Part XII

Employment and HRM services

This handbook emphasizes the importance of strategic considerations in formulating HR policies and planning HR programmes to achieve defined objectives. The fact remains, however, that much of human resource management is about managing the employment relationship, service delivery and dealing with the problems that will always arise when people work together, as considered in Chapter 57.

This also includes the various employment policies and procedures and approaches needed to ensure that both employees and the organization feel that their needs are being satisfied, as discussed in Chapter 58.

Organizations also need to maintain a comprehensive HR information system, not only to maintain employee records but also, and importantly, to build a computerized database which will assist in strategic decision taking. This is covered in Chapter 59.