

TRANSFORMING HR: INNOVATION, TECHNOLOGY AND FUTURE TRENDS

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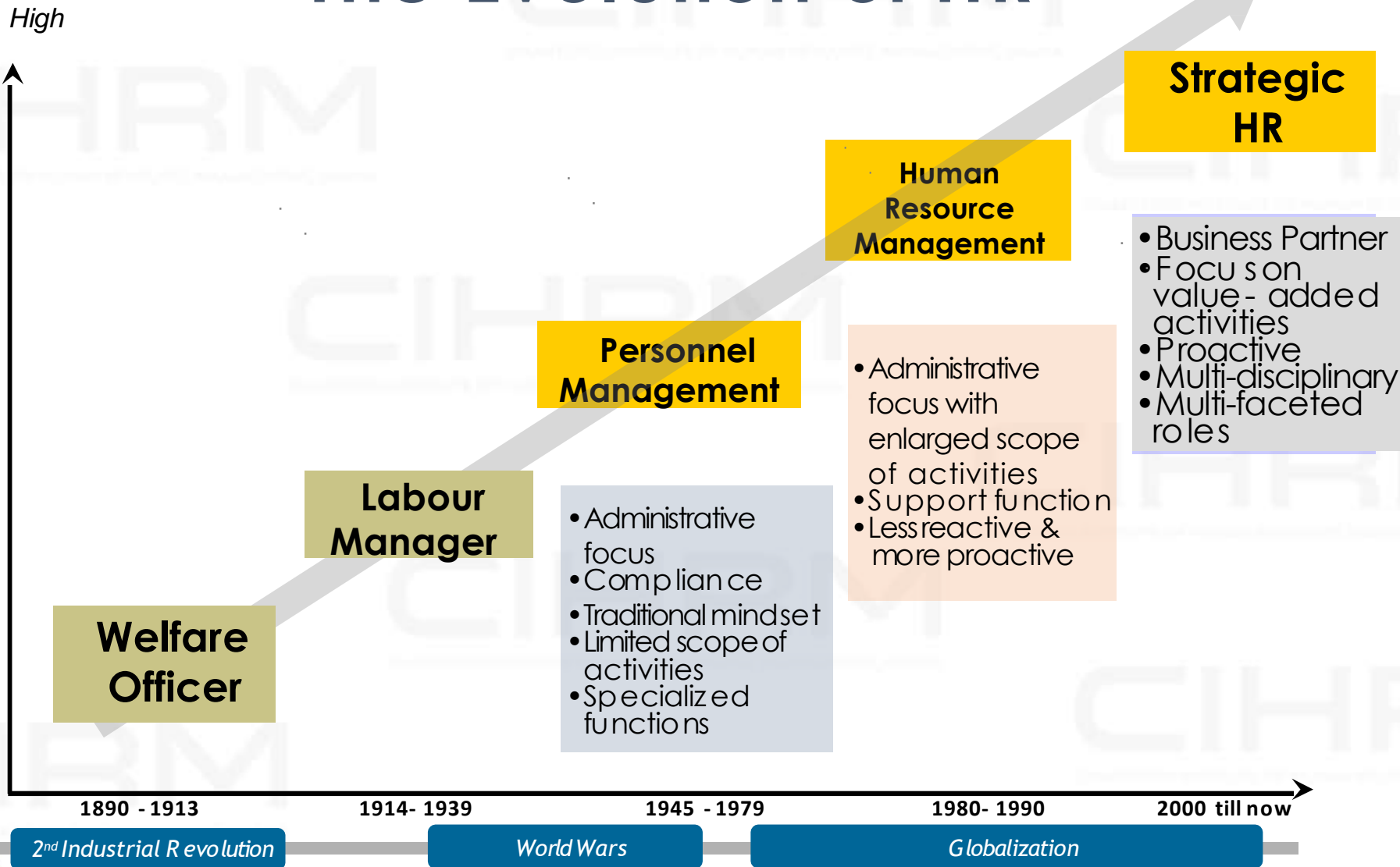




The Evolution or Journey of HR

The Evolution of HR

Value → Impact/Contribution to the Business



The Evolution of HR

End of 18th Century: Welfare Officers

- Protection for female employees & children;
- Care for injured and sick employees;
- Created in response to harsh industrial conditions



Wars: Labour/ Employment Manager

- Administration of absence, training & recruitment
- State /Trade Union partnerships
- Handled queries on compensation matters
- Employee data



1945 – 1979: Personnel Management

- Welfare & employment mgt. were integrated – Personnel Mgt.
- Output could be influenced by employment Policies
- Structured compensation Policy
- Collective bargaining & IR
- Specialized functions (70s)



1980 – 2000: Human Resource/ compliance Officer

- Administrator & technical expert
- Focused on improving efficiency & effectiveness
- Compensation engineering as key to productivity (incentive plans, deferred compensation options)

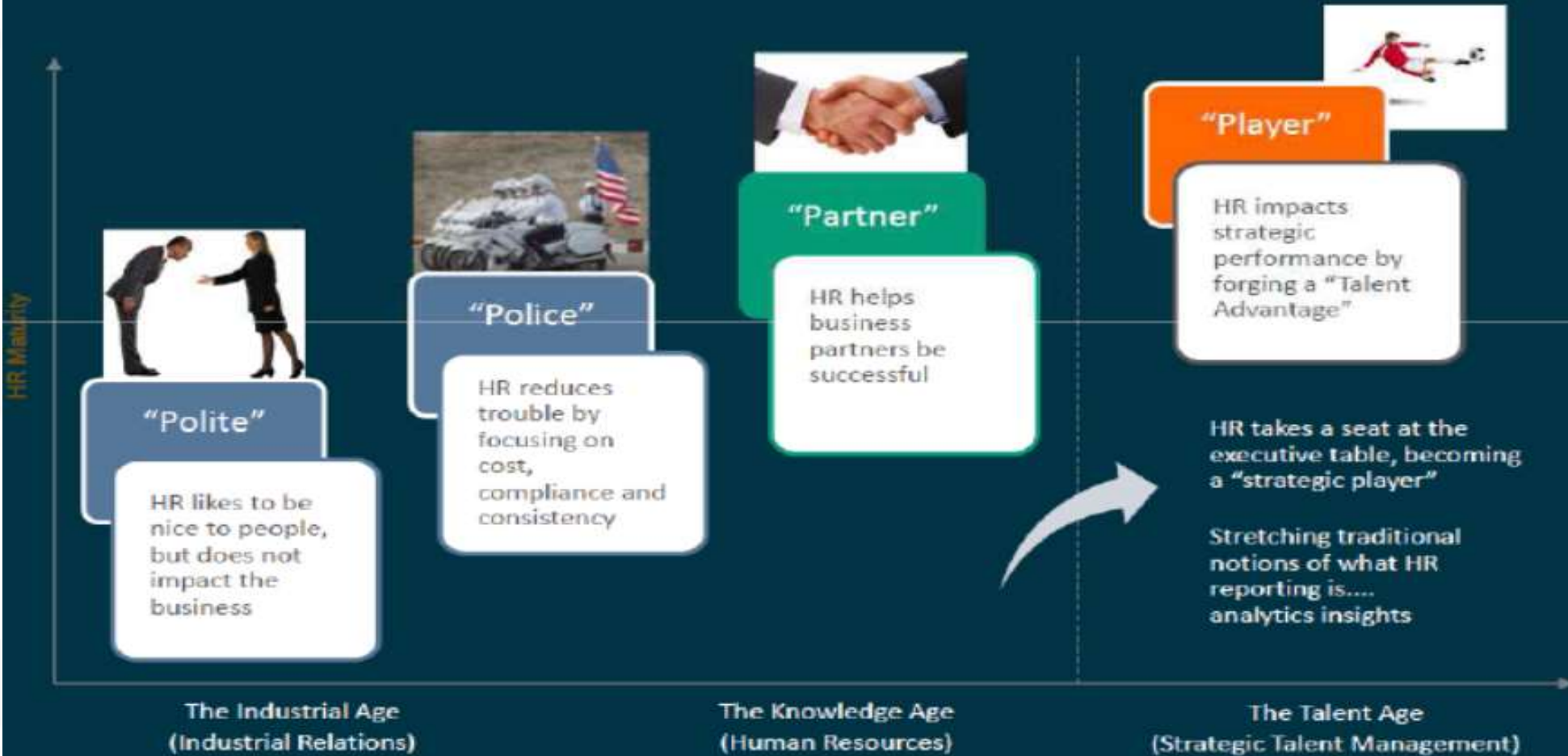


2001 till now: Strategic HR

- Strategic Business Partner
- Change Agent
- Employee Champion
- Center of Expertise (CoE)
- Shared Services



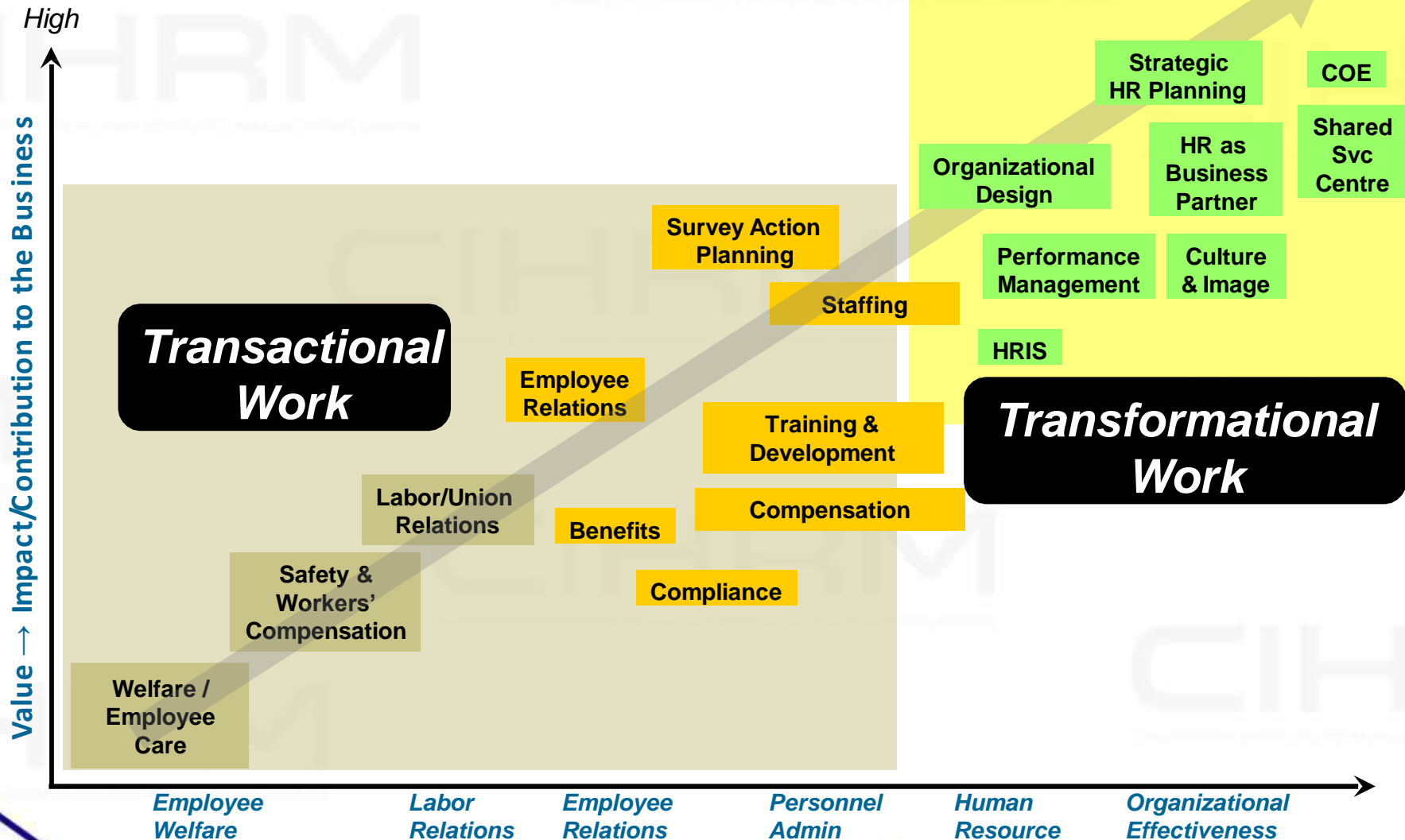
The role of HR is evolving as we move into the talent age...



The Evolution of HR

The HR Journey: Nature of Work

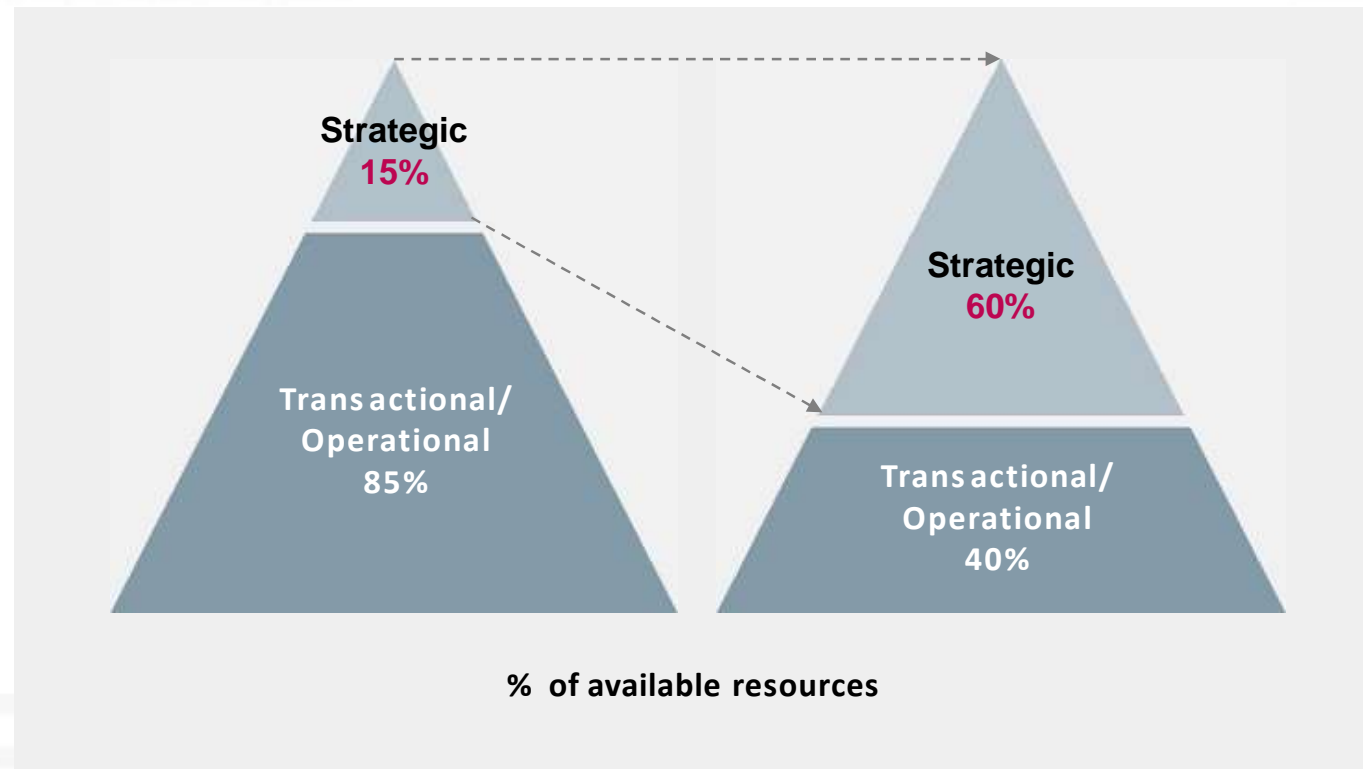
Continue to evolve



The Changing Role of HR

The Shift in the Balance of HR Roles

HR needs to realign its service delivery model to add more strategic value to the organization



Need to expand focus beyond its traditional & transactional role.

Zulkifli Mohd 2011

HOW HAS HR CHANGED

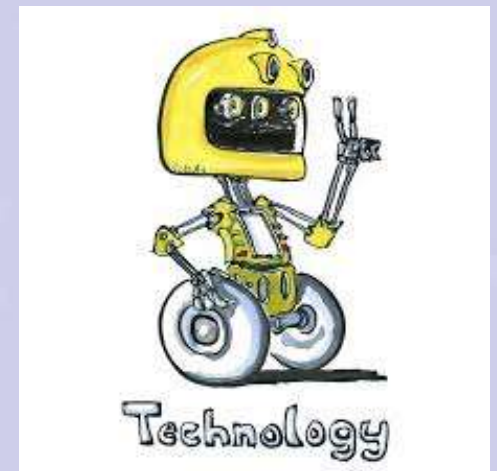
- Historically HR was always regarded as a support function. Increasingly, with talented employees identified as a key source of competitive advantage, HR has taken on a strategic dimension.
- Top managers now recognise that companies with strong HR practices, develop strong corporate cultures and supportive environments for employees. These same organisations are often more innovative, efficient and productive than their peers.

Change Drivers

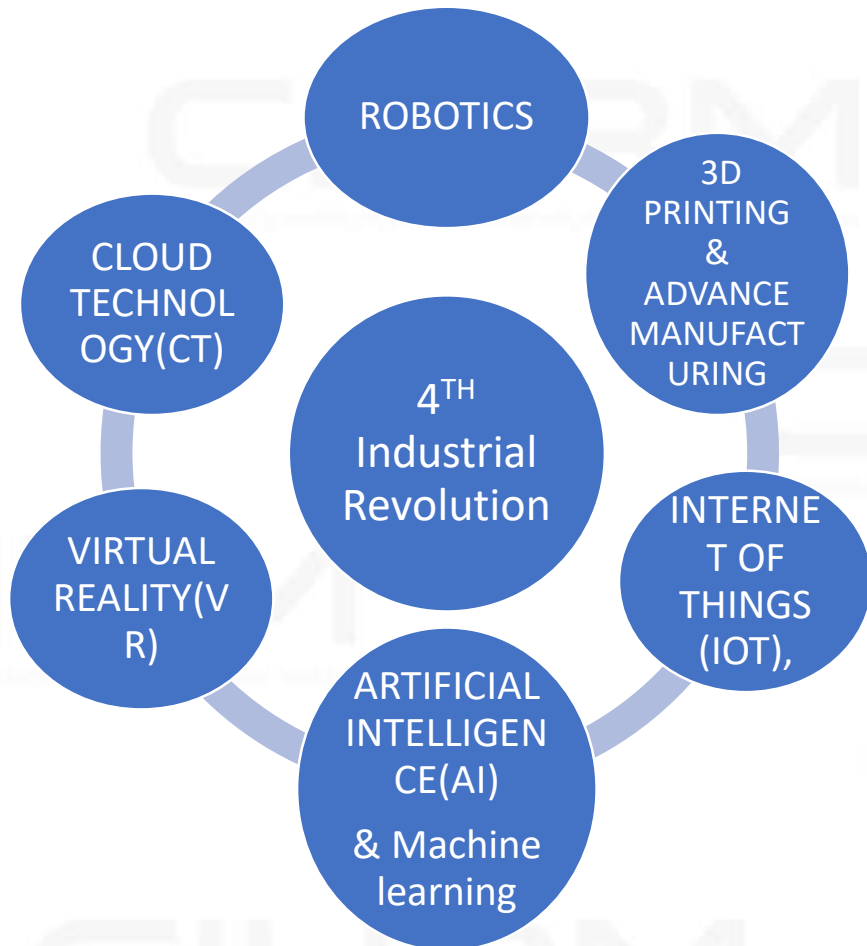




Technology & HR



HOW HAS TECHNOLOGY CHANGED HR?



THE 4TH INDUSTRIAL REVOLUTION AND THE ONSET OF THE COVID-19 PANDEMIC HAVE FURTHER ACCELERATED THE CHANGES ACROSS THE HR PROFESSION.

TECHNOLOGY AND TRENDS IN DIFFERENT FORMS HAVE CHANGED HOW WE WORK , THE WAY WE LIVE AND RELATE TO ONE ANOTHER.

AUTOMATION OF HR OPERATIONAL ACTIVITIES, WORKING REMOTELY, FLEXIBLE WORKING REGIMES, WORK-LIFE BALANCE, MANAGING GIG WORKERS, ARE SOME OF THE REAL CHANGES OCCURING, THAT HR PROFESSIONALS ARE EXPECTED TO LEAD THE TRANSFORMATIONAL AGENDA AND MANAGE THE SITUATION PROFESSIONALLY WHICH WILL ENSURE ORGANIZATIONAL SURVIVAL AND COMPETITIVENESS INTO THE FUTURE.

LIVING BEYOND THE REFLECTION POINT

WHAT WE KNOW

WHERE WE ARE AT

WHERE WE ARE HEADING

TECHNOLOGY-4TH INDUSTRIAL REVOLUTION

- Cloud Technology
- 3D Printing & Advance Manufacturing
- The Internet of things
- Automation, Robotics
- AI & Machine learning

REFLECTION POINT

- Virtual Assistance

BIG DATA MANAGEMENT



- Rise of the Free Agents(Gig workers)

INTERACTIVE DATA LAYER



Predictive Analytics

- Pay Equity
- Vocality of the female voice
- Rise of the individual Pensions



AUGMENTED HUMANITY

AI Board Directors

AI adaptive systems that anticipate needs

DISRUPTIVE TECHNOLOGY



- Multi-Generational workforce

STARTING TO ACCELERATE

Direct Impact of Technology on HR Operations

- **Communication** through SMS, Email, website, Social media(Facebook, WhatsApp, twitter, LinkedIn, intranet system, etc.
- **Client Services-** MIS-Members information system, LMS-Students Learning material system, CSM-Customer Service Management, PCP Students porter for registering on-line, accessing exams results on-line, e-learning applications-Zoom, Teams, Webinar, etc.
- **Financial operations**-use of Tally for internal financial activities, fees & salaries payments via online banking, mobile money platform, etc,
- **Administrative/Transactional activities-** Use of HRIS, Smartphones, MIS, Microsoft Applications like Word, Excel & Powerpoint, CCTV,etc.
- **Transportation-** Vehicle tracker system

DIGITAL OPERATIONS OF HR SERVICE DELIVERY

Processes

Recruitment

Learning

Performance
Management

Rewards &
Exit

Payroll

Managing People
Information



On-line tools

LinkedIn

LMS & Degreed

Workday

Workday

Onepay

Workday



WORKDAY

- Technology driven HR database tool used as one-stop shop for most HR processes to drive simplicity and user friendliness.
- It also has a mobile version which allows for convenience in usage.

Benefits

- Helps to maintain employees' personal data/ records.
- Gives the flexibility for employees to update their personal records.
- Allows for real time reporting, employee personal records, job history and moves/transfers
- The platform hosts all internal job postings within the Company.
- Employees can apply for jobs in other markets within Company through Workday.

Benefits contd

- Workday data directly feeds into the payroll system-**One pay** which minimizes the chances of errors in payroll processing.
- Serves as a goal setting platform, where employees go into set goals for the year.
- Serves as Performance Management tool, where employees self-assess themselves and line managers assess their teams and award performance rating for the year.
- Employees can access their payslips and bonus statements on Workday.
- Employees get to apply for all forms of leave via Workday.



DEGREED

- Degreed is a learning platform which takes feed from multiple learning sites across the world and some universities.
- The tool has a mobile feature allowing for convenience and learning on the go.
- Line Managers and colleagues can recommend trainings to one another for completion.
- For every course completed, there are points allocated, which is reflected on a leader board to drive competitive learning and team engagement.
- Employees can assess themselves based on certain key skills and Degreed recommends courses for them.
- Degreed houses Company training content as well as content from other platforms and some universities (faculties).

CHANGES IN BRIEF

Rise in digital people management(Provide Data To Make Talent Related Decisions).

Digital/Smart office building-environment.

Human/robot collaboration.

New jobs creation and new skills in demand.

Remote working or Work from Home, Digital Communication Channels, Skill Market Become More Digital, ETC

TRENDS-CULTURE-WELL-BEING/WELLNESS, FLEXIBLE WORKING, RISE OF GIG WORKERS, MOVE FROM MAINTENANCE TO DEVELOPMENT MIND-SET, ETC.

QUESTION



Which IT Applications are being used to support HR Service delivery in your Organisation?

HR LEADERS- CHANGE PREPAREDNESS & READINESS.



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SEDAT HR CONFERENCE



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What HR leaders must do to prepare for this change?

Lead the Transformation

The Fourth Industrial Revolution—where true digital *transformation* propels the business-- will require HR

leadership to make it truly successful.

Here are a number of actions HR can take to prepare:

Build an Agile Organizational Structure

Develop a Flexible Workforce

Embrace Continual Learning, Assessment and Adjustment of Capabilities

Create a Modern Technology Infrastructure and Strategy

Create a Working Environment that Support Diversity

Create a culture devoid of fear and control that hinders productivity and engagement.

Establish a Workplace Allowing Remote Workers & Flexible Working Regime

Engage Policy Makers to Effect Changes in Educational Curriculum

The Competencies required of HR professionals in this new world?

Whether early in their careers or highly experienced, many HR professionals ask, "What must the next generation of HR leaders know?" Here is what the next generation of HR leaders need to know:

They need to know the basics of HR

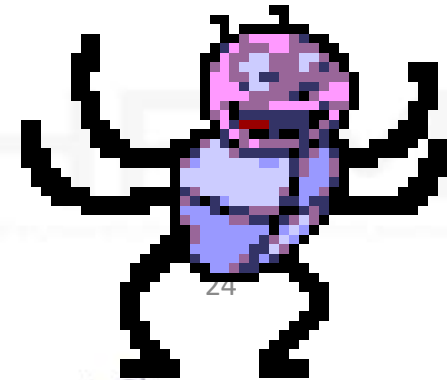
They need to know how and when to adapt themselves or adapt the world around them.

Above anything, they need to be ethical and foster ethical behaviour in others.

They need to stop thinking that diversity and global business don't apply to them.

They need to know what to do with what they know (and DO it).

HR PROFESSIONAL COMPETENCIES





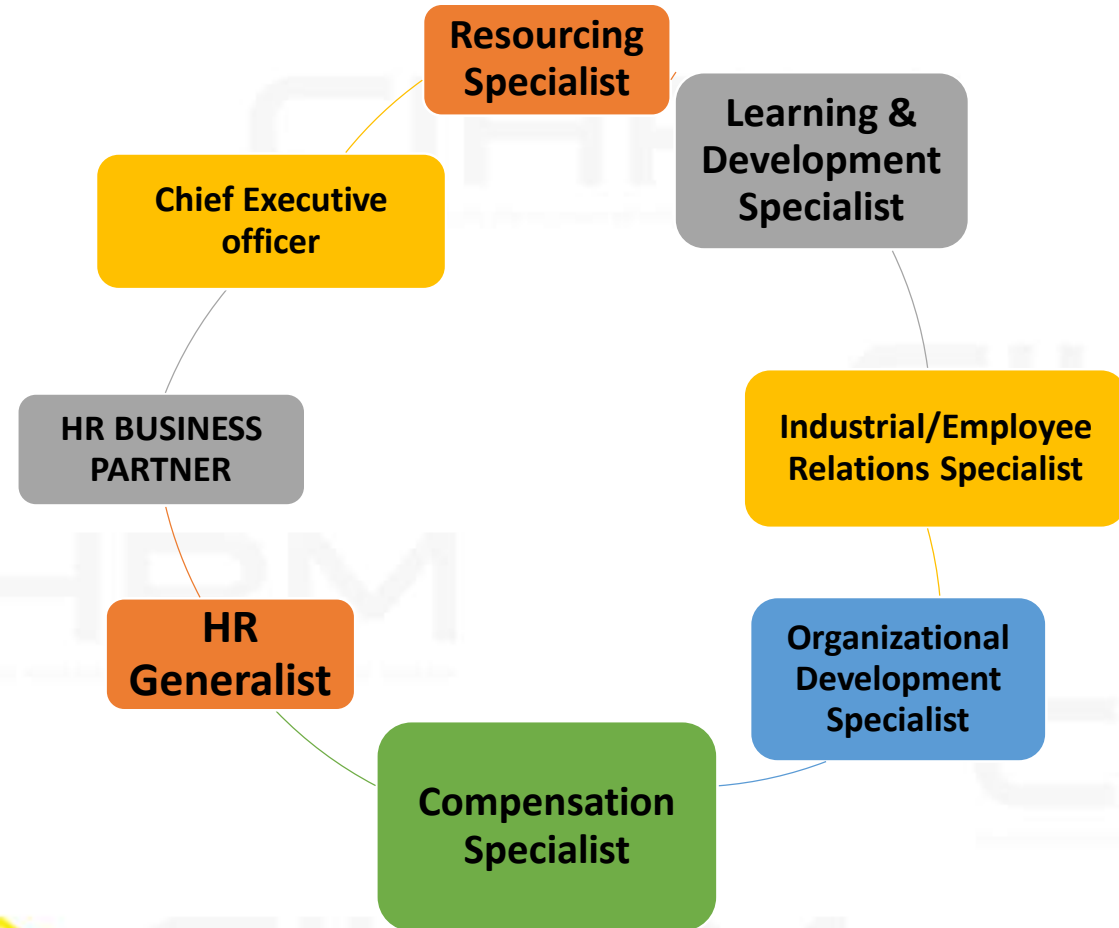
CHALLENGES

- RECOGNITION IS LARGELY LIMITED TO MULTI-NATIONAL COMPANIES. PUBLIC INSTITUTIONS, SMALL TO MEDIUM COMPANIES ARE STILL LAGGING BEHIND TO APPRECIATE THE CRITICAL ROLE OF STRATEGIC HR IN IMPACTING ORGANIZATIONS.
- THE REALITY IS THAT THERE IS LACK OF APPROPRIATE HR PROFESSIONAL SKILL-SET IN THE HR SPACE IN GHANA

OPPORTUNITIES

THE INCREASING RECOGNITION OF HOW CRITICAL HR IS TO THE SUCCESS OF ORGANIZATIONS HAS LED TO JOB OPENINGS IN THE HR SPACE:

THE INSTITUTE OBTAINING A CHARTER STATUS TO REGULATE THE PROFESSION WILL HELP TO BRING SANITY TO HR SPACE IN GHANA, THEREBY ENHANCING THE IMAGE OF THE HR PROFESSION.



FUTURE TRENDS OF HR IN GHANA

- Increasingly HR will become more of a player and eventually breaking the glass ceiling and take up the top position of the Apex(CAPTAIN).
- Demand for HR PROFESSIONALS is growing
- Future is bright for HR practitioners who:
 - ✓ Have the Technical, Managerial and Personality HR Competencies.
 - ✓ Have Diagnostic, Analytical & design skills **via** usage of Technology.
- Build agile digital HR platform(Technology infrastructure) to reap value from data.

Power of HR to build world-class organizations

ESSENTIALLY SINCE HR IS ALL ABOUT GENERATING ORGANIZATIONAL PERFORMANCE THROUGH PEOPLE, A WORLD CLASS ORGANIZATION IS BUILT THROUGH THE FOLLOWING INITIATIVES:

CREATE VALUE VIA AGILITY:

- **Flattening Structure** from hierarchy to network of teams for simplicity and fast decisions.
- Develop **Flexible and adaptable skills set** to be responsive to changes.
- Build **agile digital HR platform(Technology infrastructure)** to reap value from data.

CREATE VALUE VIA SCALABILITY:

- Lean into **learning culture** by **reskilling** and **upskilling** Talent. That is, embrace continual learning, assessment & adjustment of capabilities, and mapping **Talent** to **Value**.
- Enhance **HR Ecosystem** where competitors become collaborators. That is, with **HR-Tech players** & others in the wider **HR Ecosystem**.

CREATE VALUE VIA CULTURE:

- Take **employee experience** (includes team morale & positive mindset, work spaces) to the next level.
- Create **workplace environment** that **support diversity, remote working, gig workers, flexible working regime, etc.**
- Strengthen **Leadership & build capacity** where change should be business-led, with clear and visible leadership from the top.

CONCLUSION

START FOCUSING ON UNDERSTANDING NEEDS OF THE BUSINESS AND DELIVER VALUE ADDED HR BUSINESS SOLUTIONS THROUGH TECHNOLOGY AND ANALYTICS

The changing face of HR is real, hence must embrace it and ensure we up our game to deliver efficient and effective strategic value-added service delivery to organisations.

NOTE: THAT TRADITIONAL HR SKILLS HAVE NOT DIMINISHED IN VALUE, BUT SIMPLY ARE NO LONGER ADEQUATE TO SATISFY THE WIDER STRATEGIC DEMANDS ON THE HR FUNCTION

JOIN THE INSTITUTE AND UPSKILL YOURSELF AND GET RECOGNISE AS AN HR PROFESSIONAL

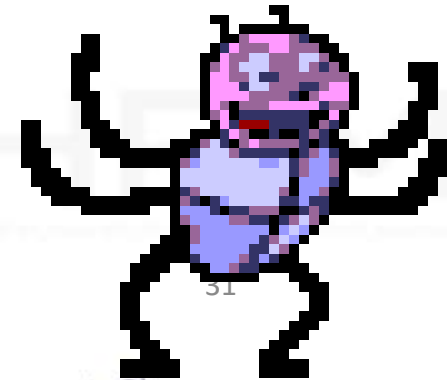


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THANK YOU FOR YOUR ATTENTION/PARTICIPATION

APPLAUSE



Q&A



What is innovation in simple words?

Simply put, innovation is about successfully implementing a new idea and creating value for your customers and stakeholders. Innovation starts with a new idea. It could be a plan for an improved product or service; it could be an updated method for running your operations; it could also be a new business mode.