

FLEET MANAGEMENT

UNIT I

- **INTRODUCTION**

Personnel management - objectives and functions. Psychology, sociology and their relevance to organization. Selection process - job description, employment tests, interviewing, introduction to training objectives, methods of training, training procedure and psychological tests.

Personnel management

- Personnel management is the planning, organizing, compensation, integration and maintenance of people for the purpose of contributing to organizational, individual and societal goals.

OBJECTIVES

(a) General Objectives:

- (i) Maximum individual development**
- (ii) Desirable working relationship between employer and employees.**

(b) Specific objectives:

- (i) Selection of right type and number of persons required to the organization.**
- (ii) Proper orientation and introduction of new employees to the organization and their jobs.**
- (iii) Suitable training facilities for better job performance and to prepare the man to accept the challenge of higher job.**
- (iv) Provision of better working conditions and other facilities such as medical facilities.**
- (v) To give a good impression to the man who is leaving the organization.**
- (vi) Maintaining good relations with the employees.**

Functions of Personnel Management

- Planning
- organising
- motivating
- controlling.

- **Planning** -developing a personnel programme and specifying what and how operative personnel functions are to be performed.
- **organising** - establish an organisation to carry them out.
- **Motivation**- involves guiding and supervising the personnel.
- **Control** -involves measuring performance, correcting negative deviations and assuring the accomplishment of plans.

The role of psychology in HR

- **Psychometric Tests** -Through purchased or proprietary tests, HRMs can more extensively evaluate a candidate's cognitive and self-reporting abilities, such as communication and numerical and logical ability.
- **Simulations**-By creating fictional but plausible workplace scenarios (that could range from making presentations to problem solving) HRMs are allowed to observe applicants in action. From these observations, the professional can better assess the viability of any particular candidate.
- **Biographical Analysis**- There are certainly ranges of biographical inspection, Rasim explained, which could be as severe as a background check or as casual as an extended questionnaire. But the point of the analysis remains the same: to better understand the candidate and where they came from.

Sociology

- It is the comprehensively the study of human behavior ,structure ,institutions and development of society.

Recruitment Process

- Recruitment process is a process of identifying the jobs vacancy, analyzing the job requirements, reviewing applications, screening, short listing and selecting the right candidate.

JOB DESCRIPTION

- Job description provides information about the scope of job roles, responsibilities and the positioning of the job in the organization. And this data gives the employer and the organization a clear idea of what an employee must do to meet the requirement of his job responsibilities.

A job description provides information on the following elements

- Job Title / Job Identification / Organization Position
- Job Location
- Summary of Job
- Job Duties
- Machines, Materials and Equipment
- Process of Supervision
- Working Conditions
- Health Hazards

EMPLOYMENT TESTS

- **Employment testing** is the practice of administering written, oral, or other **tests** as a means of determining the suitability or desirability of a **job** applicant.
- Job knowledge tests. Job knowledge tests measure a candidate's technical or theoretical expertise in a particular field.
- Integrity tests.
- Cognitive ability tests.
- Personality tests.
- Emotional Intelligence tests.
- Skills assessment tests.
- Physical ability tests.

Interviewing

- **Interviewing** is usually a very important part of the process of finding a job.
- This is when both sides of the process have an opportunity to meet and evaluate "the other side."
- Employers try to decide if the person is qualified and seems to be someone who is suitable for the organization.

Introduction to training objectives

- Training is concerned with increasing the knowledge and skills of employees for doing specific jobs, and development involves the growth of employees in all aspects.

Objectives of Training:

- (i) To provide job related knowledge to the workers.
- (ii) To impart skills among the workers systematically so that they may learn quickly.
- (iii) To bring about change in the attitudes of the workers towards fellow workers, supervisor and the organization.
- (iv) To improve the productivity of the workers and the organization.
- (v) To reduce the number of accidents by providing safety training to the workers.
- (vi) To make the workers handle materials, machines and equipment efficiently and thus to check wastage of time and resources.
- (vii) To prepare workers for promotion to higher jobs by imparting them advanced skills.

Methods of training

- **On-the-job Training (OJT) Methods**
 - Job rotation
 - Coaching
 - Job instructions
 - Committee assignments
 - Internship training
- **Off-the-job Methods**
 - Case study method
 - Incident method
 - Lectures
 - Simulation
 - Conferences

Training procedure

- (a) First of all the instructor must be prepared. He should know both his job and how to teach it. On the basis of job analysis and job description, various operations should be planned. In order to avoid delays, everything must be ready before training starts.
- (b) The next step is the preparation of the trainee. The fact that the employee is learning the job for the first time should be kept in mind. The importance of the job, its relationship with the other jobs and importance of rapid and effective learning should be explained.
- (c) The operations should then be presented carefully and patiently. The sequence of the entire job is explained by taking one point at a time.
- (d) The performance of the trainee should then be tried by asking him to explain each step and do the practical.
- (e) The employee is then put on the job. In the follow up action, his performance should be frequently checked and questions should be encouraged.
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Psychological tests

Psychological testing is divided into four primary types:

- Clinical Interview
- Assessment of Intellectual Functioning (IQ)
- Personality Assessment
- Behavioral Assessment