Work from Home: The Contemporary Challenges in HRM

Arunesh Mishra

Assistant Professor, Vision Institute of Technology, Aligarh, Uttar Pradesh,India
Dr.A.P.J. Abdul Kalam Technical University,Lucknow ,Uttar Pradesh ,India

---

ABSTRACT: This research paper is about ongoing new challenges for human resources related to work from home. It's been observed that the COVID-19 pandemic outbreak has created the new realities of work from home . This has led to a paradigm shift in the roles of HR Professionals. Due to this outbreak, Issues facing HR are expected to change dramatically in the next ongoing years. In this paper, we have discussed the various challenges faced by HR Managers in the current issue of Work from home ,his paper also analyzes how to overcome these challenges.

KEYWORDS: Work from home, Human resource, Management , Challenges , Covid-19 .

I. INTRODUCTION :

Before Covid-19 outbreak most companies offered Work from Home under special circumstances or trial basis for a shorter time-span for the few workforces occasionally once in a week. Work from home is mostly managed within the team and doesn't mandate an HR policy change . When COVID-19 pandemic hits ,companies with no-Work from Home or hybrid offerings have to make room for extended Work from home facilities to almost the entire workforce. Thus, HR professionals must play special roles in dealing with these changes and must develop specific competencies to support these roles. HR managers will have to accommodate employees in their virtual work locations and HR may face different kinds of challenges with this entirely new scenario.

II. CHALLENGES OF HRM DUE TO WORK FROM HOME :

A. COORDINATION : Coordination plays a vital role in any organisation .It affects the overall organization by means of productivity ,efficiency etc but when the employees are at a remote location it's a challenge to coordinate between them. Coordination is the unification, integration, synchronization of the efforts of group members so as to provide unity of action in the pursuit ofcommon goals. It is a hidden force which binds all the other functions of management.Management seeks to achieve coordination through its basic functions of planning, organizing, staffing, directing and controlling. That is why coordination is very important during work from home because achieving harmony between individuals efforts towards achievement of group goals is a key to success of management. Coordination is the essence of management and is implicit and inherent in all functions of management.

B. COMMUNICATION: Effective communication with remote employees is very difficult without the right technology. It's reliant on phone calls, emails, Video Calls and instant messengers. These tend to go unanswered or missing, respectively.With on site staff, it's possible for employees to walk directly into the HR office.The HR department also has the ability to speak face-to-face with workers in-site organisation for whatever they need.While this process isn't the most efficient, so in work from home it's not easier than reaching a deskless employee,field service representative, or workers on the go.

C.COLLABORATION: Collaboration with each other is an important element for any organization, production cannot be enhanced without effective collaboration.Collaborating each other from the virtual work site is a difficult task because the coordination will depend on many other factors if in real timepeople aresitting far away. This could be one of the most important when it comes to collaborating effectively with remote teams. Supporting each other is more of a company's core value that needs to flow from the company leaders. It is very easy to get deflected from the team while working remotely. There could be many factors. For example, a team might lose his/her morale and may feel ignored by peers. Or lack of appreciation could also affect the morale of the team members.

Therefore, it is important to reach out and maintain an open communication flow to understand everyone's sentiments. And also, you cannot expect everyone to move along with remote work culture effectively. Some might need more time to get used to it. Supporting each other is the key here to foster a sustainable, productive, and collaborative team.

D. ENGAGEMENT: Employee engagement is a two-way process. It is all about how you treat and interact with your employees. And only the manager can bridge the gap between employee engagement and disengagement.Employment engagement from home is also an important challenge because Employee engagement is the emotional connection which an employee feels towards his or her organization, that tends to influence their behaviors and level of effort in work-related activities . So ,maintaining high employee engagement for good experience of work from home is also a big challenge.

E. EMPLOYEE ACCOUNTABILITY AND RESPONSIBILITY : All companies, whether large or small, rely on people to fulfill a set of responsibilities to ensure the proper operation of the business.Accountability is a crucial element of every functioning workplace. That's why during work from home it is mandatory to retain employees accountability and responsibility. Hence, For ensuring proper operations during work from home ,HR manages facing the challenges of accountability and responsibility .

F. WORK-LIFE BALANCE : Working at home removes traditional boundaries of going to work, but creates pressures of doing work. In work from home we stay in an informal workplace which needs a perfect balance between family and work and it requires discipline to avoid other distractions (e.g., television, internet, food, and family matters). So,HR managers encourage working at home employees to set work norms and routines (e.g., respond to calls within a time frame, find private space to work) and to prioritize tasks that have to be done. Hence work life balance is also a challenge in work from home.

III. HOW OVERCOME WITH THESE CHALLENGES :

1. REGULAR CHECK-INS : When you are not meeting employees regularly, naturally they would feel distanced and unaccompanied and would feel hesitant to reach you to address their difficulties. Hence ,HR Managers need to regularly or randomly communicate with employees through call or video

call to show them you are available for them to solve their issues and make them realize out of sight doesn't mean out of mind.

2. REDRAFT HR POLICY : We need to redefine HR policies like fixed office hours to flexible working hours for work at home . And also need to establish clear rules, parameters, and expectations. We need to draft policies or guidelines that fall somewhere in between control and autonomy.

3. DESIGN SPECIFIC PROGRAMS TO ENGAGE AND COLLABORATE REMOTE EMPLOYEES : Employees who are not very much used to work from home may find it difficult to cope with it after the initial euphoria ends. It's better to have a sustainable plan to engage our employees. Like Sharing how-to blogs on maintaining self-discipline during work from home, collaborating and connecting with team and colleagues helps employees get better acquainted with the situation.

4. ONLINE COUNSELLING : Work from home and flexible hours mean they are "always-on". The line between working hours and personal hours blur. They need the most help because they don't have colleagues to be a soundboard to hear their work stress, frustrations or support during the dog days. Therefore Move to wellness counseling from in-office to online sessions or tie-up with a local wellness counselor.

5.WORK REPORT: For ensuring work effectiveness or efficiency ,It is needed to check work done by employees hence during work from home HR Managers need to ask for a Work report frequently.

6. ONLINE TRAINING /TECHNOLOGY SUPPORT : During work from home provide Online training and technology support to Bridging the skills gap of employees to make sure they're presenting an accurate viewpoint for the job and the responsibilities of the position.

7 MOTIVATION : It needs to take a proactive approach for Motivation of employees during work from home .Which creates a focus on achievement, improvement, and supporting one another.

✔ 3 C's – Primary Challenges   ✔ Secondary Challenges

III. CONCLUSION :

The challenge does not stop the work .It need to ensure how we are going to manage our employees. The challenge would be to create a new culture where opportunities are provided for enhanced performance and where giving out optimum performance becomes a way of life. The future role of HR professional will change from a less administrative role to more of a strategic role. HR managers will continually be required to prove their effectiveness and their existence.

REFERENCES:
[1]. http://bwpeople.businessworld.in/
[2]. https://buildfire.com/
[3]. https://www.vantagecircle.com/
[4]. https://www.hrexchangenetwork.com/
[5]. https://www.managementstudyguide.com/
[6]. Balwinder Singh, 2 Dr. Seema Dhawan , Challenges Faced by H R Managers in the Contemporary Business Atmosphere ,ISSN : 2230-9519 (Online) | ISSN : 2231-2463 (Print)
[7]. Thimmanna g bhat. ,a study on challenges in human resource Management ,e- ISSN 2348-1269, p- ISSN 2349-5138
[8]. Mrs. Ekta Srivastava, Dr. Nisha Agarwal , The Emerging Challenges in HRM ,ISSN 2277-8616