

Performance of Human Resource Department of a Higher Education Institution

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ABSTRACT

This study used descriptive research design to determine the performance of Human Resource Department of Core Gateway College, Inc. A total of 82 full time teaching employees from Basic Education to College Department served as the respondents of the study. The study found that the ages of the respondents ranged from 22-61 years old. Majority of them were female, single, college graduate, and with a 1-2 years in service. The performance of HR Department was described as strongly agree. Findings revealed that the problems encountered by the respondents on HR Department include limited opportunities for professional growth and development, and inadequate training or resources for managing difficult student behaviors. Some recommendations were made to improve employee development and satisfaction.

Keywords: college, human resource management, teaching employees, problems encountered, school

INTRODUCTION

Human resource management (HRM) is defined as organizing, coordinating, and managing an organization's current employees to carry out an organization's mission, vision, and goals. This includes recruiting, hiring, training, compensating, retaining, and motivating employees.

According to Couresa (2023), HRM staff also develops and enforces policies and procedures that help ensure employee safety. The HRM team manages adherence to federal and state laws that may work to protect employees' private information and ensure their physical safety and mental and emotional well-being. Organizations of varying sizes and industries rely on HRM to keep business running smoothly and efficiently.

Schools also need human resource manager. A school HR manager typically has many duties and responsibilities, which they may perform by themselves or, depending on the size of the department. In a very large school district, the HR manager might have specialized duties as part of an HR team. In a very small district, there might be only one person who holds the title of HR manager or HR specialist and has responsibility for all functions. Dayton (2021)

Being a human resource management is a challenge. Deena (2020) figured out the challenges faced by human resources management. According to the study, to be effective human resources management must evolve along the needs of the organization. Succession-oriented firms are becoming more agile and customer-focused. As a human resources expert, you must learn how to manage efficiently through competent HR departments.

McConnel (2023) listed the challenges faced by the HRM. HR requires to juggle many tasks and responsibilities. This can sometimes overwhelm smaller teams or companies with limited resources and manpower. The following are the seven challenges faced by the HRM; compliance with laws and regulations, health, and safety, change management, compensation management, landing top talent, retention, and monitoring productivity and performance.

According to Olasoji (2019) the roles of human resource management should not be taken for granted because it makes or breaks the company. Any organization that wants to achieve organizational effectiveness must not neglect human capital. Having the right people and developing them to get the maximum productivity is something every organization must put on in place and make sure that this is being followed up with regular checks from the top management. Along with these explanation about the importance of an HR in a company, Core Gateway College, Inc., is also improving the HR Department to meet the needs of the employees. As a school institution with over 100 employees, the work of HR is very crucial.

Thus, this study attempts to determine the performance of the Human Resource Department of Core Gateway College, Inc. in San Jose City, Nueva Ecija.

METHODS AND PROCEDURES

A total of 82 full time teaching employees from Basic Education to College Department of Core Gateway College who served as this study's respondents were personally given a researchermade survey questionnaire. The data gathering was administered personally by the researcher. The respondents were given enough time to answer the questionnaire.

A quantitative research design was used in the study. In presenting the data, descriptive method was employed. Descriptive statistics such as frequency counts, percentage, ranking and mean was used to describe the gathered data.

RESULTS AND DISCUSSION

Socio-demographic Characteristics of the Respondents

The ages of the respondents ranged from 22-61 years old. Majority of them were female, single, college graduate, and with a 1-2 years in service.

Performance of Human Resource Department

The performance of HR Department got an overall mean of 3.25 which described as Strongly Agree. This shows that the respondents perceived the performance HR Department as highly satisfactory.

Table 1. Performance of HR Department

DESCRIPTION	STATEMENTS	MEAN
1. Human Resource Department ensures that all operations, recruiting, and employment processes adhere to local laws.	3.65	Strongly Agree
2. Human Resource Department create and enforce health and safety processes at the school.	3.40	Strongly Agree
3. Human Resource Department provide employee training and development.	3.10	Agree
4. Human Resource Department balance the needs and wants of legacy employees with those of new employees and management.	3.15	Agree
5. Human Resource Department deals effectively with negative feedback or frustrations from employees.	3.21	Agree
6. Human Resource Department matches compensation demand in the market.	2.95	Agree

7. Human Resource Department devoting the time that's needed to hire top talent.	3.35	Strongly Agree
8. Human Resource Department focusses time and energy on employee retention.	3.07	Agree
9. Human Resource Department monitors performance and productivity levels.	3.44	Strongly Agree
10. Human Resource Department identify problems areas and taking necessary actions to turn things around.	3.17	Agree
Overall Mean	3.25	Strongly Agree

Legend: 3.25 - 4.00 Strongly Agree

2.50 - 3.24 Agree

1.75 - 2.49 Disagree

1.00 - 1.74 Strongly Disagree

A “Strongly Agree” verbal description was obtained by 5 indicators, and an “Agree” verbal description was obtained by 6 indicators. The highest weighted average was obtained by “*Human Resource Department ensures that all operations, recruiting, and employment processes adhere to local laws*” with the mean of 3.65. The indicator considered as “Agree” having the lowest weighted average of 2.95 is the “*Human Resource Department matches compensation demand in the market*”. This implies that the Human Resource Department is effective in ensuring compliance with local laws, which is essential for maintaining a positive reputation and avoiding legal issues. The HR should also consider reviewing and adjusting its compensation and benefits structure to ensure it is competitive and fair.

According to Industry Trends (2025) HR compliance plays a vital role in enabling organizations to manage their workforce with both effectiveness and integrity. It ensures adherence to labor laws, employment standards and workplace regulations across diverse jurisdictions— local, national and international. According to Compport (2024) Inflation and changes in the cost of living can erode the value of employees' compensation packages, making it challenging for organizations to maintain competitive pay levels.

Problems Encountered on Human Resource Department

Table 2 shows the problems encountered by the teaching employees on HR Department. The main problem that they encountered were limited opportunities for professional growth and development, followed by inadequate training or resources for managing difficult student behaviors.

Table 2. Problems Encountered by the employees on HR Department

PROBLEMS ENCOUNTERED	FREQUENCY	RANKING
Limited opportunities for professional growth and development	46	1
Inadequate training or resources for managing difficult student behaviors	39	2
Inaccurate or incomplete employee data, leading to errors in payroll or benefits	27	3
Poor communication regarding employee benefits and entitlements	22	4

Lack of support for employee well-being, mental health, or work-life balance	18	5
Lack of transparency in HR policies and procedures	15	6
Unresolved conflicts or grievances between teaching employees and school administration	9	7
Inadequate feedback on employee performance and evaluations	5	8
Delays in processing employee documents, such as contracts and leave forms	5	9
Difficulty in obtaining HR-related documents, such as certificates of employment	4	10
Total	190	

*Multiple response

This implies that teachers experience lack of opportunities for professional growth and development that may lead to employee dissatisfaction. Teachers also encountered problem which is inadequate training or resources for managing difficult student behaviors that may also impact student well-being and academic performance.

According to Allegretto & Mischel (2020) the current challenges may ultimately drive teachers to leave the classroom for good, seeking opportunities in other professions. In the public education sector, teachers are falling behind their private-sector counterparts in compensation. Conversely teachers who lack sufficient training in classroom management experience high levels of stress when dealing with student misbehavior, a factor that contributes to many leaving the profession (Stevenson, VanLone, & Barber, 2020)

Proposed Solution to the Problems Encountered on Human Resource Department

According to Gupta (2022) no matter the type of change, HR teams face major issues in terms of reduced employee morale and satisfaction, self-doubt, and attrition while managing it. The inability to adapt to change could be due to employee resistance to change, lack of necessary skill and training to adapt to change, sudden but drastic requirements to change, etc.

The following were proposed solutions to the problems encountered by the teaching employees on HR Department:

1. HR may offer regular training sessions, workshops, and conferences to enhance employees' skills and knowledge. HR may also create a clear career progression framework, providing opportunities for employees to move into leadership roles or specialized positions.
2. HR may offer training on effective classroom management strategies, including positive behavioral supports and restorative practices. They can also establish peer support groups for employees to share experiences, advice, and best practices in managing difficult student behaviors.

CONCLUSIONS

The ages of the respondents ranged from 22-61 years old. Majority of them were female, single, college graduate, and with a 1-2 years in service. The performance of HR Department was described as strongly agree. Findings revealed that the problems encountered by the respondents on HR Department include limited opportunities for professional growth and development, and inadequate training or resources for managing difficult student behaviors. The proposed solution is to offer continuous training sessions and workshops to enhance employee skills and knowledge, along with a clear career advancement framework for leadership and specialized roles, and to provide training on effective classroom management, including positive behavioral

supports and restorative practices, and establish peer support groups for sharing experiences and strategies for managing challenging student behaviors.

RECOMMENDATIONS

The following recommendations were derived from the findings. HR Department need to develop and implement a comprehensive employee development program that includes training, mentorship, and career advancement opportunities, establish a culture of continuous learning and improvement within the organization, develop and implement a system for recognizing and rewarding employee achievements and contributions, and conduct regular evaluations of the HR Department's effectiveness and make improvements as needed. For teaching employees, they may pursue professional development opportunities, develop effective classroom management strategies, provide individualized student support, prioritize self-care and wellness, and communicate and collaborate with colleagues, administrators, and parents.

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