

INTERVIEW THE EXPERTS



Q&A

By Gerald Chuah

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AN organisation cannot build a good team of working professionals without good Human Resources. The key functions of the Human Resources Management (HRM) team include recruiting people, training them, do performance appraisals, motivating employees through workplace communication, workplace safety and much more.

Academic Director of SAITO College Dr. R. Kulandasamy said the HR Department plays many key roles and one of it is to maintain the work atmosphere.

He said: "The performance of an individual in an organisation is largely driven by the work atmosphere, or work culture that prevails. A good working condition is one of the benefits employees can expect from an efficient human resource team."

"For example, when it comes to performance appraisals, the HR department should encourage staff to work according to their potential, give them credit when it is due, and offer suggestions that can help them bring about improvements."

Kulandasamy himself has many years experience in training and HRM development for various industries. He has conducted training sessions on human capital, knowledge workers, and interpersonal skills, apart from academic training.

At SAITO College, his primary role as Academic Director include the recruitment of lecturers, implementation of curriculum, packaging, compensation and benefits for staff.

He added in any organisation, without the proper setup for HRM, is bound to suffer problems while managing regular activities. "For this reason, many companies today must put in a lot of effort and energy into setting up a strong and effective HRM," he added.

■ DIPLOMA IN HRM

With this in mind, Kulandasamy introduces the Diploma in Human Resource Management (HRM) course at Saito College, Petaling Jaya. The Diploma course was introduced in last year, after a discussion with industry partners, with the aim to train and nurture highly competent HR professionals to meet the challenges of today's business world.

"We undertook a survey which identified the dire need for specialised HRM to develop human capital in various industries."



HUMAN RESOURCE MANAGEMENT

"HR management is one of the key areas in any business that will significantly affect the growth of any company. This important aspect of management is increasingly challenging in the face of rapid advancement of legal, technology, social, and economic sectors."

- DR. R. KULANDASAMY
(Academic Director of SAITO College)

The HR Management Diploma Course at Saito College covers the following subjects: Training and Development, Human Resource Management, Domestic Enquiry, Administrative Office Management, Employment Act and Employee Relations, Industrial Relations Payroll and Office Software Applications, Public Relations, and Records Management for Administration Services.

■ CAREER OPPORTUNITIES

Kulandasamy said: "This course will teach HRM students to utilise existing technology and keep themselves updated with the advancement of technology to better operate HR management functions in an organisation."

"Students will have the opportunities to gain valuable practical experience, as well as transferable employability skills such as critical thinking, problem solving, teamwork and communication skills".

Graduates will have the knowledge required to work in a various HR positions in the private, public and non-profitable sectors. This course can also transfer necessary HR skills for smaller organisations which may need to undertake HR-related duties.

"The practical experience and the employability skills gained during the course will be highly valuable for them in getting employment upon graduation," he added.

In this Q&A, Kulandasamy delves deeper into the importance of HRM which has gained priority in Multi-National Companies (MNC) and Small and Medium Enterprises (SME) in the country.

Q: Talk about the importance of HRM and some of the challenges and benefits?

HRM ensures the effective utilisation of resources while providing a favourable environment

for employees to develop their creative knowledge, skills and core competencies. It also bridges the gap between individual goals and organisational goals, resulting in work environment harmony.

Well-structured HRMs open opportunities for career advancement with the end goal of optimising productivity and effective utilisation of available resources.

SMEs in particular need to build employee relations through specific and targeted HR practices to achieve higher levels of performance. Conversely, Multi National Corporation (MNC) affiliates are more demanding and require more sophisticated HRM services.

Q: How are HRM requirements different today compared to before?

The Human Resources profession has evolved in the past 20 years and continues to change, from the collective demographics of HR professionals and ways which practitioners enter the profession, to the functions and roles served by HR and the value it brings to organisations.

Today, Human Resources include a myriad of functional areas, encompassing responsibilities from recruitment and staffing, to compensation and benefits, to training and development.

Q: What digital tools and platforms are being used today in HRM-related matters?

Two of the most popular packages are HR 2000: Quick Pay, and Quick Staff - a user-friendly Malaysian payroll and human resource (HRMS) management software, and Zenefits, which allow managers to administer all HRM-related matters in a single location.

Other useful tools include Column Case HR, a workflow-driven, commercial off-the-shelf, web-based case management solution; and HR Acuity On-Demand, an innovative Web-based HR case management solution.

Q: What career opportunities are available to HRM graduates?

HRM graduates have the flexibility to fit into other departments in an organisation, as their course subjects cover such disciplines as communications, social and cognitive skills.

Other career options open to them are: OSH Officers, HR Managers, Business Development Officers, HR Consultants, Training Managers/Officers, Public Relations Officers, Recruiters, HR Executives, Records Administrators, and Payroll Executives.

*For more information about the HRM Diploma course at Saito College, visit their website at www.saito.edu.my.

*For more tips and articles go to www.fb.com/interviewtheexperts