requirement in many jurisdictions but also a means of tapping into a broader talent pool. Organizations should actively seek candidates from different backgrounds, cultures, and experiences to promote diversity in their administrative teams.

4. Multi-Channel Recruitment:

To reach a wider pool of potential candidates, HRM policies should dictate the use of multiple recruitment channels. These may include job boards, social media platforms, employee referrals, and partnerships with educational institutions. A diversified approach can increase the chances of finding administrative employees who fit the organization's needs.

5. Competency-Based Interviews:

HRM policies should mandate the use of competency-based interviews for administrative roles. Such interviews focus



on candidates' past experiences and behaviors as indicators of future success. Questions should be structured around the specific competencies identified in the job analysis, allowing interviewers to assess how candidates have demonstrated these competencies in previous roles.

6. Skill Assessments and Testing:

Depending on the nature of the administrative role, HRM policies may include skill assessments or tests. These assessments can evaluate candidates' proficiency in areas such as typing speed, software proficiency, problem-solving, and customer service skills. Skill-based tests provide concrete evidence of a candidate's abilities.

7. Behavioral Assessments:

HRM policies may also include behavioral assessments to gauge a candidate's compatibility with the organization's culture and values. These assessments can help identify candidates who are likely to work well in the administrative team and align with the organization's mission.

8. Candidate Experience:

HRM policies should emphasize creating a positive candidate experience throughout the recruitment process. Clear

communication, transparency, and timely feedback are essential. A positive experience, even for candidates who are not selected, can enhance the organization's reputation and attract top talent in the future.

9. Continuous Improvement:

HRM policies should include mechanisms for continuous improvement in the recruitment and selection process. Regularly reviewing and updating job descriptions, interview questions, and assessment methods ensures that the organization remains competitive in attracting administrative talent.

Training and Development

Administrative employees often require specialized training and development programs to enhance their skills and keep up with evolving technology and industry trends. HRM policies should include provisions for ongoing training, mentorship programs, and opportunities for career advancement within the administrative department.

Performance Management

Administrative employees' performance should be regularly assessed and aligned with organizational goals. HRM policies



should establish clear performance metrics, feedback mechanisms, and recognition systems to motivate administrative staff and ensure their contributions are recognized and rewarded appropriately.

Compensation and Benefits

Competitive compensation packages and benefits are essential to attract and retain administrative talent. HRM policies should outline salary structures, bonuses, and benefits such as healthcare, retirement plans, and flexible work arrangements to cater to the unique needs of administrative employees.

Employee Engagement

High levels of employee engagement are critical for administrative employees who often deal with repetitive tasks and high-pressure situations. HRM policies should focus on promoting a positive work environment, fostering a sense of belonging, and providing opportunities for feedback and communication.

Challenges in Implementing HRM Policies for Administrative Employees

Implementing Human Resource Management (HRM) policies for administrative employees can be a

complex and challenging endeavor. While these policies are essential for the effective management of administrative staff, several obstacles and difficulties can arise during their implementation. This section outlines some of the common challenges HR professionals face when implementing HRM policies tailored to administrative employees:

1. Resistance to Change:

Challenge: Administrative employees may be resistant to changes in HRM policies, particularly if they have become accustomed to existing practices. They may perceive policy changes as disruptions to their routines and processes.

Solution: Effective change management strategies should be integrated into HRM policies to address resistance. This can include clear communication about the rationale for changes, providing opportunities for employee input, and offering training and support during transitions.

2. Budget Constraints:

Challenge: Implementing comprehensive HRM policies often requires financial resources for recruitment, training, compensation adjustments, and other



initiatives. Budget constraints can limit the organization's ability to enact these policies fully.

Solution: HR professionals should work closely with finance departments to allocate resources effectively. Prioritizing HRM policies that provide the most significant impact on administrative employees and the organization's overall performance can help manage budget limitations.

3. Lack of Time and Resources:

Challenge: HR professionals may face resource limitations, including time and personnel, when implementing HRM policies for administrative employees. This can hinder the effective planning and execution of these policies.

Solution: HR departments should consider leveraging technology, automation, and outsourcing where feasible to streamline administrative tasks, allowing HR professionals to focus on policy implementation. Collaboration with line managers and supervisors can also distribute responsibilities effectively.

4. Employee Diversity:

Challenge: Administrative employees often represent diverse backgrounds,

experiences, and expectations. HRM policies must accommodate this diversity and provide equitable treatment.

Solution: HRM policies should be designed with inclusivity in mind. Training programs on diversity, equity, and inclusion can help ensure that policies are applied fairly and that employees from various backgrounds feel valued and respected.

5. Policy Adaptation to Changing Roles:

Challenge: Administrative roles are evolving due to technological advancements and changing workplace dynamics. HRM policies must adapt to keep pace with these changes, requiring continuous updates and modifications.

Solution: HR professionals should maintain a proactive approach to policy development. Regularly review and revise HRM policies to align them with the evolving roles and responsibilities of administrative employees. Monitoring industry trends and benchmarking against best practices can inform necessary adaptations.

6. Balancing Standardization and Flexibility:

Challenge: HRM policies must strike a



balance between standardization (ensuring consistency) and flexibility (accommodating unique needs and circumstances of administrative employees).

Solution: Create a policy framework that allows for some degree of flexibility within defined parameters. HR professionals can work with line managers to assess individual cases and make adjustments as necessary while adhering to core policy principles.

7. Keeping Policies Up-to-Date with Regulations:

Challenge: Employment laws and regulations are subject to change. HRM policies must stay in compliance with these evolving legal requirements.

Solution: HR departments should stay well-informed about relevant labor laws and regulations. Regularly reviewing and updating policies to remain compliant is essential. Legal counsel or compliance experts can be consulted to ensure policies are in line with current laws.

8. Measuring Policy Effectiveness:

Challenge: Measuring the impact of HRM policies on administrative employees and the organization can be challenging.

Quantifying the benefits of HRM policies can be elusive.

Solution: Implement key performance indicators (KPIs) and metrics that align with HRM policy goals. Conduct regular assessments and surveys to gather feedback from administrative employees. Use this data to track policy effectiveness and make data-driven improvements.

The Evolving Role of Administrative Employees

The role of administrative employees has evolved significantly in response to changing workplace dynamics, technological advancements, and shifting organizational priorities. As organizations adapt to new ways of doing business, administrative employees have taken on increasingly diverse and strategic responsibilities. This section explores the evolving role of administrative employees in the modern workplace and the corresponding adaptations needed in HRM policies.

1. Technological Integration:

Evolving Role: Administrative employees have become key players in managing and integrating advanced technologies into the workplace. They are responsible for



ensuring the efficient use of software, tools, and systems that streamline processes, data management, and communication.

Impact on HRM Policies: HRM policies should support continuous technology training and development for administrative employees to keep pace with evolving digital tools. Policies may also need to address data privacy and security concerns associated with technological integration.

2. Cross-Functional Collaboration:

Evolving Role: Administrative employees are increasingly engaged in cross-functional collaboration. They work closely with teams across different departments, contributing to project management, event planning, and coordination of interdepartmental initiatives.

Impact on HRM Policies: HRM policies should emphasize communication and collaboration skills in recruitment and training. Administrative employees may require specialized training in project management and team dynamics.

3. Strategic Decision Support:

Evolving Role: Administrative employees

are now seen as strategic partners, providing data and insights that support decision-making processes. They compile and analyze information, offering valuable input for organizational planning and strategy development.

Impact on HRM Policies: HRM policies should encourage the development of analytical skills among administrative staff and provide opportunities for growth into more strategic roles. Policies may need to outline clear pathways for career progression.

4. Flexibility and Adaptability:

Evolving Role: Administrative employees have adapted to the trend of flexible work arrangements, including remote work, flexible hours, and task-based work. They are often required to be adaptable and self-directed.

Impact on HRM Policies: HRM policies should acknowledge and support flexible work arrangements. They should also provide guidelines for remote work, including communication standards, performance measurement, and data security.

5. Customer-Facing Roles:

Evolving Role: Administrative employees



are increasingly serving as the first point of contact for customers and clients. They play a vital role in customer service, relationship management, and enhancing the organization's image.

Impact on HRM Policies: HRM policies should focus on customer service training and communication skills development for administrative staff. Policies may also address service standards and feedback mechanisms.

6. Administrative Leadership:

Evolving Role: Some administrative employees are transitioning into leadership roles, overseeing teams and departments. They are responsible for managing administrative functions at a strategic level.

Impact on HRM Policies: HRM policies should recognize and nurture leadership potential among administrative staff. Leadership development programs and succession planning should be integral to HRM policies.

7. Change Management:

Evolving Role: Administrative employees often play a critical role in change management initiatives. They are responsible for ensuring that employees

adapt smoothly to organizational changes.

Impact on HRM Policies: HRM policies should provide guidance on change management processes and include training on managing change. Administrative staff should be equipped with the skills to facilitate transitions effectively.

8. Wellness and Well-being:

Evolving Role: The well-being of employees, including administrative staff, is now a significant focus for organizations. Administrative employees often play a role in promoting workplace wellness and mental health initiatives.

Impact on HRM Policies: HRM policies should incorporate wellness programs and support mechanisms for administrative employees. Policies should also promote work-life balance and stress management.

9. Data Management and Compliance:

Evolving Role: Administrative employees handle significant amounts of data, including sensitive information. They are responsible for data management and compliance with data protection regulations.

Impact on HRM Policies: HRM policies



should emphasize data security and privacy training for administrative staff. Clear guidelines for data handling, storage, and compliance should be outlined.

CONCLUSION

In conclusion, Human Resource Management policies tailored to administrative employees are crucial for the success and sustainability of organizations. By addressing recruitment, training, performance management, compensation, and employee engagement, HR professionals can create a motivated and productive administrative workforce. Furthermore, recognizing the challenges in policy implementation and adapting policies to the evolving role of administrative employees will ensure continued success in the future workplace.

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