

HR Department Performance Measurement and Challenges in Selected Companies

Rajesha S.¹ and Nirmala M.²

¹Research Scholar and ²Assistant Professor,
Canara Bank School of Management Studies,
Bangalore University, Bangalore, India.

CITATION: Rajesha, S. and Nirmala, M. (2015), "HR Department Performance Measurement and Challenges in Selected Companies", *MERC Global's International Journal of Social Science & Management*, Vol. 2, Issue 3, pp. 173-184.

ARTICLE HISTORY: Submitted: March 18, 2015, Revision received: April 11, 2015, Accepted: April 22, 2015

ARTICLE TYPE: Research paper

ABSTRACT

In the corporate sector, everything is measured in terms of return on investment. In an organisation all the performance of departments is measured, depends upon the input and output ratio. Each and every department is having their own tools and techniques to measure the performance, like that in human resource (HR) department also there are some tools available to measure the performance. This research is mainly focused to study and reveal the information about the HR department tools to measure the performance as a quality factor and also know the awareness of quality improvement tools like Six Sigma among HR manager. Six Sigma is a modern tool used to improve the process and quality in the HR department and also used as a performance measuring tool in most of the leading Organisation. An attempt is also made to know the usage of Six Sigma in HR department.

KEYWORDS: HR department, Performance measurement, HR scores card, HR metrics, Six Sigma.

REFERENCES

1. Becker, B. E., Huselid M.A and Ulrich Dave (2001), *The HR Scorecard*, Harvard Business School Press, Boston.
2. Cascio, W.F & Boudrenau John (2008), *Investing in People*, Pearson Education Inc., New Jersey.
3. Chhinzer, Nita and Ghatehorde, Gurdeep (2009), "Challenging Relationships: HR Metrics and Organizational Financial Performance", *The Journal of Business Inquiry*, Vol. 8, Issue 1, pp. 37-48.
4. Fitz-Enz, J. (2000), *The ROI of Human Capital*, AMACOM, New York.
5. Iveta, Gabcanova (2012), "Human Resources Key Performance Indicators", *Journal of Competitiveness*, Vol. 4, Issue 1, pp. 117-128.
6. Kaplan Rand Norton. D (1996), *Balance Scorecard*, Harvard Business School Press, Boston.
7. Majors, G. and Sinclair, M. J. (1994), "Measure Results for Program Success", *HR Magazine*, November.
8. McConnell, J. H. (1989), "How Are You Doing? Designing an Audit of the HR Function", *Human Resources Professionals*, March/April.
9. Pauly, D. (1993), "HR: The New Profit Center," *Human Resource Executive*, August.

10. Phillips, J. J. (1999), *Accountability in Human Resource Management*, Butterworth-Heinemann.
11. Shaban, Osama (2012), "Auditing Human Resources as a Method to Evaluate the Efficiency of Human Resources Functions and to Control Quality Check on HR Activities", *International Business Research*, Vol. 5, No. 3, March.
12. Shiri, Shammy (2012), "Strategic Role of HR Audit in Organisational Effectiveness", *Journal of Management & Public Policy*, Vol. 3, No. 2, pp. 39-45.

ABOUT THE AUTHOR (S)

Dr. Nirmala M. is working as an Assistant Professor at Canara Bank School of Management Studies, Bangalore University, Bangalore. She has to her credit MBA, M.Com, M.Phil, Ph.D, with more than 14 years of experience in teaching and research. She has published 10 Articles in various journals and participated and presented more than 30 research papers at National and International conferences and also got an opportunity to chair technical sessions at international conferences. She is guiding research students and got a UGC Major Research Project on "Reaching the unreached through RTI". She has also initiated a training programme for SHG women's for implementation of their project and guiding them fund employment.

Rajेशha S. is a full time research scholar at Canara Bank School of Management Studies, Bangalore University, Bangalore. He has to his credit MBA, PGD E-COMMERCE, NET with 3 years of corporate experience and pursuing research from last 3 years in the area of Six Sigma in Human resource management. He is the corresponding author and can be reached at rajेशha.s.gowda@gmail.com.