

PERFORMING JOB ANALYSIS

A job analysis is the process of studying a job with respect to its activities and responsibilities to help determine the desired qualifications and conditions necessary for operation. This process assesses the job and not the individual performing the job. It is similar to job evaluation except that job evaluation involves comparing different jobs within the same organization to determine the pay rate.

The data collected may be used for:

- 1.) Risk management
- 2.) Health, safety, and security
- 3.) Training and development
- 4.) Recruitment
- 5.) Career planning
- 6.) Workforce planning
- 7.) Employee labour relations
- 8.) Compensation administration

To effectively undertake the job analysis process, an employer must group jobs into their respective functions. These include the job family, job, and task. Job family is the grouping of jobs with the same elements. A job involves the tasks undertaken by an employee. Simply put, what he/she is paid to do. Task specifies clearly what someone does in a job. For example, a hotel receptionist books rooms and receives enquiries from customers on products and services.

Job Analysis Methods

Determining a task to designate to an employee may prove to be a challenge to an employer. It is for this reason that several methods have been put in place to effective collection of information.

Interview: The interview allows the interviewer to collect vital information from the employee. A good interview session makes the interviewee relaxed and should feel like a normal conversation.

Observation: Information can also be collected by directly watching an employee perform his/her job. Through observation, first-hand information about the job is collected.