

# **HUMAN RESOURCE MANAGEMENT CASE STUDY**

## **Introduction**

Human resource management (HRM) involves managing people within an organization using policies, practices, and systems. Effective HRM enables organizations to achieve their goals by attracting, developing, and maintaining a talented and engaged workforce. Key areas of knowledge in human resource management include:

- Recruitment and Selection
- Training and Development
- Compensation and Benefits
- Performance Management
- Employee Relations
- Safety and Labor Relations

This case study will summarize and identify issues in each of these key HRM areas. The case study is based on a fictional mid-sized technology company called TechCo based in San Francisco, CA.

## **Recruitment and Selection**

Recruitment refers to the process of identifying, attracting, and screening potential employees to fill job vacancies. Selection involves assessing and hiring candidates who are the best fit for open positions.

Key issues in recruitment and selection at TechCo include:

- Difficulty attracting software developers due to competitive labor market
- High turnover among customer support representatives
- Lack of diversity among leadership and technical roles
- Ineffective or biased selection practices lowering quality of hires

TechCo needs to focus on building its talent brand, expanding recruitment channels, using standardized and objective selection tools, and prioritizing diversity to hire the best talent.

# Human Resource Management Case Study With Solution

**Michal Rosen-Zvi**



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