

"The Role of Human Resources Management in Career Planning and Promotion System and its Impact on Organizational Behavior"

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Abstract

This study aimed to identify the role of human resources management in career path planning and the promotion system, and its impact on the organizational behavior in its three dimensions: “conflict, trends and work pressures”. That could be conducted through applying HR management to the governmental ministries in the West Bank, as well as measuring the impact of demographic variables on this relationship.

In order to achieve the objectives of this study, the researcher used the descriptive analytical method, which suits the nature of the study, and a questionnaire as a tool for collecting, presenting and analyzing data for the purpose of answering the study questions. The questionnaire consisted of (84) paragraphs divided into three axes, and the third axis of them consisted of three variables. The statistical processes were carried out using the following statistical measures and tests: Pearson correlation coefficient, in order to confirm the validity of the questionnaire content, the Cronbach's Alpha persistence coefficient, the Correlation test, the regression test, the T-test, and Anova's One Way Analysis of Variance. The numbers, percentages, averages and the standard deviations for each paragraph of the questionnaire's paragraphs were calculated using the statistical packages for Social Sciences (SPSS).

The study was conducted between the ninth of September 2018 and May 2019. The study population consisted of the staff of the Human Resources Department in the (21) government ministries, whose employees numbered (89799), and a number of HR department employees of supervisory posts and other posts in each ministry, numbered (322). Eleven of the twenty-one ministries were selected and the total number of employees of the human resources department in the ministries was included in the sample. 203 questionnaires were distributed and 200 questionnaires were retrieved, i.e. (96%).

Eight questionnaires were excluded for its lack of validity for statistical analysis, and (192) questionnaires were analyzed.

The study found that the role of human resources management in career path planning and promotion system was medium, and that trends have the greatest role in the highest impact on organizational behavior and with high degree, while conflict and work pressure have the least impact on organizational behavior. There was a statistically significant relationship between career path planning variable and the trend in organizational behavior, and there was a statistically significant inverse relationship between the variable of career path planning and the conflict in organizational behavior. There was no statistically significant relationship between the variable of the career path and work pressure in organizational behavior. There were differences in the impact of career path depending on the variable of job title only. These differences were in favor of most of the highest job titles, and the results did not show any differences concerning the impact of the promotion system.

The researcher recommended the establishing of a clear, transparent and fair career path with the need for the participation of the employee in the planning process or inform staff of the plan and the functions of each job in this plan in order to let him participate in determining planning for his career. She recommended also the establishing of a promotion system that is compatible with the reality and is fair and transparent.

Through these two axes organizational behavior improves, staff steers their behavior in positive directions and eases conflicts among staff.

This will create a state of stability and job security, and leads to clarify the relationship between the employee's career path and the promotion system and the follow-up in addition to knowing the impact the employee's behavior and thus the impact on his productivity.