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Introduction

Human Resource Management (HRM) is a dynamic and rapidly evolving field. It is precisely because of this versatility that HR systems can play a significant role in the lives of employees. The processes and programs that an HR manager puts in place have a tremendous impact on employee motivation, productivity, and well-being. This highlights the need to be proficient and alert. This report will highlight various tools and techniques that an HR manager should adopt in order to improve employee well-being and organizational performance in a small organization like INUB.

1)

Organizational performance refers to organizational output which is measured based on organizational goals. Organizational performance is highly associated with management strategies and tools (Langley et al., 2009). It is significant to stay on top of the latest human resource management trends while searching for valuable tools and techniques to modernize traditional practices and boost productivity. It is critical for the Human Resource department to identify the tools and techniques that can be used to ensure the success and productivity of the organization (Chams, and García-Blandón, 2019). The organization and its workforce excel when Human Resource managers use every tool at their disposal to achieve the organizational goals and objectives. Moreover, comprehensive planning to assist management is central to the HR department. Detailed programs and efficient use of tools help in recruitment, retention, incentives, training, and benefits (Barrett and Mayson, 2007). Herzberg postulated in his "two factor theory" that the satisfaction of employee has 2 key attributes: "hygiene" and "motivation". Hygiene refers to the factors like pay, work

environment, an supervision while motivation is dependent on factors like recognition, incentive, productivity, and performance (Alshmemri, Shahwan-Akl, and Maude, 2017). Hence, it is important for a good HR manager to maintain both these factors while implementing the tools and techniques, since employee satisfaction is proportional to organizational performance (Pang and Lu, 2018). Where the most powerful tool to remain on track with organizational needs, policies, and objectives is to plan, some latest tools and techniques that HR manager can use are as follows:

i. **High-Performance Work Systems (HPWS),**

Recruitment, development of the human resource, performance assessment, incentive and rewards, collaboration, and communication are all part of HPWS (Boxall and Macky 2007). HPWS is described in a variety of ways, but according to Boxall and Mackey (2007), HPWS are "systems of managerial practices that increase employee empowerment and enhance the skills and rewards that allow and encourage them to take advantage of this greater empowerment." (p. 262).

- *Ensuring Employee Security:* Even though many companies are downsizing and recruiting part-time and contract workers to avoid commitments to their staff, this approach is not beneficial (Cameron, 1994). HPWS on the contrary, encourage workers to form high-trust relationships with one another, which fosters loyalty and encourages extra-role action, all of which are vital for modern business success.

- *Selective Hiring:* To thoroughly evaluate potential employees companies must first accurately classify their vital skills and qualities (Collins, 2009). It is beneficial to hire applicants who meet the job's criteria rather than those who have the highest academic credentials or who seem to be the most attractive on paper (Caldwell and Floyd, 2014).

- *Decentralized Decision-Making:* HPWS cultures highlights the importance of clearly defined policies and objectives. These goals can be achieved by delegating decision-making at all levels in the enterprise and empowering their workers to achieve optimum organizational performance (Cattermole, Johnson, and Roberts, 2013). Thus, the HR managers should promote autonomy and cooperation. Just like a teacher creates autonomy in classroom by encouraging group discussion and questioning.

Hence, Implementing this approach in a small firm can be very effective to increase employee engagement and ultimately organizational performance.

ii. Organizational Charts and Responsibility Assignments Matrix

In a business setting, organizational charts are a great way to illustrate authority, responsibilities, and milestones. When to hire a workforce for a project, how to train them, and when are they supposed to complete the targets should all be detailed by the HR manager. Additionally, a matrix is known as the "responsibility assignments matrix" is used by many HR managers. The various job packages and functions within the organization can be efficiently described using this matrix. This in turn helps improves organizational performance (Pribanic, 2018). This technique can also be useful in a class-room setting or everyday life, where making a time table can better help complete the tasks efficiently.

iii. The 5As Approach to Goal Setting

In the past few decades, SMART goals were the norm of goal-setting. Unfortunately, they are not appropriate for all companies, and they can fail to give a complete picture. Today's businesses are diverse, collaborative, and ever-changing. Hence, a modern approach used by HR managers is a 5As technique. Since the new decade necessitates a new way of

thinking about goals this approach can be effective in motivating employees and increasing organizational performance. The five components (A's) of the tool are as follows: (Hearn, 2017).

- *Assessable*: This implies that goal should be clear, measurable, and achievable.

- *Aspirational*: This goal should encourage employees and should offer some degree of growth and learning

- *Aligned*: All the organizational goals should be in harmony with each other

- *Accountable*: The HR manager should ensure that employees are fully aware of the goal and know that they will be held accountable for it

- *Agile*: Short-term goals or targets should be set that can be reviewed regularly

iv. Real-Time Feedback

The significance of accurate and honest feedback cannot be denied. Literature suggests that adopting a feedback-driven approach can increase the overall organizational performance by 39%. Moreover, along with the nature of feedback, the timing of feedback is also crucial (Hearn, 2017). Unfortunately, many firms take weeks or even months to share feedbacks which in turn decreases the effectiveness of feedback. "Real-time feedback" offers numerous advantages like increased rate of employee recruitment and retention, along with improved organizational performance (Teifenbeck, 2019). Similar is the case in academic performance where timely feed-back from teachers help improve student's performance. Today, technology has aided the process of real-time feedback which can be instantly given using performance management systems through tablets and mobile phones, etc. Hence, incorporating modern technology like this can be beneficial for a small business (Jung, Schneider, and Valacich, 2010).

2)

There is no universally accepted definition of employee well-being, rather it is explained in different aspects (Lyubomirs, 2001). According to healthcare researchers, the term health refers to "A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity" (World Health Organization, 1946). Whereas, philosophers viewed that the well-being of a person is defined by his physical, social, and psychological functioning (Sen, 1993). Shortly, different interdisciplinary perspectives believe that the well-being of a person is characterized by the following three approaches: the psychological approach which considers well-being about functioning and experiences of a person; the physical approach which emphasize physical health and functioning, and the social approach which discussed the importance of relational experiences in the well-being of a person.

The well-being of an employee is globally associated with enhanced motivation and better productivity of the organization. Fisher (2003) demonstrated that the majority of managers have recognized the contributions of healthy employees in the better productivity of the organization (Fisher, 2003). The idea is also theoretically supported through Self Determination Theory (SDT) which argues that job conditions have an impact on the well-being, motivation, and performance of an employee. It has been predicted that support from higher authorities satisfies the intrinsic needs of the employees which motivates the individual for better and consistent performance (Baard et al., 2004). Besides psychologists have also associated well-being with different elements of STD, including positive relations among colleagues, personal growth, autonomy, and acceptance by managers (Ryff and Singer, 2008). Helapota suggests that the development of motivation among employees is dependent upon different situations as a single strategy can't work well in every situation (Halepota, 2011).

Given the importance of employee well-being and its association with the development of motivation in literature, the human resource management department has identified various strategies that are predicted to cater to the needs of employees, ensure their well-being and resultantly produce a motivated workforce.

i. Improved Payscale

Payscale serves as a significant indicator of job satisfaction (Bell et al., 2018). Wage is considered as a type of reward by the employees that characterize their job satisfaction not only because it makes them happy but also provides them more expenditure opportunities (Bell et al., 2018). It is suggested to reconsider the pay scales of the employees on factors such as qualification, job experience, job type, and duty hours. Further, a rational policy of bonus distribution is anticipated to motivate the workforce to perform better.

ii. Training and Development

Tacit skills are defined as behaviors that are gained through informal learning and are beneficial in performing effectively. Through a study conducted on mechanics, it was found that trained mechanics were more confident while dealing with the complex task as compared to new or untrained workers (Barber and Tietje, 2004). Therefore to instill skills in our workers and make them feel more confident, it is suggested to arrange special training programs for the employees.

iii. Reward and recognition

Recognition and appreciation in different forms are regarded as significant and cost-effective retention techniques. In even our day to day life, rewards keeps the individuals motivated, for instance appraising the students upon their good performance positively affected their future results (Hidi, 2016). According to a survey conducted by the Department of Labor, 46% of employees quit their employment because of a lack of

appreciation (Mason, 2001). Hence, it is also regarded as a crucial step to enhance employee well-being.

iv. Teamwork

Literature suggests that teamwork is positively correlated with a healthy working environment as team work relinquish the burden and allow cooperation (Reina, Reina, and Rushton, 2007). Human resource managers should boost teamwork in the work setting which ultimately increases employee well-being. This can be achieved by setting collective goals and benefits which will keep the employees motivated and connected.

Conclusion

It can be concluded on the basis of the report that organizational success is attributed to numerous factors. It's a HR manager's responsibility to identify these factors and design and implement the policy framework accordingly. Hence, a good human resource manager should vigilantly assess the internal and external environment, identify the issues and challenges and should try to offer the bet possible solution. Moreover, HR manager should ensure employee well being as it keeps them motivated leads to organizational success.
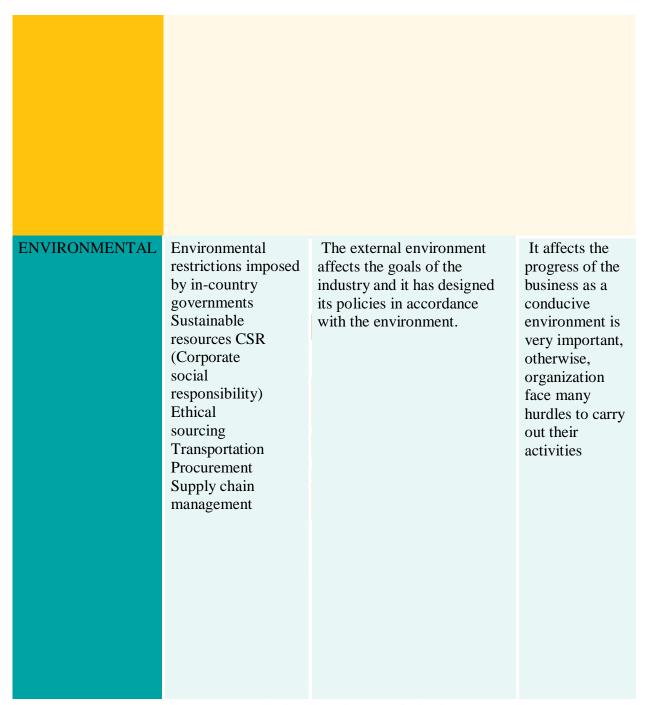
PESTLE ANALYSIS

	External factors to consider	Factors affected within my industry	Importance to organization
POLITICAL	Government policy Political stability Tax Industry regulations Global trade agreements and or restrictions	Internal factors of the industry include politics done by some of the employees who focus on such nasty activities rather than work. Such workers lower the productivity of the industry as they indulge in other activities due to which output is affected. Moreover, they also give less time to work resulting in the delay of services. These activities also decrease the morale of hard-working employees, and also are the source of spreading wrong information. If those indulged in immoral activities are undue credit it has a major effect on the business environment, and others might follow in their footsteps. In this way industry, as a whole, is affected.	It is important for any organization to check and control such activates so that a healthy work environment is ensured and the reputation of the organization does not get tainted.

ECONOMIC	Exchange rates Globalization Economic growth/decline Inflation Interest rates Cost of living Labor costs Consumer spending habits	Economic factors can affect the productivity of the business. For instance, if factors like tax policy, interest rate, and others are not favorable it lowers the productions and decreases profit. Another example is that government controls the interest given by the business consequently it keeps on fluctuating with time.	Economic factors are very important as they have a significant impact on the progress of the business. If these are in favor of the business economic policy, the firm thrives and makes a huge profit.
SOCIAL	Consumer trends /tastes, Fashions Consumer buying habits Lifestyle factors Career attitudes Work-life balance Population demographics	Changing sociological factors affect the norms of the business as it is forced to adapt according to the demand of consumers and introduce products that are in line with present trends and needs.	Sociological factors are very important and can have a positive or negative impact on the growth of the organization. If the new product is liked by consumers its demand increases and vice versa.

	External factors to consider	Factors affected within my industry	Importance to organization
TECHNOLOGY	Automation Innovation Disruptive technologies Social networking Upgrades Robotics Artificial Intelligence Security	With the emergence of new technology, the speed of delivery has drastically increased. Moreover, there is innovation in business because of the availability of sophisticated ideas. It has considerably lowered the burden of employees and also the need of business to hire more and more workforce.	Technology affects the organization as it increases the quality and quantity of production.
LEGAL	Employment law Common law Local labor law Health and safety regulations	Legal factors are important for the smooth running of the business as they ensure that the legal rights of employees, as well as consumers, are protected. The human resource department of a business is responsible for this factor.	It affects the overall reputation of the organization and attracts customers as well employees who wish to work for it due to a secure legal framework.

ENVIRONMENTAL	Environmental restrictions imposed by in-country governments Sustainable resources CSR (Corporate social responsibility) Ethical sourcing Transportation Procurement Supply chain management	The external environment affects the goals of the industry and it has designed its policies in accordance with the environment.	It affects the progress of the business as a conducive environment is very important, otherwise, organization face many hurdles to carry out their activities

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