



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 8.4
IJAR 2021; SP7: 116-118

Dr. Anurag
Principal, Baluni Public
School, Najibabad, Bijnor,
Uttar Pradesh, India

Chetna Singh
Principal, Composite School,
Banowala (Bijnor), Uttar
Pradesh, India

Editors

Dr. Parmil Kumar
(Associate Professor),
Sahu Jain (P.G) College,
Najibabad (Bijnor), Uttar
Pradesh, India

Faiyazurrehman
(Research Scholar),
Dr. Bhimrao Ambedkar
University, Agra), Uttar
Pradesh, India

Dr. Anurag
(Principal),
Baluni Public School
Tallamotadak, Najibabad),
Uttar Pradesh, India

Correspondence

Dr. Anurag
Principal, Baluni Public
School, Najibabad, Bijnor,
Uttar Pradesh, India

(Special Issue)

“Twenty-First Century: Cultural and Economic Globalization”

The impact of covid-19 on human resource management

Dr. Anurag and Chetna Singh

DOI: <https://doi.org/10.22271/allresearch.2021.v7.i7Sc.8702>

Abstract

The COVID-19 pandemic has divulged the importance of the HRM “Human Resources Management” in organizations and companies especially with the new challenges raised by the Corona virus. Employees need to be supported more than ever especially with the uncertain future and the high possibility of losing jobs or salary deduction. So, employers start depending more on their HR department to obtain the right HR strategy which could face new challenges. Therefore, this article spots light on the different problems caused by the COVID-19 pandemics such as the increasing unemployment rate, the salary deduction, the psychological impact of COVID-19 on employees, managing the remote work, the working hours, tensions between employees, and the social distance. The problem faced by HR professionals is when applying a new HR strategy to adapt to the different provocation caused by a coronavirus, the new practices are not fitting to all employees. For example, many families face big difficulties between staying with the kids at home during school shut down because of the pandemic of COVID- 19 and going to their work or managing the remote work while their kids at home. So HR strategy could not be ideal for them. This article shows the importance of HR flexibility in applying HR strategy and practices especially with the different circumstances each employee may face because of the COVID-19 pandemic.

Keywords: Personal management, human resource management, human development management, human capital management, competitive advantages, employee performance

Introduction

The coronavirus disease (COVID-19) caused by severe acute respiratory syndrome with a global spread, was first detected in Wuhan, China on December 19, 2019. The virus which spreads through contact with small droplets from an infected person has a high mortality rate and has infected over 15.5 million people with more than 623,000 deaths worldwide.

Objective of study

As the aim of this research is to understand the impact of the Covid-19 pandemic crisis on Human Resource Management and work-life balance, a qualitative research approach was used. The semi-structured open interview with experts provides the space to reveal opinions, thoughts and reflections of an expert, and hence, it was considered to be appropriate for this study.

The following procedures were applied to collect primary data from the experts. After selecting a research topic, and the preparation and planning phase, conduction series of interviews begun followed by transcriptions of the recorded interviews, then data were analyzed and interpreted and finally conclusions and recommendations based on the results were made.



Fig 1: Behavioral competency

Need of study

The Way Forward for Effective Human Resource Practices in the Face of COVID-19 has moved the discussion about the future of work into the present emphasizing a long-term opinion that does not just rebuild from past models but develops strategies that create resilience for future crises. As the COVID-19 pandemic has implications for the employer and the employee, it is necessary that working policies are modified to lessen the impact on both parties and how products or services can be sustained in the pandemic. Such policies should integrate existing work processes with innovative ones, amend operational strategies, and redefine employee and customer safety, compliance with social distance, workplace COVID-19 infection compensation and expected employee productivity requirements.

How is employee behavior changing?

New mandates from governments worldwide are compelling employees at all levels to work from home. Contrary to HR expectations, however, this is, in fact, boosting their productivity. A significant amount of time that would otherwise have gone on the commute and getting ready for office is now saved. Employees can use this extra time to bond with their loved ones, engage in various hobbies and interests and maintain a less hectic schedule. As a result, they are in a more relaxed frame of mind and can concentrate better on the work that they have.

How is management behavior changing?

The current state of affairs allows managers at mid and senior levels to display their leadership and decision-making skills in new ways. At times like this, keeping employee morale up through regular motivation and recognition is more important than ever and virtual communication is ideally suited for that. Managers should stress the fact that working from home gives employees additional accountability and that the company trusts them to make the best use of that accountability. This is also an excellent opportunity to encourage upskilling through online learning platforms-the HR department can subsidize or even fully sponsor the cost of learning and offer incentives for successfully completing courses. Accomplishments can be shared publicly on group emails and Slack channels so that everyone can celebrate wins. Moreover, personal messages and calls acknowledging the difficulties that each employee may be going through go a long way in improving their sense of self-worth as valued team members.

Role of human resource, management in safety of employees

- Employers, workers and their organizations should collaborate with health authorities to prevent and control

COVID-19. Cooperation between management and workers and their representatives is essential for workplace-related prevention measures. International labor standards on the rights and responsibilities of workers and employers in occupational safety and health should be fully respected.

- Employers, in consultation with workers and their representatives, should plan and implement measures to prevent and mitigate COVID-19 at the workplace through engineering and administrative controls, and provide personal protective equipment and clothing according to the risk assessment. Such measures should not involve any expenditure on the part of the workers.
- Special measures are needed to protect workers at higher risk of developing severe disease, such as those age 60 and over, or with underlying medical conditions, upon recommendation of the occupational health services. Workers in the informal economy and digital labor platforms, those in small enterprises, domestic and migrant workers should not be left behind in the protection of their health and safety at work and their livelihood.
- There should be no social stigma or discrimination at the workplace for any reason, including access to information and protection from COVID-19, occupational health services and mental health and psychosocial support.
- If COVID-19 is contracted through occupational exposure, it could be considered an occupational disease and if so determined, should be reported and compensated according to the international labor standards and the national schemes for employment injury benefits.



Fig 2: Onboarding

What mental health and psychological support should be provided to workers during COVID-19?

COVID-19 is associated with a range of concerns, such as fear of falling ill and dying, of being socially excluded, placed in quarantine, or losing a livelihood. Symptoms of anxiety and depression are common reactions for people in the context of COVID-19. Mental health and psychosocial support should be made available to all workers. Comprehensive risk assessments can help identify and mitigate related occupational hazards for mental health.

The coronavirus crisis has helped shine a spotlight on the value that HR delivers in keeping employees engaged, motivated, safe, and productive. However, the WFH concept and minimal staffing situation are likely to continue for some time. The very nature of the virus and its transmissibility have made it clear that social distancing is going to be the new normal for at least a year. This implies that the pandemic situation will impact HR practices like

recruitment, onboarding, and learning and development. Recruitment will focus on tech-savvy talent who can perform better in a predominantly digital workplace. Processes for onboarding new hires will have to change to become fully digital. Training and skilling will reconfigure for an online-only mode.

Agility, creativity, flexibility-these are the attributes demonstrated by HR in the lockdown scenario. As employees started logging in remotely, HR functions stepped up to transform brick-and-mortar offices into virtual workplaces almost overnight. Guidelines to ensure that employees could manage WFH seamlessly and securely had to be quickly defined and disseminated. In many cases, employees had to be supported with digital infrastructure - laptops, data cards - to ensure that business continuity could be maintained.

Conclusion

The role of human resource departments is to serve as a mediator between the organization, the employer and the employee. HR managers are to perform their functions without being employee or employer-prone but to ensure the welfare of both parties in the contract. Moving beyond the crisis would require learning, innovation and adaptation. As the impacts of the COVID-19 are not short-lived it is necessary to adjust existing human resource practices to ensure a balanced share of the burden between the employer and the employee. Empirical research needs to be focused on the impact of COVID-19 on key HR policies, procedures and interventions across industries in India to appropriately respond, cope and develop guidelines for policy and practice.

References

1. Dr. Chaturbhuj Mamoriya, Dr. Mohanlal Dashora. "Human Resource Management". Coad: 2116. Printed by Sahitya Bhavan Publications, Hospital road, Agra-282 003.
2. Mohammad Pasban, Sadegheh Hosseinzadeh Nojedeh, A Review of the Role of Human Capital in the Organization *Procedia-Social and Behavioral Sciences* 230 2016, 249-253.
3. Muhammad Shujaat Mubarikl •V.G.R. Chandran 2 •Evelyn S. Devadason, Measuring Human Capital in Small and Medium Manufacturing Enterprises: What Matters? *Soc Indic Res* DOI 10.1007/s11205-017- 1601-9.
4. Angela Baron, Michael Armstron. *Human Capital Management Achieving Added value through people* 1928. ISBN-13: 978-0-7494-4938-4.
5. Angela Baron. Measuring human capital, *Strategic HR Review* 2004;10(2):30-35.
6. Article Dr. Philip Stiles, Mr. Somboon Kulvisaechana, Human capital and performance: A literature review.
7. Neenu Wilson and Sebastian Rupert Mampilly. The Role of Human Capital Management Practices in Inculcating Learning Orientation and Its Relationship with Performance: A Systematic Literature Review 2014;16(7):15-22. e-ISSN: 2278-487X, p-ISSN:2319-7668. Ver, III.