

HUMAN RESOURCES MANAGEMENT AND QUALITY OF LIFE HUMAN RESOURCES OF SMES

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Abstract

For by 2020 it wants a smart and sustainable growth, human resource development, lifelong learning, and increasing employment of labor. All this can be done on increasing the level of training of human resources by improving education and training, increasing life quality human resource in enterprise and beyond.

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Classification JEL: *M40, M41*

1. Introduction

For by 2020 it wants a smart and sustainable growth, focusing on human resource development, education and develops their skills, increase their employment [8].

The current competitive environment requires enterprise transformation of human capital in intellectual capital [9]. Managers at all hierarchical levels must understand that resorting to short-term solutions as: consultancy, training, remain ineffective in the long term if the managers on all hierarchical levels do not have skills, skills to develop human resources.

It is necessary to recognize that human resource development company leads to improved individual performance, group and business prosperity. A fair evaluation of individual performance will motivate employees and motivated employee will give maximum efficiency [9]. If employees are not motivated they will cap and try to look for another job.

An important role in motivating employees to keep their job and to perform well at their jobs, it has the quality of life of employees at the company where he works. Four criteria are considered important in assessing the quality of working life lived in enterprises: working conditions - working program, etc.- salary, training and career development perspective, the quality of dialogue between employees and managers, equal professional opportunities.

Most important for an employee is to find enterprise to be consistent with their profile, that feels they are identified.

2. Human resources management

Human resource is a vital resource, today and tomorrow's enterprises, ensuring the survival, development and success of the competition [5]. The competitive advantage of a company is its human resource insured.

Human resource management is a complex process of attracting, retaining, training, development, proper use of human resources in an enterprise [1].

The main activities within the scope of human resources management are considered to be the following [1]:

- human resources planning - the current staff assessment, forecasting staffing needs for future employment plans or decrease the employees number of the company;
- recruitment - search, using different methods in different settings, of qualified individuals to fill various vacancies in the enterprise, both for work within the company and to the outside;
- selection - involves testing and interviewing candidates to hire the best candidate available at a time;
- training and motivating - help new employees get used to the working environment, with new colleagues, learning the rules and regulations as well as presenting the benefits of enterprise;
- training and development - taking action to help the new employees to improve their skills and learn activities that will have to carry out;

- performance evaluation - evaluating the work, according to certain criteria, discuss the results with employees and determine how to reward and motivate them to achieve high performance;
- rewarding - involves determining the amount of salary and other benefits, where appropriate in relation to work;
- following the employees careers - ie collecting and processing information on the promotion, leave, dismissal of employees etc.

A human resources manager, a professional undertaking which is a business partner (has an important role in the success of the enterprise); is a strategist, he develops development strategies on long term human resources [2]; he is the one who reply the request but which prevents certain situations (conflicts that may arise, dismissals, resignations, etc.).

The role of the professional in human resources management of the enterprise is to [1]:

- clear definition of the mission;
- setting limits individual autonomy;
- structure the work in order to achieve business objectives;
- developing methods of reward;
- developing methods of socialization that will align new employees to the elements of culture established at the enterprise level.

In small and medium enterprises, founders are those who have the dominant influence, they are able to develop human resources strategy, and, most times, and implements.

The role of employees in enterprises, in addition to those to perform their timely and quality work is to beneficial influence newcomers, to socialize with them. If there are people who evade the correct performance of their work, they influences the newcomers, they take as a model, this having a significant influence on the quality of the work, no matter what your manager says about the importance of quality as value of the company. Members of a working group (team), influencing others in employment within a limit of a job, for example, help create a team spirit which will exist regardless of management decisions on this.

Human resource management varies widely, depending on size. In large enterprises with complex organizational structure, we distinguish following [1]:

- inequalities arise between employees who are expected;
- hierarchical employees with low or no hierarchical functions depend on those with higher hierarchical functions;
- centralization characteristic is their element;
- big wage differences appear between the upper and lower level of large enterprises;
- employees on lower hierarchical levels waiting to be told what to do, etc.

The SMEs have [1]:

- dwindling inequalities between employees;
- interdependence between the employees and the higher and the lower hierarchical levels;
- slight differences in wages between the upper and lower levels of the organization;
- subordinates expect to be consulted in decision-making;
- the power is based on expert quality and ability to provide rewards etc.

Recruiting new staff is an expensive activity, duration and does not always reach the target set, ie finding the most skilled future employees. Therefore, in the current period, when qualified human resources is increasingly difficult to find, the mission of the enterprise human resource management is to keep qualified human resources employed for a longer period of time. This requires the development of flexible plans that include: flexible working hours, using all the capacities and skills that are gifted employees, consultants calling, the use of temporary employees etc.

For employees performing to want to work for a long time the same enterprise, to be more performant, more motivated to work effectively, they must receive a certain quality of life that they live at their place of company where he works.

Responsibility for the quality of working life at work is both employers and employees. It is a combination of employee requirements and employer's offer.

When the offer is to measure demand, we can speak about quality of life at work.

3. The life quality of human resources

Quality of life human resource business is given the degree to which each employee company is able to satisfy his personal needs to work through, using their experience (and more) at work [10].

The company should make continuous efforts to continually increase the quality of life of its employees in the enterprise by offering those opportunities to improve their work, which will favor the way they perform their duties and default being achieved and objectives.

Among the items which measures, give quality of life employees, include [10]:

- properly rewarding work;
- safe working conditions, healthy;
- opportunities to effectively used of human resource, to develop it;
- career development opportunity for the employees;
- social integration of employees;
- improve relevant aspects of employees' work.

We must not forget that we spend much of our lives working (8, 10 or sometimes even 12 hours a day). Therefore, a quality life to work beneficially influences us our entire life. Satisfaction at work gives us peace of mind we need, a feeling of fulfilled lives.

Quality of life human resources is influenced by external factors as [10]: the attitude of employees towards work environment, opportunities, nature of work performed by employees, the level of stress at work, coworkers, prospects perform in career, challenges that arise in the work, labor risks etc.

The attitude towards work means: enthusiasm to work, energy that you have, the willingness to learn new things, your engaging proof, relationships with colleagues, ability to adapt to new situations, openness to new ideas, the ability to work under stress, team spirit.

Environmental influence on quality of life is given of customers influence (that have a particular behavior), and to which must behaved tolerant, compassionate and have good control over emotions.

There are jobs that can provide many opportunities: to learn, to explore, to discover your new skills to become really famous. Obviously, there are jobs with monotonous activities, repetitive, even boring, and uninteresting.

Employees who interact with your business: managers, colleagues with whom you team, subordinates, customers, suppliers, who can interact, all, affect your life quality as an employee. Each of them must have a prudent behavior, to be helpful, diplomat, to be sensitive to everyone's needs.

Stress levels above permissible, present in the lives of employees negatively influence their quality of life. Mental stress, emotional, affects negative the life of the employees.

Opportunities to develop the career of a professional development leading to improved quality of life human resources.

If human resources in the enterprise have a high level of quality of life at work, when she is happy, healthy, so those in works take the best decisions, thus helping to achieve the objectives of the enterprise where they work.

4. Human resources management and quality of life human resources of SMEs

The atmosphere in the economy in general, and that of enterprises, in particular, is increasingly tense, stressful. More people feel stressed, rushed, exhausted, disappointed, etc. Contribute to this atmosphere both superiors and fellow employees, the expectations they have from each other. There is time pressure, conferences, meetings etc.

The main factors that generate imbalances and reduce the quality of life of human resources in SMEs are [6]:

- human resource unclear aspirations;
- employees in the higher levels do not have enough tools for action or decision;
- high volume of requirements;
- too many meetings, phone calls, e-mails etc.
- lack of trust in managers on all hierarchical levels, but also colleagues;
- cultural differences;
- insufficient appreciation from colleagues and managers;
- lack of management of time from employees and employers.

Following the above, human resource management in SMEs, which have the possibility of knowing employees' needs better managers of large companies, may be closer and closer to employees (applies here proximity management as a method of management) to provide a constant level as increasing the quality of life of human resources, should act as several major directions:

- reduce stress levels at work [7];
- providing opportunities for career development;
- reduce risks in the workplace;
- rewarding hard work.

To improve the life quality of human resources in enterprises, company management, especially human resources management must: improve communication between employees and with employees, to develop programs to develop friendly relations among employees, encourage highlighting the leaders of the employees, which keep a close connection management, to improve previous practical experiences the quality of life for employees.

Quality of life to employees in businesses is given of adding more elements must be present in the lives of employees. We are among the most important:

- the opportunity to solve problems;

- stimulating elements offered;
- timely payment and stability;
- health maintenance programs;
- flexible working hours;
- recognition of merit and promotion opportunities;
- participative management.

Improving the quality of life of the human resources of enterprises is a process by which the company management with employees learns how to work together, what actions and what changes to do to improve quality of life throughout the organization, with benefits for both the company and the employees.

A measure quality of life is difficult, but can intuit as a manager, that you have provided a quality life to employees if they have the work satisfaction, they are effective and efficient in what they undertake.

5. Conclusions

The changes that have occurred, in recent decades at the enterprise level (generated by the transition to the knowledge economy) led to the emergence of new challenges facing human resources management.

In the current period - era of globalization and competition, the employees, to remain loyal to a company, be motivated to continuously develop, to have an environment in which to enjoy of their work, where to work better and better, more efficiently. This means ensuring quality of life of enterprise human resource.

Quality of work life means attitude, satisfaction, motivation, performance, health and less stress.

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