

# IMPACT OF COVID-19 ON HUMAN RESOURCE MANAGEMENT PRACTICES

## Abstract

Covid-19 changed the system of working in the organization, it has affected the past practices and new policies have been framed. Organizations are not compacting themselves in the office boundaries. They are providing their human capital the chance to work from home. It gave a boost in online recruitment and selection procedures. Jobseekers can easily contact now to the organization. Technologies are more in use than ever before. Information technology has changed the way of working. Some challenges also occurred by over use of gadgets. Employees mental health is going down, so mental health workshops are being conducted to cope up with the situation.

**Keywords:** Covid 19, Human Resource Management practices, Recruitment and Selection, Training and Development, HR health and safety, work from home, hybrid mode of working, work life balance

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## **I. INTRODUCTION**

In order for an organisation to accomplish its predetermined objectives and goals, human resource management is concerned with the acquisition, development, remuneration, and maintenance of effective and efficient human capital.

Organizational change is a natural and unavoidable phenomenon. It affects how an organisation forms its policies and strategies because it alters both its internal and external environment.

The COVID-19 epidemic has had a significant effect on every area of the global economy. According to Vahadat,S., the outbreak of COVID-19 has demonstrated that this is not just a difficult time, but also a testing time for businesses all over the world to see how quickly they adapt by thinking and planning differently. A business evolves in tandem with nature, and change is unavoidable if performance and productivity are to improve. Changes in structure, technology, and priorities are proliferating, posing significant challenges to leaders.

Covid-19 has profoundly impacted the functions, policies, and procedures of human resource management, affecting a variety of organisational policies in diverse ways.

## **II. IMPACT OF COVID-19 ON RECRUITMENT AND SELECTION**

Before the pandemic, organisations would conduct in-person interviews for job openings, but since Covid-19, virtual or online interviews have been the standard, saving both organisations and candidates time and money.

As opposed to start-ups or organisations with slim survival possibilities, candidates today choose large, stable organisations. Organizations now have to market themselves to job seekers and draw them in by assuring them of their flexible work arrangements. New leave regulations, health insurance, and other advantages

## **III. HYBRID MODE OF WORKING**

The hybrid way of working is a system that gives employees and organisations the opportunity to choose their own work schedules and modes of operation. It is currently necessary. Now, management, businesses, and employees make the decision on when to work from home and when from the office.

## **IV. WORK FROM HOME**

According to David G Collings, John McMackin, Anthony J Nyberg, and Patrick M Wright, the pandemic necessitated a shift in understanding of how work context influences employee behaviours and actions, such as working onsite versus working from home (WFH). In order to maintain regularity and the continuation of corporate operations while offices were forced to close due to the pandemic, it was vital to provide employees the option of working from home. The majority of businesses now offer work-from-home reimbursements to their staff in order to create an office-like physical work atmosphere. Mohammad Reza Azizi, Rasha Atlasi, Arash Ziapour, Jaffar Abbas, Roya Naemi says Companies provided

adequate resources, such as IT assets, to meet the needs of employees, allowing them to work efficiently from home. Companies also provided full logistical support for the transportation of IT infrastructure to new applicants or employees. It reduced numerous other office costs and reduced commute time and cost.

## **V. STRESS MANAGEMENT**

Each and every one was placed in a state of fear and uncertainty as a result of Covid-19. Employees experienced physical and mental stress as a result. Human resource management organised a number of online workshops and webinars to help people cope with stress. Now, greater emphasis is placed on the employees' mental wellness.

## **VI. HYBRID MODE OF WORKING AND WORK FLEXIBILITY**

Now Organizations have adopted a hybrid model of working and are providing their employees with work flexibility. Employees are now free to work when they are most productive. It also assists them in balancing their professional and personal lives.

## **VII. APPLICATION OF INFORMATION TECHNOLOGY AND ARTIFICIAL INTELLIGENCE**

Innovative human resource (HR) creativity, the current pandemic has resulted in many novel policies, adaptations, innovations, and procedures. Particularly, information technology (IT) implementation requires a greater emphasis and a broader range of creative interventions. Extraordinary changes caused by COVID-19 have enforced companies around the globe to accelerate transition to digital business processes. The use of artificial intelligence enables HRM to deal with common problems or challenges in a more efficient and effective manner than previously. By finding the right candidate, recommending jobs to candidates, and predicting candidate performance, it improves sourcing of the right candidate at the right time for the right place. The use of AI benefits HRM by assisting candidates in becoming more self-sufficient and in hiring managers. It enables HRM to compare potential candidates to current top performers and predict their job behaviour. The use of AI facilitates candidate onboarding. According to a study of 34000 exit interviews, 40% of new employees leave within the first year of employment.

## **VIII. TRAINING AND DEVELOPMENT PRACTICES**

Covid 19 has posed numerous challenges to organisations' training and development practices. Apart from on-the-job and off-the-job training, the emphasis is now on virtual training and development methods. A new and different approach to designing and delivering training courses has emerged. More interaction with participants, more question and answer sessions, more engaging audio and videos, more polls, and more breakout sessions are required in virtual training sessions. Many businesses have embraced the practise of offering online training courses. Many businesses have created their own training platforms. Aadesh Goyal, Tata's chief human resource officer in Gurgaon, near New Delhi, said that to create a consumer grade experience for employees, the company created its own digital learning platform and empowered employees to choose when and how they wanted to complete their training. According to Goyal, the effort was successful.

While most companies continue to train employees on core skills, some focuses on imparting skills that are unrelated to employees' current roles and responsibilities in order to make them more techs savvy.

## **IX. HEALTH AND SAFETY**

Following Covid-19, organisations' primary concern has been the health and safety of their employees. They are taking every precaution to ensure the safety and security of their employees, including proper sanitization of the workplace, temperature monitoring, the availability of sanitizers, masks, and other protective equipment, hospitalisation, medical assistance, and insurance, among other things. RN Ichsan, S Santosa, and Y Shara suggested that HR managers must prioritise employee and consumer safety and health over business interests. Logically, HR managers must properly prepare workplace settings that meet the COVID-19 health protocol standards, as well as genuine company efforts to staff and customers. Rearranging work functions that can be done remotely or even transferred to a third party, for example, is an example of the right actions that HR leaders in every company should pursue. Normatively, the HR leadership can also provide support to remind employees to always pay attention to and follow the standard procedures of the COVID-19 protocol in work and personal activities outside the company, so that companies do not think they are not following the protocol.

Pinzaru, F., Zbucea, A., & Anghel, L. explains that COVID-19 pandemic had a number of negative consequences, including economic shock, a global health crisis, changes in social behaviours, and organisational challenges in continuing business operations. Furthermore, the strategies included flexibility, increasing internal efficiency, acquiring talent, and implementing innovative changes based on organisational assessment and needs for smooth business operations. Implementing appropriate human resource management strategies would improve employees' mental well-being, satisfaction, productivity, motivation, and health safety at work.

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