

The Role of Management in Development of Human Resources in Kosovo

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Abstract

In this paper we will discuss the role of management in development of Human resources in Kosovo. Which are the problems that are faced by management, which are resources that need management, how are the human resources treated and how it should be treated. How management affects the development of Human Resources, while in the second part of this paper will collect primary data about the current situation in Kosovo respectively in the company which will be used as a sample. We will analyze the data and come to conclusions, which will bring the recommendations, which should undertake the management of Human Resources in the future.

Keywords: Management, Development of Human resources, Education of HR, Knowledge, Kosovo

1. Method of Research

1.1 Strategy Research

Will be used for research strategy combined inductive-deductive because of the complexity of the topic. The research will use quantitative or deductive strategy to enable testing of hypotheses, and to understand the phenomenon should be collected and used qualitative Dehna inductive strategy.

1.2 Actions to collect methodological

1.2.1 Quality procedures

Qualitative procedures that will be used in the research are free implementation of interviews with workers in the enterprise, in order to reach the information whether they are satisfied and do influence their knowledge to better results in the enterprise / organization.

Documents and reports on enterprise work so far will be available for research, in order to gather objective and reliable information that will affect the answer to the goals set.

To realize this survey and interview data to test hypotheses we surveyed 80 employees (50 employees from the company Eng Office LLC and 30 employees from the company Ask Trade LLC) and have interviewed two managers of the companies **MENTIONED** above, which will present a brief history about them.

From history to see companies , which have attached in the appendix shows that these companies need to be in step with modern management after being subjected to a market with high competition from companies that have high standards of management and quality , through the questions in the survey and interview will try to prove the hypothesis presented .

1.3 Framework hypothesis

During processing work (thesis), that are easily understood set three types of hypotheses:

- The general hypothesis that includes the subject
- Specific hypotheses that process parts subject
- Individual hypotheses which relate to narrow segments.

1.3.1 The general hypothesis

Management role in the development of human resources depends on many indicators among which are essentially own people in the organization , functions of management , culture and ethics , as well as its human resource development and management in the field of business organization in contemporary society.

1.3.2 Specific hypotheses

1. How many more people to be active in the organization, the more will be highlighted the role of management.
2. The role of management depends on its function in the organization.
3. If the culture and ethics of individuals in the organization is more pronounced then the role of management will come into play.
4. If the management of human resources in the field of business and modern society stems from its strategy then its organization management role will be deeply understood.

1.3.3 Individual hypotheses

1. The better the flow functions of planning, organizing, leading and controlling the human factor in business sphere, the more pronounced will be the management of the organization in modern society.
2. If the culture and ethos of the organization are determined by certain norms and rules of conduct written, then pronounced will be the role of management.
3. If the strategy of the organization is then formulated precisely the level of human resource management during its development in modern society will be on a higher pedestal.

2. Analysis and Interpretation of Results

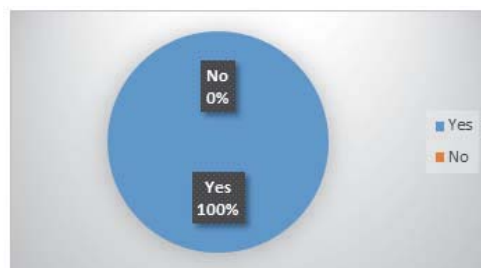
The question "Do the people / employees in your company to raise your role as a manager?" We got these answers:

Eng Office LLC Manager: Yes, cooperate flexibly.

The manager of the ASK Trade: Anyway, no they will not be able to function.

From this we see that both companies attach a special importance to cooperation and coordination with the employees, so they plan together with their workers who have jobs to perform in the future and appreciate them very high especially manager **ASK Trade Company LLC.**

To the question: Do you respect your employer 80 respondents answered yes.

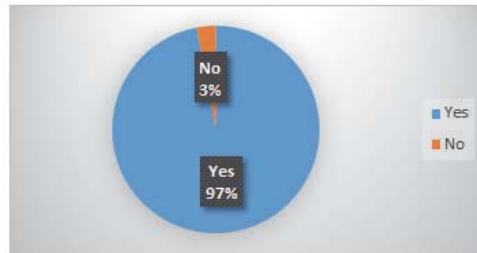


This shows that employees feel valued and when managers are part of management functions and assess them for their work.

The first hypothesis individual How best to stem the functions of planning, organizing, leading and controlling the human factor in business sphere, the more pronounced will be the management of the organization in modern society is certified 100%.

To the question "Do you behave under Regulation" 78 answered yes while only 2 to NO

This means that the two companies is included culture, where 97% of employees know to behave and it facilitates the work of the manager.



So the second hypothesis Individual If culture and ethics in the organization are determined by certain norms and written rules of conduct, the more pronounced will be the role of management has been proved correct by the response of 97 % of respondents.

If we look at individual third hypothesis we submitted this question

Will the job analysis and planning of human resources at your company, career development and did formulate a common strategy for future goals within the company?

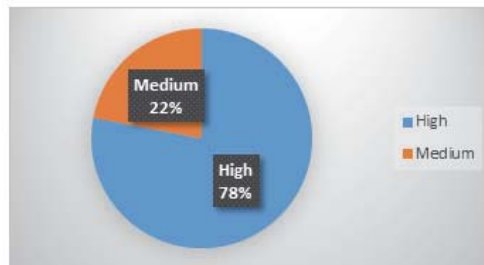
And we got these answers:

Eng Office LLC Manager: Yes, I create work in order to achieve through people, simultaneously with this thing develop themselves and my employees, and the fact that regardless of the future and future plans in the enterprise.

The manager of the ASK Trade: Yes, on both sides develop as an individual and work of building their careers, work experience and walk around it to experience a future of enterprise goals.

So this hypothesis is proven 100 %.

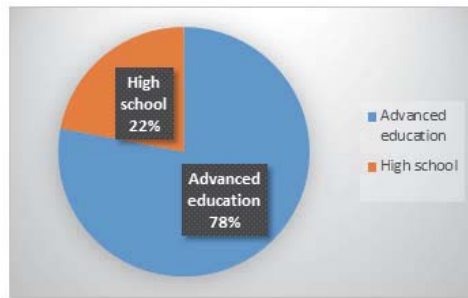
To the question: What is your education level? We've got answers middle school and high 62 employee's 18 employees



By seeing the works that needed knowledge and qualifications have 18 employees with higher education and for jobs packing, transportation and other works in the company are 62 workers with secondary education.

From surveys we see that no employee education Master's degree or doctoral degree, from this we conclude that these two companies do not have departments of development and research.

Question, "After your employment or you have trained your employer" are answered with YES - 52 employees and with NO - 28 employees.



From this question we see that the company **Trade LLC** pay great attention to the training and advancement at work since 40 % of employees have had training after employment. Through these trainings which managers aim to increase the productivity of their employees at work? We understand from the answer:

The manager of the ASK Trade: Yes, I train employees in the ongoing enterprise, especially if placed on any new system or program to work and also if you buy any new car will give instructions as used and according to me this is training continuing employees.

Eng Office courses LLC Company pays no training at all. We understand from the manager replied:

ASK Office Manager Eng: No, I think it is not right, they already know their way of working and work flow.

Through question: Are your employees highly motivated to perform their duties in your firm?

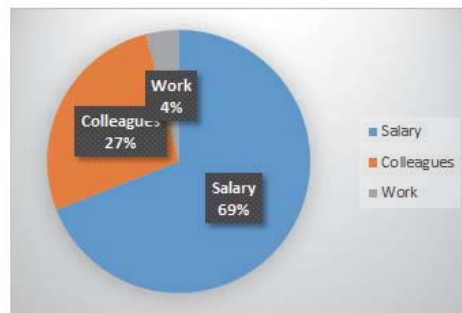
Eng Office LLC Manager: Yes, basically are motivated, consulted about the work and it clearly shows their motivation.

The manager of the ASK Trade: Yes, they are motivated for this are well paid.

From this we see that the **company manager Eng Office LLC** used not only as a means of motivating salary but also become part of enterprise development, and **the manager of the ASK Trade Ask** the company tries to motivate employees only through financial means.

On the question: What motivates you in your work?

We get these answers



From this we see these answers Salary participates with 69 % (55 workers), collectively with 27 % (22 workers) and Work 4 % (3 workers).

Thus we see that salary is the main motivator for wage workers surveyed , is as motivating collective weight , and satisfaction at work is motivating only 4 % .

3. Findings and Recommendations

Taking into account the role of the people as resources management in modern society is depending on their culture and ethics of behavior in organization management overhead will plan and control people's knowledge and skills with the rate previously determined and rules of conduct , which all of this lead to the successful implementation of organizational goals .

People that have no basis in their educational status must be trained and improved. The leader helps the management to direct and lead human potential towards priority goals for the individual and for the organization through its business scope of work. The role of human resource management to formulate strategy shows good relationship with the organization's mission and goals.

The movement of management in the organization can be enable through planning, recruitment, selection, socialization, training, performance and promotion of human resources analyzed the data with the flexibility.

The people with their faith, values, knowledge and skills through their motivation and commitment to the organization in the field of business and modern society allow management to improve the performance and be more successful in the future.

In the sphere of business in modern society and the changes observed constant new challenges, therefore human resource management will try individuals in the organization to continuously educate, improving their knowledge and skills with those previously obtained , raising spirit their creative and innovative so bold and responding to the new situation by which the role of management in the organization will become more pronounced, and all this would imply even more effectively the human resources manager in the organization in some future directions in modern business work .

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Appendix

- 1) Survey
 1. **Are you aware of the performance of your duties and do it correctly in your superior leadership?**
 - a) Yes
 - b) No
 2. **Have you been trained prior to employment?**
 - a) Yes
 - b) No
 3. **After employment, training or you have kept your employer or supervisor?**
 - a) Yes
 - b) No

4. What motivates you in your work?

- a) Salary / wage per
- b) Collective
- c) His work

5. Do you keep your employer and are you satisfied with his role as a leader?

- a) Yes
- b) No

6. Do they behave in accordance with the rules of written norms and rules in your work?

- a) Yes
- b) No

7. Are you satisfied with your work and your employer about how he treats?

- a) Yes
- b) No

8. What is your level of education?

- a) Primary education
- b) Secondary education
- c) Higher Education
- d) Master of Science
- e) PhD

2) Interview

1. Do the people / employees in your company to increase your role as a manager?

- a) **Eng Office LLC Manager:** Yes, cooperate flexibly.
- b) **The manager of the ASK Trade:** Anyway, no they will not be able to function.

2. Are you satisfied with the performance of your employees?

- a) **Eng Office Manager LLC:** Partly yes, people who work in my company correctly and timely perform their duties and I am pleased with their work.
- b) **Trade Manager LLC:** yes, people in the company are very hardworking.

3. Are your employees highly motivated to perform their duties in your firm?

- a) **Eng Office LLC Manager:** Yes, basically are motivated, consulted about the work and it clearly shows their motivation
- b) **The manager of the ASK Trade:** Yes, they are motivated for this are well paid.

4. Did you set the cultural norms and ethical behavior of employees at your company!

- a) **Eng Office LLC Manager:** I have located such rate, but people in my company know how to behave, if you do not like their behavior will take steps to remove them from work.
- b) **Trade Manager LLC:** yes, it is necessary since the authority and respect and culture are valuable priorities.

5. Do you respect the employees and whether they accept your role as a leader?

- a) **Eng Office LLC Manager:** Yes, yes, their respect level is high and accepted as leader, while I guide.
- b) **The manager of the ASK Trade:** Yes, it very well.

6. Does the key significance assessment and supervision of human performance for long-term operation of your enterprise?
 - a) **Eng Office LLC Manager:** Yes, we can not be sure unless you check and go swimming, but sometimes mistakes are made in the right direction cooperatively work and anyway it is crucial for the future of the enterprise.
 - b) **The manager of the ASK Trade:** In reality I am very strict and do not dare to make mistakes, while the existence of the company in the market for a long time is the main goal of my work.
7. Will the job analysis and human resource planning in your company, career development and whether formulate joint strategy for future goals within the enterprise?
 - a) **Eng Office LLC Manager:** Yes, I create work in order to achieve through people, simultaneously with this thing develop themselves and my employees, and the fact that regardless of the future and future plans in the enterprise.
 - b) **The manager of the ASK Trade:** Yes, on both sides develop as an individual and work of building their careers, internships, and walk all this is experience for a future enterprise goals.
8. What is the key thing for getting people during the recruitment and selection process for working at your company?
 - a) **Eng Office Manager LLC :** This is depending on the sector and knowledge , ask engineers to be highly educated , while in storage and packaging where education is not done right , except that talent and willingness to work, be physically stable and sustainable for which have previously been trained .
 - b) **The manager of the ASK Trade:** I my men before I hired and trained 'vet selected the wisdom and education, talent, communication skills and their effectiveness.
9. Have you established measures for training and developing your employees?
 - a) **ASK Office Manager Eng:** No, I think it is not right, they already know their way of working and work flow.
 - b) **The manager of the ASK Trade:** Yes, I train employees in the ongoing enterprise, especially if placed on any new system or program to work and also if you buy any new car will give instructions as used and according to me this is training continuing employees.
10. A successful planning is employees at your company during work performance and whether you know the right direction to employees as a manager in the performance?
 - a) **Eng Office LLC Manager:** Yes, absolutely, I am pleased manager planning job.
 - b) **The manager of the ASK Trade:** As I said earlier the plan work, and the workers are forced to pass on and thus perform their job duties and goals achieved most cases.

