

CHAPTER – 1

INTRODUCTION

Workforce planning is the need of hour, it plays a tremendous role in the success of any organization, it explore many areas of human resource management with respect to workforce planning that calculates how workforce can be planned for current situation and how to forecast the requirement of future Projects, what are the critical and key success areas of workforce planning that can play an important role in workforce planning. Workforce planning is a systematic approach than can analyze the situation, plan it and then execute it in order to achieve the organizational goals. It estimates that what type of workforce is required in current situation and expected in future, what are the qualifications, age, experience, gender, attitude etc. of workforce is required that can give maximum benefit to the organization.

1.1 STATEMENT OF THE PROBLEM

The main problem in our organization is lacking in workforce and sometimes overburden with workforce, it happens many times that our organizations are complaining that we have enough workforce but quality of workforce is very less, there are very less workforce that is competitive and holding enough skills & experiences that is demand of their duties. Labor can be an easily accessible resource but having a quality of labor force is a competitive advantage. Our organizations are facing workforce problem problems because of not having constant work, sometimes number of projects are very high and sometimes very less so it increase the cost of the project either by increasing the wages and salaries or getting penalties due to delay in reaching the targets. Organizations are also facing a problem of quality of labor that we are not getting desired experienced or qualified employees at the time organization needs and sometime such type of labor is available in access. This also leads to increase the cost of Labor and Risk of Loss from the projects.

1.2 OBJECTIVE OF THE STUDY

Primary objective of this study is to find out the suitable plan for workforce planning in that helps in decision making and foster the process for management.

Secondary objectives of this study are to find out the role of workforce planning in increasing the productivity and reducing the cost of Organization.

Tertiary objective of this study is to find out the factors that influencing the performance of organization and workforce.

1.3 SIGNIFICANCE OF THE STUDY

Many researches has been conducted in Bahrain and rest of the world for planning but there still space to find out the main factors that are main hurdles in appropriate workforce planning. The outcome of this study will help the companies who are facing the problems of over or shortage of workforce or we won't be able to manage the quality of work force as it will define how to analyze the workforce requirement and how workforce for current and future needs can be balanced keeping in view the budgetary and profitability constraints. The results will also be very helpful for the Government and society that can estimate the main factors that reduce the productivity of the organization and also cause of a loss for the societies such as favoritism that can be a main hurdle in getting a good job for a talented person and getting high productivity for the organizations.

1.4 RESEARCH QUESTIONS

Key research questions are:

1. Are suitably qualified recruits available in the market??
2. Have there been any changes to government policy in Higher Education?
3. Identify international business demands?
4. Identify likely implications of increased competition?
5. What is the best "balance" of staff (employee mix) to achieve local area goals?
6. What additional skills and/or experience do academic and general staff require?

1.5 REVIEW OF LITERATURE

Mohammed (2012) stated that organizations failed to keep human aspect in their work plans that many of the workers has excellent skills and many of them are holding average skills on the other side organizations also has to meet the both ends of supply and demand. This study was been conducted in Montreal, Canada where as the main objectives of the research were to include the human aspect in productions planning and how differences in workers' skills affect the work production. A model was been used to test and evaluate the performance of the organizations. This study introduces new processes about A New Workforce Planning, Mathematical Modeling, Hiring, Firing, Overtime and Training, Personality and Motivation Factors, Fatigue and Recovery Rate, Learning Rate, and Robust Workforce Planning. This study was an attempt to bridge the gap between theoretical and practical aspects and it is beneficial for workforce planning in organizations.

Geraldine (2014) stated that workforce planning is an important part in every organization and it affects the organizational profitability in a major way, he also found that hospital sector can plan about their workforce in terms of their current and future demand and on the other side workforce also can be managed with the same ratio. This research was been conducted in Ireland where as its main objective the study is to examine and understand the system of workforce planning and how it affects the profitability in the hospital sector. He used a case study methodology to get in-depth details about the workforce planning in hospital sector. In addition to previous, a qualitative approach has been used where semi-structured interview was been conducted with key stakeholder to extract the information. He conducted various interviews and get detailed answers that give really a good input for further decision making.

Joanna (2012) stated that managers are in need to meet the both ends of supply and demand and keep the satisfaction level of customers very high. This study was been in Ireland to support the workforce planning and the objective of the study is to find out the ways to increase the work production and reduce the cost of operation by managing the workforce in a best possible manner. She found that workforce planning is the need of hour and need to be managed in an efficient manner, she found that retiring of employees is a big loss for the company that should be managed with new staff and it will also decrease the work pressure on existing staff. This study is not only beneficial for organizations but also for government sectors.

S. Liao et. al. argued that call center staff is continuously feeling that their burden is increasing day by day and there is a gap that need to be filled in order to perform the work processes and meet the deadlines in an appropriate way. This study was been made in Switzerland where as its objective was reduce the cost of agency, delay and workforce, it was also an objective to reduce the cost of employees' salaries by improving their skills and managing the multi shift work force. He found that there is a trade off curve between salary cost and satisfaction but with proper immunization organization can achieve its goals. It was also been found that organizations need to manage the seasonal conditions of demand and also the requirement of workforce in order to reduce the cost of salaries and agency.

1.6 METHODOLOGY

Methodology give the information about which methods were deployed in order to make the analysis, how information and data was been collected in order to find out the appropriate methodology for workforce planning in workshops. It will also cover the processes of present research, hypothesis, research design, tools for research. Questionnaire shall also be used in order to find out the exact and practical information about the subject and this information will further be analyzed using SPSS Software.

1.7 CONTRIBUTION TO EXISTING KNOWLEDGE

There are many researches that have been done before this topic and definitely this research will do value addition in existing research results. This study will give enough information about the processes that should be followed while planning the workforce of an organization and this will also be very helpful for top level management in order to understand the workforce planning requirements and its benefits for the organization.

1.8 STRUCTURE OF THE PROJECT

This research is consisting of Five (5) chapters:

- **CHAPTER1: INTRODUCTION**

First chapter is introduction that will summarize the overall research, background of the study, Statement of the research Problem, Significance of the Study, Primary, secondary and tertiary objectives of research, Research Methodology and structure of the Project.

- **CHAPTER 2: LITERATURE REVIEW**

This chapter will cover the various studies that were been carried out in order to find out the appropriate methodology for workforce management and its benefit for the organizations.

- **CHAPTER 3: RESEARCH METHODOLOGY**

This Chapter will explain Research Design, Sample Size, collection of data, Hypothesis, tools & techniques for analysis and sample profile.

- **CHAPTER 4: DATA ANALYSIS AND INTREPREATATION**

Findings and results of the study will be covered in this chapter including the interpretation of the each result.

- **CHAPTER 5: CONCLUSION AND RECOMMENDATIONS**

This chapter shall explain the conclusion and recommendations as per findings from data analysis and interpretation.

1.9 SUMMARY

Workforce planning is an important Part of Human Resource in any organization that assures the reliability, accessibility and availability of the Right Labor force to the organization. Many of the organization are weaker in this area and failed to meet the professional standards of workforce planning and can lead to increase the cost of Labor force or penalties due to delaying the projects. This study aims to finding out the processes and ways that can improve the productivity and cut the cost of the organization. Human Resource planning is the need of hour, every organization has to face the changes in demand and supply due to various factors like season of products, shortage of workforce, low health etc. and it should be managed in an appropriate way in an order achieve organizational objectives. Retirement of existing employees is also a big loss for the organization because they hold a serious experience and knowledge that should also be managed with new employees with a smooth way of transfer of knowledge. No doubt, every organization is looking to reduce its costs and increase the profitability in order to increase the level of growth.