A Peek Inside

Principal's Message

Rev. Fr. Josekutty PD
Principal

"The real difference between success and failure in a corporation can be very often traced to the question of how well the organization brings out the great energies and talents of its people." - Thomas J. Watson, Jr.

Knowledge workers are the key assets of an organization. In realizing the true potential of the organization, Human resource Department plays a pivotal role. Today's Human resource arena is enhanced and at the same time challenged by game changers such as Artificial Intelligence, volatile workspaces and ever-changing role of people. In this context, HR Department has to effectively optimize its resources to coexist in a technology enabled environment

We at Kristu Jayanti School of Management believe in empowering others by imparting knowledge to all and HR newsletter HR ZENITH is one such initiative. We are extremely happy to circulate this newsletter as an additional tool of curriculum to enhance the knowledge of the readers.

I appreciate and acknowledge the efforts of the editorial team, faculty members of the Department and the students for their contribution to this issue of newsletter

Technological Advancement Hits Cyber Security for HR

As we see can see that society is evolving according to the growth of the technology, it is also clear that there is a necessary need for safety and privacy of not only individuals but also for the organizations. Security specialists say there are a number of data safety issues human resource information technology (HRIT) leaders should be alert of. Certain measures for minimizing these risks are:

- Phony Chabot: Penetration tests are simulated cyber-attacks against one's own system to check for exploitable vulnerabilities.

- Spear Phishing: Companies should conduct phishing awareness training for workers, particularly for those employees who have access to sensitive data.

- Mobile Malware: Organizations with formal BYOD (bring-your-own-device) policies are more likely to employ security processes and technology such as multi-factor authentication

- (MFA) and remote wiping to protect both employees and the organization from hackers.

- Internal Risks: It's essential to analyze employee usage of interior systems and software as it is to focus on dangers from the external environment.

- Balancing Access with Security: Safety practices like data masking, encryption and roles-based access to data. Employees must only have access to that data they need to finish their job tasks

- UMA .S

LEARNING HR THROUGH MOVIES

Up in the Air : People leave people not organisation

Up in the air is the movie that silently reminds us about that people make the organisation and when it comes to downsizing, the loss is of an organisation and not of the person who has been fired. In up in the air, George Clooney, does the work of a "corporate downsizer" politely letting people go. Enter his fresher counterpart and suddenly firing becomes a more practical affair, ultimately cutting down company costs. The situation becomes uglier with one of the fired employee committing suicide. Although, the movie teaches more about how to let people go, on the undercurrent is also elevates the importance of an employee for an organisation. HR have to understand that people leave people not organisation, they are either unhappy with the manager or the team they are working with.

- AISHWARYA B

Associates at Work Place act as Change Agents

In a world that is mostly dominated by the men in corporate field, it is very important to understand that not only men are capable of working in organizations but also women and people who belong to LGBTQ community. Women can also be powerful allies in leading the organizations successfully. It is also the duty of men to support every community that acts as a change agent.

People's gender, race, ethnicity, religion, disability, sexual orientation, geography, class all these demographics of the candidate can either make them become successful or hold them back due to cultural differences, hence it is the duty of every organization to accept all communities irrespective of their demographics and see their talent. And this can be a major change that can be implemented in every organization.

- PRASHANT BHASKAR

HR Management software

The working of an organization depends largely on the HR department which has to manage employees from tip to top and gone are the days when they had to work through pen and paper to maintain the records of each and every employee. The HR management software has evolved in a decade to many ways and to be very specific it has become convenient for the HR managers and the employees both to work in the organization.

Now since the IT has developed so much, the most important and essential software developed for the smooth working of an organization till now has been the HR management software. So the app basically gives the centralized employees database management to the employer. Then the app also enables the real
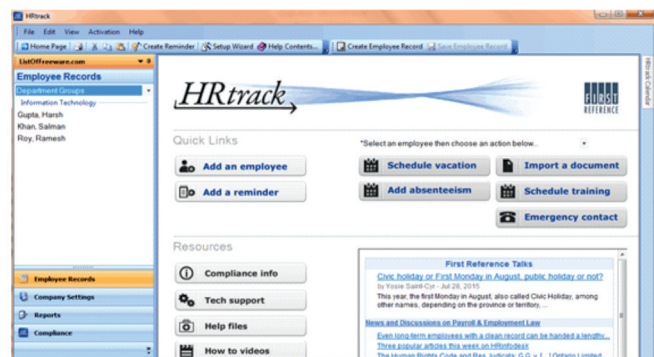
time tracking of attendance, end to end employee lifecycle, self-service, grievance management and strategic analysis of organization.

- DEVYANI

A Dependable Partner - HR Buddy

HR Buddy is not just a new value-added innovation in the HR department but now a dependable partner in making the HR functioning smooth and steady. He is a partner who makes the human resources most valuable as they manage all other resources.

HR Buddy is an important initiative taken by the organization to ensure a smooth transition in the onboarding process of newly joined employees in an organization in the early first year. It paves a way for a long term relationship between the new joint and the organization. An HR buddy acts like a Training buddy, a consulting buddy, a research buddy touching lives of employees, transforms team skill-sets and shapes people philosophy, processes, and practices in organizations of every type through approaches, interventions, and tools anchored in behavioral science. HR Buddy acts as a headhunter and recruiter by taking a proactive approach in finding the best person for the job. HR buddy as consultants work closely with small business, supplements their HR needs and experience of their HR staff and functions. HR buddy specializes in supporting to draft policies, procedures, value statements, leadership training and development, and succession planning.

- SANYA JOSEPH

Major trends in HR

Social media: It is said that 95% of the recruiters these days hire employees through social media rather than traditional methods in order for their convenience and also it helps to understand the employee better through social media platforms.

Real-time employee engagement mapping: With the help of this the HR gathers the employee feedback about any specific instance or new development regarding an employee

People analytics: With the help of analytics they are able to trace past trends and also do future predictions. It is mainly used for talent acquisition, employee engagement and retention.

Anywhere-anytime learning management systems: Learning can be done anywhere it is not necessary that learning can be done only in classrooms or online sessions

Real time performance assessment: With the help of technology the employers are able to know the performance of any employee to find whether there are any deviations from the past performances.

Real time performance assessment: With the help of technology the employers are able to know the performance of any employee to find out is there are any deviations from the past performances.

AI and chatbots: AI also known as artificial intelligence helps in talent acquisition and managing payrolls and completing onboarding process are done through chatbots and machine learning.

- SEBIN FRANCIS SEBASTIAN AND JOICE

Training and Development Programs in Banking Sector

Training and Developmental programs play a crucial role in the entire development of an organization. This process improves the skill, knowledge, and ability of the human resource and enhances the competency the employees to perform efficiently. It indicates how the training and development programs affect the employees' performance and organizational competitiveness in some specific banks in Lagos.

Training and development programs are mainly classified into on the job training and off the job training. These try to influence employees' performance and organizational competitiveness. Therefore, Behavioral training techniques have no significant effect on employee performance and organizational effectiveness.

There is a negative impact on psychological feature coaching techniques on employees' optimum performance. The analysis indicated that coaching and development affect employees' performance and structure effectiveness, which implies that the organization should identify the areas which need to be improved among the banking sector employees in the Nigerian banking industry to match with competitors.

- CHELSA JOHN

Communication and culture: They focus on the creating good communication within the team and with others outside the team. All organizations spend money to improve verbal and communication skills.

Time management: Time constraint is another challenge to be faced by HR professionals in 2019. Spending time to check applicant resumes and scheduling interview, documenting feedback and offer letter is taking more time.

Leadership investment: Many promising opportunities are there for HR professionals; because of reduction in manual HR. they spend money for competitive salaries, benefits at workplace, free food and more for the betterment of the employees.

Dealing with the wrong people: The crucial role of the company is to recognize the wrong people being hired and crucially remove them before they create much damage to the organization.

Changing legislation and global reach: The general rules starts to change in any of the business when it grows globally. In that case HR has to step into new roles and accept new responsibilities for the organization growth.

Recruitment: Attracting and retaining skills in a distinctive field- based industry. And it requires a mental attitude that cannot be compared to the practice of a regular desk job.

Dynamic industry requirements: The energy industry is highly competitive and its working depends on many extraneous factors.

Diversity: Maintaining gender balance and multi-cultural workforce: the HR has to drive interactive sessions, motivational work groups, and discussion forums to enable early detection of demotivation and prompt resolution.

Capacity building at new sites: Any new oil and gas project is a huge commitment of capital and resources. Human resources managers are huge pressure to make a project fully operational as the talent search for a new project is even more difficult than the established ones. **- PRANAV, SANDRA AND AKHIL REJI**

Organisational Restructuring

Organizational restructuring is one of the highly responsible duties of the management. One of the major challenges it can have is on ROI. The siloed teams in an organization should be aligned with the business strategy, by notifying them the major organizational changes. If the goals and objectives of the company do not align with the new leadership style, organizational strategy might not work out. There can be chaos and confusion. This can result in the disruption of smooth run of the workflow. This may also result in a decreased morale among the employees.

Organizational restructuring can be risky, but with proper precautions it can be avoided. Once the risks are identified, companies must come up with strategies to curb the risks. Aligning well-defined goals and objectives with the new changes and by keeping up the morale, the risks can be reduced, and the companies can operate efficiently.

- DALIA GEORGE

Jayant Kumar- Tata Power Ltd's Chief Human Resources Officer Jayant Kumar stepped down, citing personal reasons. Commenting about this development in the media the company said the post is being filled by Himal Tewari, the current Vice-President for group HR at Tata Sons.

Arif Aziz- After working with the GE Group for more than eighteen years, Senior HR veteran Arif Aziz started his new innings with beverage alcohol company, Diageo India. He joined Diageo as Chief Human Resource Officer, and he is based out of Bengaluru, Karnataka

Lisa Chang- Adding another senior industry veteran to their senior leadership, The Coca-Cola Company appointed Lisa Chang as the new Chief People Officer she is responsible for the company's global human resources operations. Chang took charge from March 1, 2019, based at Coca-Cola headquarters in Atlanta, replacing Jennifer Mann, who now serves as president of Global Ventures for the company.

Soumitra Acharya - Kotak Mahindra Bank appointed a new HR lead for its investment banking division. Soumitra Acharya, who was working with Standard Chartered has started his new innings with the Kotak Mahindra Bank.

Zeenat Burji - Magazine Publisher Condé Nast India appointed Zeenat Burji as the new HR Head. Before joining Conde Nast, Zeenat Burji was working with EY Perthenon as Head of HR. She has done her Masters with Honours in Human Resources Management from London.

Saleel Panse - Senior HR industry leader Saleel Panse joined snack company Mondelez as Talent Acquisition Leader, India. Panse joins the food company from MSD India, where he worked for five years as Associate Director, Talent Acquisition.

- AISHWARYA B

major HR movements from
january to march 2019

Walt Disney and Star India going for merger

ATTRITION

The current Managing Director, Sanjay Gupta is heading the merged entity of Star India. $71.3-billion acquisition of 21st Century Fox by The Walt Disney Company consist of includes Star India, will eliminate 300-350 jobs in India. The announcement of the merger may occur later this week or early next week. The two companies share information and work on the management structure and plan to close it by 31 March. After the merger, nearly 350 positions will be laid off and restructuring will take place. Previously, Disney had fired many people during a reorganization exercise in 2016 and this deal would result in a new round of job cuts. It is reported that Sanjay Gupta, the current managing director of Star India, can lead the new entity. He will report to Uday Shankar, president of Star and Disney India and president of The Walt Disney Co Asia Pacific. Sanjay Jain, who is chief financial officer of Star India, is expected to move to The Walt Disney Co Asia Pacific in a similar role, while Sujeet Vaidya, chief financial officer of Disney India, will oversee the finances of the merged entity. Abhishek Maheshwari, national head of Disney India, will take over the UK and child clusters as well as live events from the merged entity. In addition, Gaurav Banerjee, who runs Hindi's mainstream entertainment channels (GEC) of Star India, will head all Hindi entertainment channels - GEC and movies - including UTV Movies, owned by Disney. While Disney is the largest entertainment company in the world, in India, it is overshadowed by Star India. The agreement will propel Walt Disney to the forefront of Indian entertainment, as it will hold the rights of some of the major media, such as the Indian Premier League (IPL), the English Premier League (EPL), the first regional language and Hindi Television shows and movies.

- CHRISTINE

Algorithm : The path to perfect candidate

Could an algorithm find you the perfect candidate?

Sophisticated artificial intelligence and machine-learning tools are helping businesses remove bias and improve talent acquisition, but there are limitations to its success. Survival is not assured for firms that hire 'good enough' candidates. It's all about the pursuit of perfection. It's about hiring the best

Artificial intelligence doesn't just find skilled people, it predicts whether they're considering new pastures, by looking at what they're saying and doing on social media, including whether they've changed their profiles.

How technology can help with recruitment.

The recruiters can now use AI to predict the future of the candidates, two years from now by analysing the development of the skill sets of people**.**

AI can identify untapped talent without bias.

Not only can AI unearth ignored or "invisible" talent, but it also promises to be able to match for real "fit"; qualifications-based selections say little about the team working, for example.

According to KPMG 2019, 36% of HR function has started to introduce artificial intelligence and just 14% percent have invested in AI over the past two years
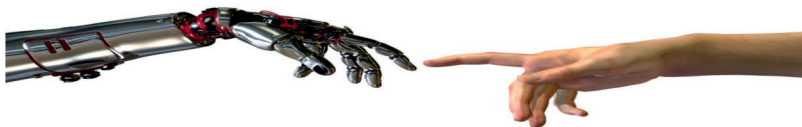
Will tech ever overtake humans in talent acquisition?

The answer is no, Humans are still extremely good at spotting potential eye to eye.

- SHARON MARKOSE

Past, Present and Future

With robotics monitoring the working of the divisions, 90% of the employers in the sector are absorbed on reskilling their employees. The duties of the cashier, sales representative, Inventory associates and stock boy could also be in threat, whereas some forthcoming roles that will come up will be: Retail data analysis, Digital imaging leader, Digital marketing specialist and customer experience leader.

Employees are foremost of retailing and emerge even more valuable in modern retailing, the commitment of representing a retail brand. India has witnessed humongous growth in modern retail over the ages. Subsequently overall HR dynamics, Roles, skills and enactment has been subject to spontaneous change.

Imminence of HR in Retail

Future jobs in the county will be decided by interplay of globalization, Demographic changes and adoption of technologies by Indian industries. As a result in 2022, 9% of the work force will be arrayed in new jobs that don't exist today. 37% will be in roles that have radically changed skills and only 54% will have unchanged jobs. By the same year around 10% of estimated 600 million workers in India will be in the organization sector and new aged methods in agriculture while a sustained growth of the manufacturing and service sectors are likely to add variety of new and restructured jobs. The fresh forms of employment would comprehend contract employees in the infrastructure sector, Micro entrepreneurs and Employer entrepreneurs in technology enabled models (Like freelancers, Delivery workers).

-SHERIL

Redundancy – Employer no longer wishes a particular job to be done. Position becomes redundant, not the employee, so redundancy may not always result in termination.

Affirmative action – Requirement that employers develop and implement programs to eliminate discrimination against women and members of minority groups, and promote equal opportunity in regard to recruitment, promotion and transfer, training and development and conditions of service.

Constructive dismissal – Employer has manipulated the employment situation so that the employee feels they have no option but to resign.

Bona fide occupational qualification (BFOQ): Any prerequisite that has been demonstrated to be valid as a qualification for employment.

Burden of proof: In discrimination cases, the plaintiff must show that an action, practice, or policy used by the employer has an adverse impact. Once adverse effect is shown, the burden of proof shifts to the employer, who must show that the action, practice, or policy is job related.

Chilling effect: Chilling effect is the inhibition or discouragement of the legitimate exercise of natural and legal rights by the threat of legal sanction.

-UMA .S

Editorial Board