



| **HUMAN RESOURCES** |

HCM Professionals' New Agenda and Challenges

Challenge # 5: Changing Expectations of Employer



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Never before have innovations been as frequent and as generally accessible and acceptable as they are now. Technology enabling the flow of information and materials from homes to offices, factories, world capitals, and remote villages has transformed the way products are made and services delivered. At the same time, however, there is increasing recognition that new technologies are often underused or inefficiently used, particularly in manufacturing.

Organization requirements change with time. It is dynamic. Old management theories become obsolete, new theories surface on which in turn and again become obsolete and new management theories surface. This is a never ending game of management theories and practices. The growth of large multinational corporations is an example that uses more modern theories along with more complex and automated technology. Be it technology inventions or new theories, the instrumental role is played by work force that is composed of multi-discipline, multi-skill and multi-culture. They demonstrate varying degrees of needs and values. Similarly, employers as investors and entrepreneurs also demonstrate their expectations of employees. They would expect their employees to be better educated, skilled in using appropriate technology, docile, loyal, compliant and what not. HCM Professionals' challenges, therefore, are to ensure that employers' expectations are met.

The first and the foremost expectation of an employer is obviously ATTENDANCE. Employers want to hire people who will maintain good attendance i.e. all workers to be on the job as scheduled. Regularity at work sees an increasing productivity. In this way the employees make more money for the company. Employers would naturally have a concern "can you as employee be counted on to do the job?" Most companies operate on the idea that TIME is MONEY. In turn, the employer pays to the employee in proportion to the time they give the company. Employees who often miss work entirely, or frequently arrive late, can't contribute to the achievement of targets. It is accepted that a highly skilled worker who is frequently tardy will not produce as much as a more dependable worker with fewer skills. Nonproductive employees will not be employed long. Such workers are liabilities rather than assets.

The great expectation, therefore, is **DEPENDABILITY** which includes two specific qualities: attendance and punctuality. It also includes a general quality i.e. **RELIABILITY**. Companies would always bank on a reliable employees rather than unreliable. The process of good employee really begins, so to say, during hiring process. In simple terms it may be, 'Do you look like the right person for the job?' Many employers are concerned about how you look, how you behave, what you write and speak. Your appearance is just as important as all of the others. If you meet these expectations, your first impression will be a good and lasting one. When you go to an interview, give the impression that you are the right person for the job. In the first few minutes the employer will probably decide not to hire you if you have neglected your personal appearance. It makes little difference how skilled you are. The employers tend to hire someone with a pleasing personality & appearance. Your manner of speaking is also most important during interview: thinking and organizing your thoughts before talking.

In the Real World, different employers have different expectations about what you as their employee should be able to do. Initiative - employers will expect you to complete your own job and if you haven't been told what to do, look around to see what needs to be done and do it. Willingness to learn and follow directions - this is a very common expectation; learn to do new things in accordance with the procedure, practice and culture of the company and follow directions exactly as you are told to do; avoid your own interpretation. One of the age long demands and expectations of employers has been Integrity and Honesty. Starting work late, leaving work early or stealing company time are examples of dishonesty besides material or equipment stealing. You must be trustworthy to tell the truth as you would expect your employer to be truthful to their commitments.



Be Enthusiastic & show Pride in your work and company. It has been found that most successful employees are those who are enthusiastic and show pride in their work. Employers expect you to do the best you can, they want you to succeed. Listen and learn from the constructive criticisms that your supervisor shares with you. Try to see how it can help you become a better worker. Even if you feel the criticism is unfair, do not lose your temper. All employers will want to see Loyalty as an employee. Loyal employees love the company as their own and do not change jobs.

Be Flexible and accommodative in your work place. Accept work that may not be part of your duties. It will help you learn and feel good about helping others. This builds positive relationships with other staff and your employer. Observe and respect the Chain of Command. Learn what position each of your coworkers hold in the work place and how their position relates to yours. If you want respect from others, you need to show respect to others, too. Demonstrate Self Control as employers do not want badly tempered or aggressive employees; they can be disruptive and unproductive; you have no right to abuse others.

Adoption of New Technologies has long been part of all business concerns. Never before have innovations been as frequent and as generally accessible and acceptable as they are now. Technology enabling the flow of information and materials from homes to offices, factories, world capitals, and remote villages has transformed the way products are made and services delivered.

At the same time, however, there is increasing recognition that new technologies are often underused or inefficiently used, particularly in manufacturing. Clearly many businesses continue to innovate and grow; problems such as these might be avoided by learning the operational intricacies of these technology. Employers will definitely want from you a quicker adoption of these technologies and growing your skills and efficiency. This is vital for global or local competition in providing quantity for the niche market, quality products and affordable price. The HCM professionals' new challenge, therefore, is to mitigate the demands of the ever changing expectations of the employer.

(Next Issue: Challenge # 6: Changing demands of law; feedback welcome at ulfat@proedge-asso.com;))

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