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Moving Away from Mundane Tasks – The Revolution That HR Needs to Experience

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Human Resources – A term people love to hate.

One of the departments known for being lazy, unresponsive and mostly useless by many.
HR has been one of the most neglected division of any organization, and things haven't changed much.
This remains largely true for small to medium enterprises, where HR is treated as an independent function having little or nothing to do with core business issues. This is why most employees in the HR department end up getting stuck with mundane and manual activities which excite nobody and take away focus from actual functions that HR was originally built for – bringing people together. This is not good news for anyone. And the sooner it changes, the better will organizational functioning become.

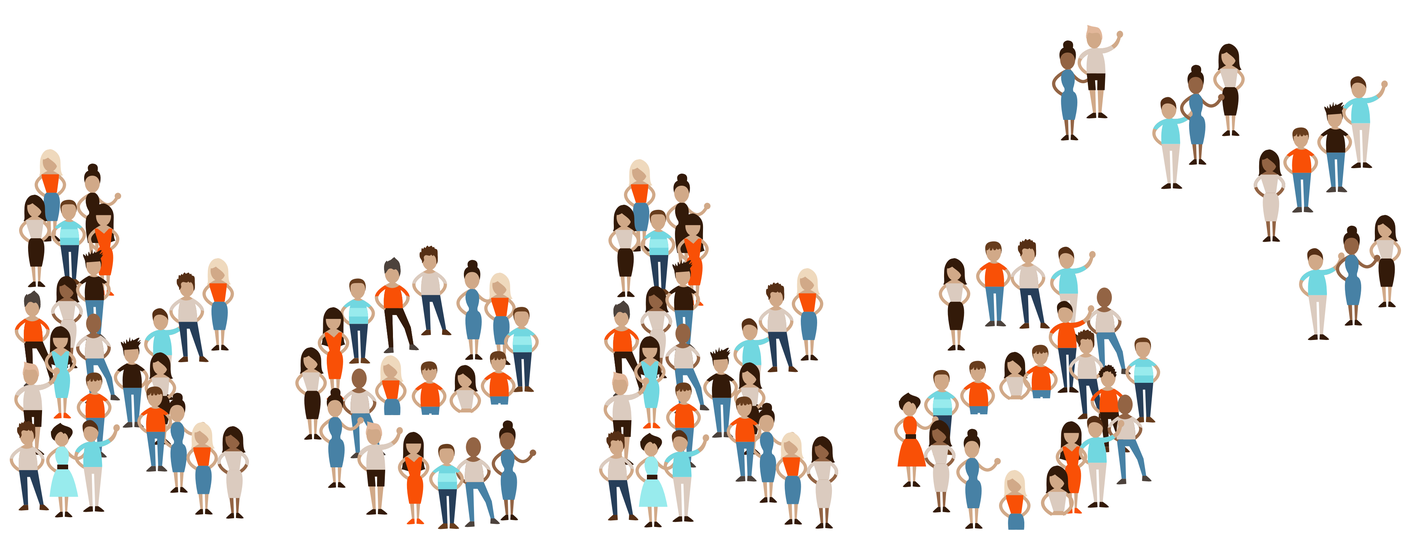


79% employers believe that their employees have a significant retention and engagement problem

Fortunately, this wave of change has started to take shape. Thanks to technology disrupting markets and workforce worldwide, terms such as employee engagement and employee retention are coming to the surface. Organizations have increasingly started to realize that only HR teams have the power to keep employees satisfied in their jobs, making them more productive and reducing costs of turnover and disengagement. However, this revolution is more discussed than actually being put to practice. Hundreds of technological tools have emerged but the results or even the knowledge of implementation is still a big question mark. The major reason why HR departments majorly still lag behind is because they are still stuck with manual processes which take away most of their precious time. It is more than necessary to do away with these mundane activities to help HR truly do their work.

However, letting HR departments actually concentrate on their core activities is far from reality, especially in small to medium enterprises. Many companies till today do the bare minimum to ensure smooth operations of the HR department and a lot of people are still stuck with traditional roles of documentation and other administrative tasks. Such a scenario completely deviates HR from doing the real job of creating enriching employee experiences.

So what are the functions that need to be automated to make lives of HR departments easier? Here they are –



1. Employee Onboarding



Employees are the greatest assets of any company. Organization large and small need to ensure that their employees are happy and satisfied at every step. For this, whatever processes the employees go through need to be well thought out and planned. Employee onboarding is one of the most critical functions of HR. Even today, onboarding continues to be a boring activity, not just for the employees but also for HR. And it usually is done away with in day 1 itself with a few introductions, slide presentations and tons of document work. This is not the right engagement strategy.

69% of employees are more likely to stay with a company for three years if they experienced a great onboarding.

The experience of the first day and the next couple of days of an employee could define his/her attitude towards the job. This is why having the right strategy laid out is so critical. We live in the age where millennials demand attention and assistance at the workplace whenever asked for. And because they are more than happy to leave a job that doesn't suit their needs, organizations need to ensure their onboarding strategies turn them into long term employees. Achieving this would require HR to pay attention to how they are promoting their organization's culture as well as how they are maintaining it to gain a competitive edge over similar players in the industry. However, current ways in which enterprises work have forced HR to remain stuck with boring onboarding techniques.

One of every 25 employees leaves on their very first day!

This is because the current onboarding situation in organizations is one where the employee is exhausted with boring documentation and running around from one corner to the other on day one.

The rest of the days are not even looked into which makes new recruits feel lost and not catered to. If onboarding continues the manual way, chances are high that such grim situations will continue. This is why organizations need to take the focus on HR away from manual processes and empower them with onboarding tools that enable them to create worthwhile employee experiences, which go beyond day 1. Only with the implementation of the right technology will onboarding be made a smooth and hassle free process. With automation, employees can take care of their paperwork in advance by uploading them online before joining. With automated technical processes, the first day can be spent on learning about the company through videos on a shared platform, interaction with the team, talking about real problems and knowing about roles and responsibilities. Such engagement gives candidates a much better idea about how they will fit into the organization rather than make them question their choice by forcing them to go through boring processes.

How automating onboarding can help HR -

Help HR teams start early

Onboarding is essentially a culture building process that does not end in one day. HR managers need to find unique and exciting ways of making employees feel special and warmly welcomed. With the right employee onboarding software, the amount of paperwork could be drastically reduced as a part of the formal procedure. Documents can be uploaded into the system by the employees themselves, which they can access anytime through their own account. This very same account could be used later to store other employee information. This will enable HR to make the first day full of interactions and creating an unforgettable experience for employees.

Keep a constant check

With less documentation and mundane processes to take care of, HR would be able to keep a check on their employees from time to time and be ready to assist them whenever required. Every employee likes a little extra attention in the beginning and doing this engage them and make them feel wanted.

Train on essential skills

In order to retain new hires, you will have to ensure that employees feel like they are growing in terms of the knowledge that they are gaining. Employers must educate new hires on how to best perform the tasks and responsibilities assigned to them. Assuming new employees know everything when they join could be one of the biggest mistakes you could make. All this is possible only through thorough planning.

Allow for real time feedback

Feedback matters a lot to employees as it helps them understand how they have fared in their actions. Ignoring an employee just because he is just a few weeks old in the company might affect employee's motivation levels adversely. Their performance would require close monitoring and their managers will have feedback at every point. HR managers need to ensure that feedback reaches them constantly so that they can keep a note of it themselves and strive to do better.

Engage employees

Positive levels of employee engagement is what every organization is driving towards. For employees to be engaged, there has to be some degree of personal touch. Only HR managers can implement ways through which a lot of questions and answers get involved in any kind of interaction. Technological solutions like onboarding platforms can help create this through avenues for regular interaction such as Q&A, polls, chats etc.



2. Payroll

Payroll is one of the most critical functions of any HR department. It has been one of the many additions to cloud technology in the HR space. The payroll department is not just a processing function which only ensures employees get their salaries on time, it is way beyond that. The way the payroll system functions in an organization will determine how employees view the company. The payroll department and the way it functions plays a vital role in protecting the company's reputation by ensuring compliance with various legislations.

Timely and error free disbursement of payroll can have many benefits than one can imagine. It is also one of the most critical and time taking processes which take away a lot of time of the HR and finance department. Automating a payroll system can help eliminate such a wastage of time and resource as it is quick, systematic, intelligent and error free. A payroll system takes a couple of clicks as opposed to weeks and can be entirely handled by the finance department if set right. Accurate calculations, maintenance of payroll records, better time management, prevention of overpaying or underpaying employees can all be handled in a matter of a few minutes, letting HR managers focus on other core aspects that affect businesses.

A manual approach to taking up the payroll function can be daunting. However, the age that we live in has given us access to a number of technologies that can make our lives easier. There are a variety of payroll software in the market empower the finance department to take care of their duties in a hassle free manner and without any prior technical knowledge.



How automating payroll can help HR

Automating your payroll software can have great advantages, helping HR to engage their employees much better, such as:

Improved employee motivation and morale

The latest on HR is talking about how the human element is going to become a major part of HR strategies. Ensuring a fruitful employee experience is what serves as a top priority for most agendas in business rooms today. Payroll has a huge impact on the morale of the employees as it is one way to assure that employees remain confident that their pay is going to be credited on time.

A late, inaccurate or faulty payroll has the potential to disrupt the peace of mind among employees, leading them to lose faith in the financial stability and commitment of the organizations they work with. With such doubts hovering around the minds of employees, the entire work culture might get affected negatively making employees feel disengaged and frustrated – which will make employees unproductive and ultimately affect organizations hugely.

Correct compensation structures

A payroll plays the critical role of allowing an employee to feel his/her net worth within an organization as it not only mentions the salary, but also total compensation that includes bonuses, reimbursements, benefits and tax related information incorporated into the payroll. Performance evaluations reward employees with a change in this compensation structure usually with a fat bonus or a salary increase, or both. Such monetary rewards motivate and inspire employees to do much more and contribute their best. An effective payroll software can bring all of this under one umbrella, leading to better management.

Higher levels of employee trust

An efficient payroll system can help organisations build a level of trust among employees by ensuring an effective deployment of activities on time that adheres to the country's tax obligations and complies with employment legislations. The efficiency of understanding the complicated tax structures, obligations and upholding of legislative laws in a seamless and proficient manner can help organisations build their reputation in the minds of employees as stable, professional and as a result, extremely efficient. Along with this, the data that goes inside such a system is highly confidential which is why the issue of security becomes most important. With such critical processes being set in place, it will help enterprises attract and retain the right pool of talent to the organisation.



Transparent operations

The most important tenet in order to ensure a great employee experience is transparency. It is not longer just about the overview that employees want to know of. Employees today want details of each and every variable that may be impacting their pay. Issues like overtime or taxation limits need to be included in detail in the compensation structures for employees to take heed of whenever they wish to. All levels of opacity need to be done away with as only then will employees t able to have full faith in the organisations that they work for, which will positively impact their productivity levels. Choose a payroll software that empowers your employees to have access to their critical information at the touch of a button.

3. Employee Attendance Management



Attendance tracking and management is a critical aspect within every organisation as information garnered by such technology can help leaders determine whether the business is on the right track. From an organisational perspective, managing attendance through attendance management software makes the task of managers very simple and effective, as they know the exact number of hours worked by each employee which enables smoother operations.

For companies with a large fleet of workforce, a good attendance reporting system is inevitable for accurate graphical description of everything related to hours worked and time off. It also helps HR managers know which employees are working, when they are working and when they are taking leaves. Absenteeism has a big impact on businesses everywhere and hence needs to be tracked. Collation of attendance data goes way beyond just the number of hours worked by an employee. It can also help understand labor trends, vacation trends, employee performance, dedication and also having an audit trail for regulatory compliance. But if employees aren't satisfied with all this, there is hardly any point of so much investment.

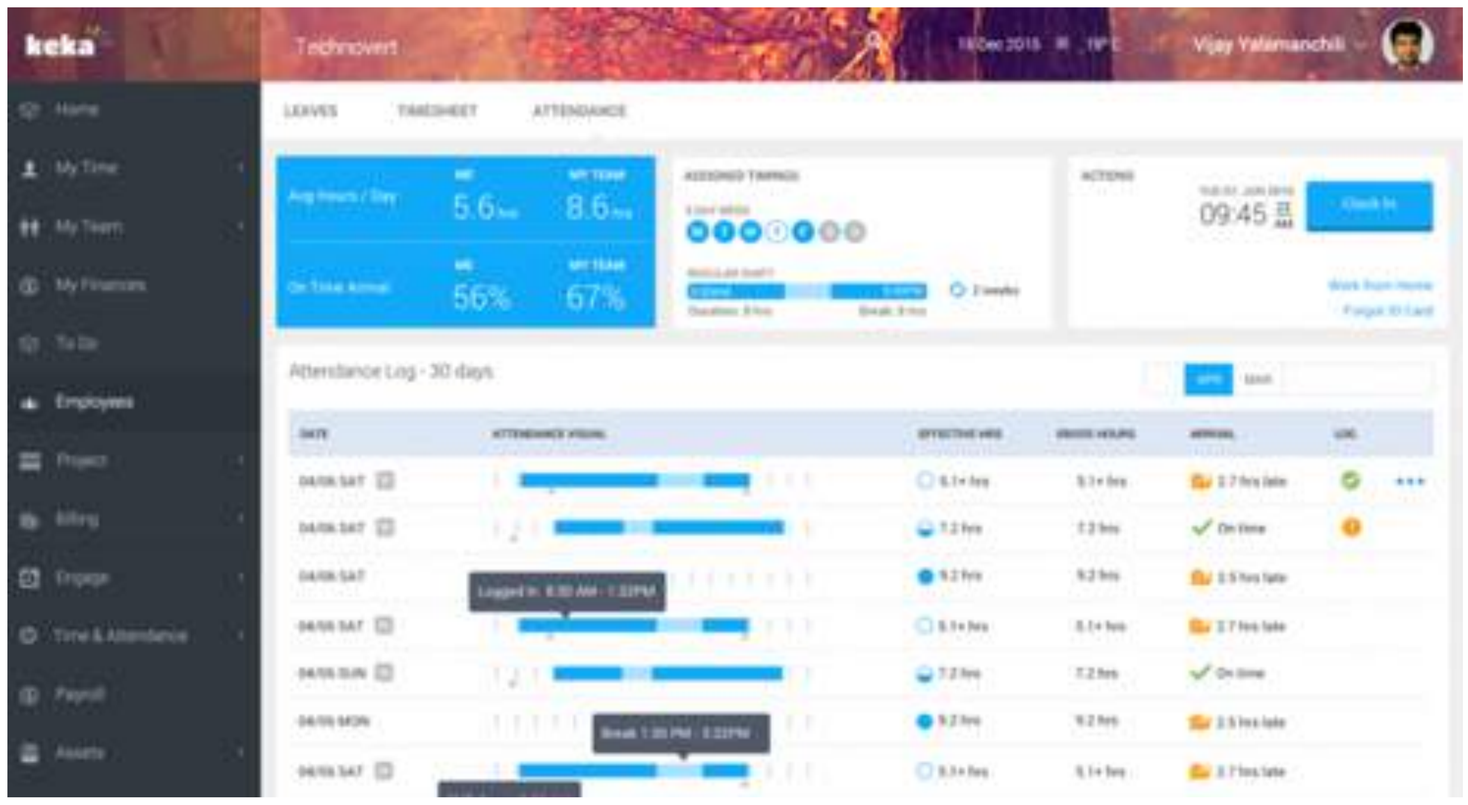
How automating attendance management can help HR

The adoption of an attendance management software can lead to better HR functioning and also engage employees in a lot of ways, such as –

Ensures greater transparency

Earlier, attendance management was the job only of the HR department which would collect all the data and use it to carry out payroll functions, which is again a very critical function of HR. The employee never kept track of his own timings or leaves. In today's day and age this doesn't work. If you want engaged employees, you need to be transparent about your processes.

Employees need to have access to their own attendance data which they should be able to check at any time of the day. The above image shows how Keka's attendance management software lets employees make informed, independent and wise decisions which can massively reduce the scope of micro management for you as an HR manager. At the same time, they should also be able to see who all are in his/her team are on leave, so that the employee can plan accordingly. This not only motivates the employee of having control over his own profile, it is also good for the company as it gives an all round view of all employees.



Such comparison as shown above can also motivate employees as he/she can compare his own attendance data with the rest of the employees.

Contributes to positive employee recognition

There are so many employees who do not mind working overtime every once in a while, and some who are even ready to burn the midnight oil if need be. Such passionate employees are your assets. And hence, their passion shouldn't be taken for granted. The fact remains that putting in hours of overtime virtually every day for weeks or even months can eventually demotivate even the most enthusiastic of employees. This frustration can just multiply if the extra work is not duly recognised. Prolonged overtime can also be a major cause of employee stress. With an attendance tracking system, you know which employees are working the most, and delivering more than expected. By duly recognising them, you not only keep them motivated, but also inspire the rest of the team as an example.

Most importantly, in an age of social media and a number of accounts that we manage, the availability of an employee profile which is configurable and accessible by each individual employee gives them a sense of control over their own data. Every employee should get a public profile which is configurable and provides an easy access to all kinds of information that might be needed by the employee – such as attendance tracking, number of hours, payroll etc, thus letting employees have control over their own information.



Accurate paychecks

Employees work hard. The remuneration at the end of the month motivates them to do better. Monetary compensation, if given on time and done in an error free way can do real good in uplifting the morale of your employees. In case when employees get shorted on their paycheque, correcting the problem can take massive time and effort which automatically gets reduced with a tracking system that helps improve paycheque accuracy. The more accurate the records, the more accurate the paycheques. An innovative attendance management software in place automatically calculates work hours, the data from which can be exported to the payroll systems, eliminating all roots of error.

Fair to all

There are all kinds of employees within an organisation, some who are extremely particular about coming on time and work, while some like to take their time while they do their own thing. However, all this can cause a lot of friction in the minds of employees. For example, for those employees who arrive on time and work a full day can get frustrated and demotivated when they see other people who get the same benefits with long breaks and lunch hours, late arrival and early departures. An attendance tracking system makes sure everything is fair when it comes to taking advantage of employee compensation benefits. A time tracking system in place will help highlight those employees who return a full day's work and those who aren't.

Engaging employee profiles

Welcome to the world of social media, where every person has a personal account for interacting with the virtual world. Such a system is not only effective, but also engaging for the employee as he/she gets to fill in personal details as well as have access to information related to payroll, benefits and the like that affects his/her employee motivation morale. Even the whole saga of applying for leaves through emails can stop with a system that allows employees to apply for leaves online, while he/she can also check the leave calendars for colleagues to take informed decisions.



Employees need to have the option to submit requests electronically for faster approval, through a system that lets them look through policies, check their leaves and holidays and also check how much PTO they have available so that they manage their own time judiciously. Through the right HR software, they can also update their personal information like birthdays, anniversaries and joining dates, which can help HR keep up to date with all crucial employee data rather than run around to gather it.

Conclusion

Automation of tasks that otherwise take away all the time of HR is they key to concentrate on real issues that impact business. Empower your employees to do more with what they have and give them access to resources than can make otherwise time consuming and manual processes independent and effective. It’s time for HR to focus on the human element of organizations and make a real impact on culture and engagement through investment in the right HR software.

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Keka is an employee experience platform. The only HR & Payroll software that is employee centric. Unlike traditional HR systems, we are a modern new generation platform focused on user experience and simplifying complex workflows.

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