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CHANGING ROLE AND INNOVATIVE PRACTICES OF HR POST PANDEMIC

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ABSTRACT:

The study has been entitled "Changing Role and Innovative Practices of HR Post Pandemic." In this study we will explore the Human Resources (HR) Innovative practices and changing role for a post-COVID world that no one could have anticipated and changes in the way we work. Drastic organizational changes have brought to the fore front of new HR practices, while new developments and needs have accelerated the older trends.

INTRODUCTION:

Human resources (hr) have been put to the test on a global scale, and the epidemic has posed new challenges. As the corona virus wipes out critical individuals, HR specialists must fix personnel and employee planning, achievement, and experience. This necessitates a shift in HR's role in a variety of areas. It'll all be about pushing the limits of what HR can do for you. Human Resources is under immense pressure to keep up with the quick pace of change in the workplace, which is altering at an unprecedented rate. That's why it's critical that you're not just up to date on the latest HR practices, but also know how to apply them to the evolving function of HR.

In this study, we examine how the CORONA disaster has caused organizations to rethink their human resources (HR) procedures, as well as the role of employees in this regard. HR is defined as systems of organizational procedures that deal with employee-employer connections.

REVIEW OF LITERATURE:

Changing role of human resources

HR's role is changing; previously, HR was considered a support function that dealt with employee hiring, recruitment, remuneration, organizational development, performance management, safety, succession planning, communication, administration, and employee training. However, HR is evolving to become a strategic partner in assisting a company in meeting its objectives. A strategic approach to human resources entails going beyond administrative tasks and adapting to changing situations.

Innovative practices in human resources

HR innovation is the use of new ideas, methods, and technologies to better suit an organization's changing needs. It's

about anticipating future demands and opportunities rather than simply responding to a changing current scenario. Organizations must be innovative because of external factors such as global rivalry and new technologies. When faced with a disaster, such organizational improvements also necessitate innovative human resources (HR)

KEYWORDS: PANDEMIC, EPIDEMIC, CORONA, COVID-19, HR.

OBJECTIVES:

We focus on the main objectives of HR where there should be a changing role and innovative practices are ongoing and needed to be implemented, namely:
Recruitment and Selection, Training and development, Performance management, Digital management, Organizing relations and work.

RESEARCH METHODS:

The methodology of this paper is qualitative research. On basis of previous literature, it mainly focuses on the change of Human resources (HR) in the post-COVID stage to explore innovative practices.

For this study I gone through many HR journals, publications of famous HR consulting firms and top companies reviews in their websites, listened to many podcasts of famous HR leaders, discussed with some known working professionals regarding their organization innovative practices.

INTERPRETATION:

Recruitment and Selection

As a result of the epidemic, businesses must adjust their recruitment and selection processes to make extensive use of virtual resources. This circumstance necessitates caution when employing tools like virtual assessment centre's and interviews, which are designed to examine candidates' technical talents as well as their fit inside the organization.

Many of the issues companies already faced in conducting interviews and candidate assessments become even more urgent in the current climate. Recruiting managers may be hesitant to hire a candidate without meeting them in person, which could cause the process to drag on. A virtual recruiting prospectus may also heighten prospects' apprehensions about transitioning to a new company.

To get beyond these roadblocks, HR professionals should:

• Recruiting Manager with extensive experience in virtual hiring.

• The Recruiting Process is Transparent.

• Recognize the challenges of virtual recruitment and selection.

• Identifying Gaps in New Hires at Every Stage

• Create a new recruit support system.

Training and development

For centuries, training and development have primarily focused on on-the-job training. Transformation is required as training and development evolve. When it comes to training and development after CORONA, there has been a significant adaptation of new change and innovative ideas, which we will discussed below.

Training is accomplished by implementing safety and health measures such as sanitizing the workplace, maintaining social distance in seating plans, avoiding direct contact with one another, and sanitizing themselves.

As training and development experts, it can be difficult to adjust. The requirement to address the manner in which we designed and delivered courses, as well as the manner in which experts interact with participants. For so long, expert-led training has been the norm, that we saw a need to refresh our knowledge in order to become proficient with remote meeting and training platforms.

In general, new technologies for training experts have been at the forefront. It will be even more important for them to do so in a post-CORONA workplace. The training industry can be of great assistance in this regard. The structure of the training process organises virtual training functions and development processes such as learning management systems and virtual training.

Performance management

The working style, size, and hours of employees are changing in the context of CORONA outbreak prevention and control performance management. Employees' value to the organization is also altered. And organizational performance evaluation standards should be adjusted accordingly.

Organizations that want the best from their employees invest in digital accountability in novel ways, but these efforts must acknowledge and respect the new divide between work and home life.

Performance management must facilitate feedback on professional progress, growth, and development. Human resource policies, especially for remote employees, must equalize appraisal and the safe progression of new skills.

Digital management

CORONA steered many organizations toward digitalization and converted the majority of businesses to work online. For organizations, digital adaptation has accelerated. Technology now provides businesses across industries with incredible opportunities to engage with customers all over the world. Many organizations were just beginning to realize the potential of many of their capabilities prior to the epidemic.

After all, when personal meetings and work were restricted due to the epidemic, they quickly realized how powerful technology can be. The epidemic has aided in the advancement of the digital transformation and has created an environment that will continue to encourage

innovation and technological adoption in the future. As businesses gain a better understanding of the capabilities of modern technology, they will also gain a better understanding of the opportunities that await them after the epidemic is over.

As you work with your digital workers, you will discover that they all have different personalities. They want to be in charge of their own work schedule, not you. Others prefer to receive information via email, WhatsApp, or another instant messaging platform.

Allow employees to use their own devices if they so desire. Simply allow them to make their own decisions. Allow your employees the freedom to choose as well. They are not required to come to the offices to perform specific tasks. Allow them to work where they are most comfortable. Giving your employees autonomy will make it easier to manage them.

They will also want to feel more at ease and will have specific requirements. What you need to do is listen to each person and know how to handle them. Some employees may wish to select the device or equipment they use. Check to see what makes them feel more at ease.

Organizing relations and work

Perhaps the most noticeable HRM response thus far, particularly with regard to office workers, relates to the new ways in which work has been redefined. Online work, previously used as a work arrangement in many issues, had to be adopted quickly and openly. The next task was to introduce online working to individual employees quickly, while keeping them together as virtual teams. Managing a virtual team is and has always been a difficult task that necessitates not only careful planning, but also the ability to constantly learn and adjust.

Constant communication is required. Managers must counsel teams through group discussions and conduct regular audits. Such checks are especially important if an employee begins to isolate himself. Employers can play an important role in ensuring that these communication channels function properly. They can also create their own channels of communication with employees.

Resources to help employees with their mental health, such as online meditation and fitness classes. Online work can cause serious mental health problems, especially for office workers who do not have adequate work space at home.

More flexibility in working hours is required. Maintaining normal working hours while working from home may be difficult for many parents with children. Their family obligations may necessitate them working early in the morning or late at night, but with longer lunch or afternoon breaks. Of course, more flexible working hours can only be implemented in teams and organizations that have a culture of trust and mutual respect.

Remote employees must be provided with appropriate corporate technical equipment to ensure that they are using apparatus that is compatible with IT requirements, and that poor connectivity will cause them to miss important online meetings.

FINDINGS:

This epidemic creates new managerial challenges and necessitates managers acquiring new skills, allowing them to select the appropriate technologies, order the most appropriate and novel methods of establishing a new culture, and assist employees who are emotionally distressed by being alone at home. Close collaboration with employers is required to ensure that employee inquiries are heard by HR departments and that better operational support is provided. To meet the needs of virtual teams, some high-tech companies have created the position of head of remote operations. Many of these leaders work from home.

- A manufacturer of heating, cooling and refrigeration systems. This year, added medical insurance coverage specifically for CORONA effected employees and their family members and has been giving every employee 10,000 rupees of benefits and the benefit extends to any new employees.

- A provider of IT and network technology Solutions Company, increased employees medical coverage earlier this year when it renewed the company's insurance policy. In addition, employees now receive a subsidized top up option to further raise the coverage for their dependents. Where around 95 percent of staff is currently working from home.

- The HR team at certain MNC instituted several new practices as a result, according to global chief people officer at the company, which employs 27,000 people. For example, managers were trained to check in frequently with workers about their health and well-being. And to alleviate stress for staff members handling claims for clients employees who contacted, companies chief medical officer held special sessions for these workers. The sessions gave people a chance to talk about their anxiety and provided tips for easing it.

Above are the few examples of organizations which innovated and changed their HR policies due to pandemic. And other all organizations yet to innovate their HR policies.

CONCLUSION:

The pandemic has drastically altered people's lives on both social and economic levels, forcing organizations to devise new strategies and policies in order to deal with this unprecedented situation and plan ahead. Human resource practices are among the key managerial functions that are likely to

evolve and change in light of this. As a result, in terms of hired people's characteristics

This paper investigated new metrics for the countless post-pandemic HR practices, while also establishing a link between such practices and organizational outcomes. As a result, similar rapid and cost-effective recognition will spread into new markets and incorporate new technologies.

Capabilities in talent management, Web conferencing and online collaboration abilities Development and Training Assessing training needs and linking employee development paths to organizational goals Providing innovation within the organization in order to form new projects and innovative ways to adapt to the extreme changes caused by the pandemic outbreak.

Furthermore, performance-linked incentives, in conjunction with individual and team incentives, as well as monetary and non-monetary rewards, will affect organizational performance, which may aid the organization in moving forward and improving itself. Furthermore, the establishment of relationships between employees of the organization based on implicit knowledge sharing and open policies between employers and employees will protect the organization from any current or future crises. Evaluation is also important in terms of applying and improving team performance while working from home online.

The same effect for health and safety policies that raise awareness Promote healthy hygiene practices and develop a health culture that will allow the organization's staff and customers to work safely while also inspiring them to innovate and generate new ideas to combat crises such as COVID-19. The same effect for health and safety policies that raise awareness Promote healthy hygiene practices and develop a health culture that will allow the organization's staff and customers to work safely while also inspiring them to innovate and generate new ideas to combat crises such as COVID-19.

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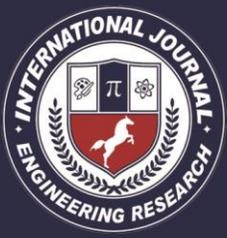
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