

Research on the Change in HR policies and procedures (SOP) during Covid 19

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Chapter-1 : Covid Wave and its impact on corporate world

- The global economy is experiencing its worst downturn in history. Coronavirus has had a significant impact on practically every country's growth and is to blame for the global GDP collapse. India, like other countries, is affected by the virus, but not as severely. Sales and income have decreased in almost every industry sector. In the third quarter of 2020, India's GDP growth slowed to 4.7 percent.
- China is a major supplier of a variety of raw resources to India. Factory closures have harmed the supply chain, resulting in a sharp increase in raw material prices. Gold, masks, sanitizers, smartphones, pharmaceuticals, consumer durables, and other items have all suffered price increases recently. Among the rest, the aviation and automobile industries have been affected the worst. The aviation and tourism industries have come to a halt due to the lack of aeroplane landings and take-offs around the world, as well as restricted travel.
- Since the outbreak of the epidemic, stock indexes such as the Sensex and Nifty have taken a tumble (COVID-19). In less than a month, the Sensex has lost about 8000 points. Investors in the stock market had lost around Rs. 33 lakh crore rupees in a month as of March 12, 2020. This could signal the start of a recession that the Indian market does not want to see. Staying safe and invested in this virus-infected stock market is advised. Pharmaceuticals, healthcare, and fast-moving consumer goods are just a few businesses that could gain from new coronavirus during a market meltdown (FMCG).
- Almost 80% of Indian enterprises have had cash flow challenges as a result of the outbreak, and more than 50% of companies are experiencing operational issues. COVID-19 affects 53% of businesses, according to the Federation of Indian Chambers of Commerce and Industry (FICCI). Slow economic activity causes cash flow issues, which affect repayments, interest, and taxes, among other things.
- HR difficulties differ depending on the location, industry, and size of the organisation, but it is apparent that many companies will have to cut costs. Organizing people to work remotely, managing employees' mental health and wellness, inspiring and engaging employees are just a few of the HRM problems faced during covid. Moreover, rather than laying off staff or lowering wages, businesses are looking for new ways to save money, such as employing technology to facilitate work-from-home or analysing costs to stretch the budget. Companies have also been urged to provide more generous and flexible benefit packages, and the government may be able to assist.

Challenges faced by corporate HRs during Covid

- One thing has become clear as the modern workforce evolves: a well-defined organisational culture is critical to success. It's a driving force behind your organization's identity, giving your employees something to rally around. However, in times of crisis, culture tends to take on new forms. Decisions are made on the fly. New plans are implemented, and secondary issues such as your office culture frequently fall by the wayside. Furthermore, financial survival comes before almost everything else. There aren't many technological solutions for maintaining employee engagement and standardised communication. Finding new and innovative ways to keep office culture relevant and engaging will put the operations of most businesses to the test. Having said that, we can expect to see some captivating work done here.
- The severity of COVID-19's economic impact on the country and, more specifically, on the business world is becoming increasingly clear. Week after week, it appears that more companies and industries are laying off workers, cutting hours, and putting hiring on hold. This has an impact on everyone involved. Businesses may need to use contractors at a greater frequency than usual. When no one else is hiring, the talent must wonder how important a company's reputation is. And both parties will be on the edge of their seats, waiting to see how everything turns out. It's a stressful time for both employers and employees.
- In less interesting times, human resources have the relatively simple task of keeping onsite employees engaged and productive. People come in, HR monitors them, and the process can save your company thousands of dollars in wasted man-hours over the course of a year. Committed, motivated teams consistently produce better results.

So, how do you keep this kind of connection going from afar? Begin by lowering telehealth co-pays and, if you don't already have it, incorporating mental health consultations into your health plan. Learn about options such as daily pay or subsidised loans to help them offset any financial difficulties and, in the end, to simplify the entire process for yourself.

One only needs to pay attention to the news right now to see examples of companies "doing the right thing."

Chapter-2: Primary Research on change in Policies & Procedures during Covid.

Objective of the study

- To know Whether the companies are taking care of the employees in the covid times.
- To track whether proper medical facilities are given to the employee and their families.
- To gather information if there is any proper covid response team to address different issue.
- To anticipate whether the companies are proactive enough to start vaccination drive in their company.
- To what extent work from home is practiced during this pandemic.

Research Methodology

- A questionnaire was designed to conduct the survey among the employees of different organization related to IT, FMCG, Paint and Telecom.
- This questionnaire was then floated with the help of google form to different employees via different social media platforms.
- After the responses were recorded then a proper analysis is made and the conclusion is drawn.

The questionnaire is the project where we were supposed to find how corporates are dealing with covid 19. The basic parameters to find is whether there is a covid response team, vaccination drive initiated, covid insurance and whether the employees are provided with any infrastructure for Work from home. This project is entirely based on the primary data.

Scope of the Study

The research was conducted with employees working in different states of the country and the main purpose is to know whether they are happy with the organization during the crisis period, whether there is any grievance as it will directly affect the retention of the employees in the organization.

Research Analysis

Research Design

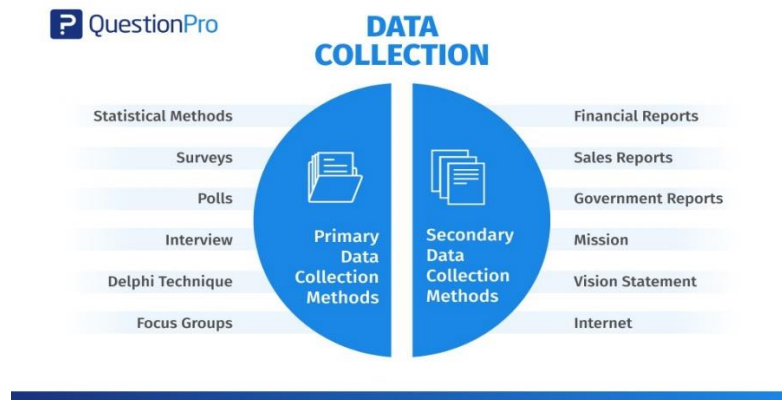
Research Design Research design refers to the procedures and methods adopted for conducting a study. It allows researchers to hone in on research methods that are most appropriate for the subject matter and frame the research study accordingly. An impactful research design usually creates a minimum 41 bias in data and increases trust in the accuracy of collected data. It is broadly classified into three types as:

- Causal Research Design
- Descriptive Research Design
- Exploratory Research Design

This research was conducted through Descriptive Research Design. In a descriptive design, a researcher is solely interested in describing the situation or case under their research study. It is a theory-based design method which is created by gathering, analysing, and presenting collected data. This allows a researcher to provide insights into the why and how of research. Descriptive design helps others better understand the need for the research. If the problem statement is not clear, you can conduct exploratory research.

Source of Data

- **Primary Data:** - This is the data that is collected first-hand by using different techniques like interview, questionnaire, etc. In this project, primary data has been collected by the means of questionnaire.
- **Secondary Data:** - Secondary data refers to the data existing in the pre-existing domain i.e., it refers to the data which have already been collected and analysed by someone else. The secondary data involved in this project has been gathered from the internet.



Tool of data collection-

Due to unforeseen circumstances and limitation during the times of covid outbreak, the data collection has been done through using Google Forms.

Sample Design

Duration- The study on how corporates are dealing with covid 19 pandemic is done for the duration of one month and salary and incentive structure analysis was done for the next one month.

Sample Size- The primary data was collected mainly for the first project related to covid where there were 30 respondents who are employees in different sectors such as FMCG, Paint Industry, Telecom and Information Technology.

Sampling Method – The sampling method which is followed during the survey is Stratified Sampling as the respondents are only employees and share some common characteristics.

Area of Sample Work- The respondents or the information related to the employees are collected across PAN India.

Data analysis

Data analysis refers to the process in which raw collected data is organized and analysed to that it can be represented in meaningful form of information that can be understood easily. There are many ways

to approach data analysis and it is convenient and easy to manipulate data to emphasize or push prejudiced agenda or conclusion.

Raw data can be in different forms such as, measurements, survey responses, and observations. In such forms, it is difficult to understand and draw out any conclusion from it and is overwhelming. For data analysis, raw data is arranged in such a way that it becomes easy to understand.

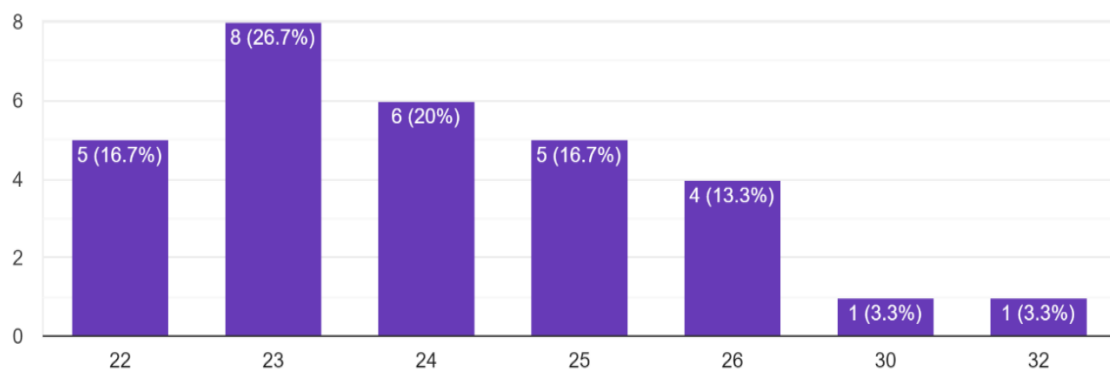
In this process of organizing the data, there may emerge some trends and thus, modelling the data with the help of mathematics and other tools like Excel and SPSS can make it easier for the researcher to present complex data in a meaningful manner and representing it in the form of Charts, graphs, and textual write ups. These kind of representation of data help the audience to understand to outcome of the research at a glance.

Respondent Details

This survey is done on the basis of primary data which is collected from different employees working in all over India across varies age groups. The primary target group was FMCG, Telecom, Paint and Information Technology. There was total 30 respondents for this particular survey. Here are some of the demographics about the population.

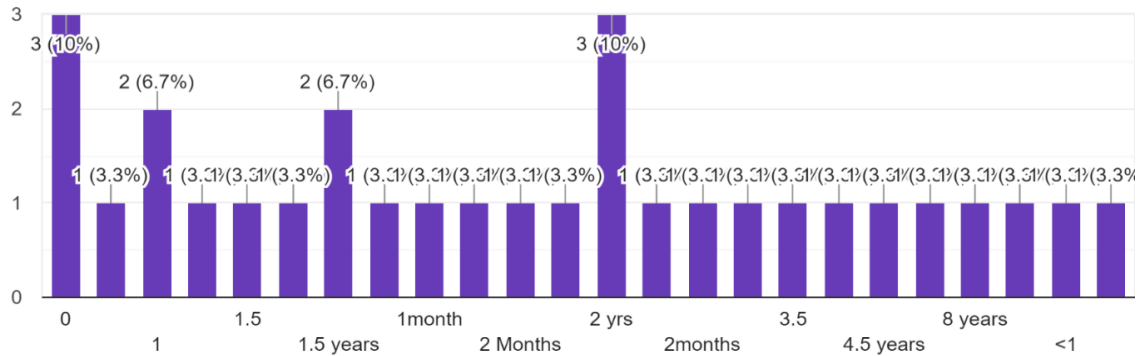
Age

30 responses



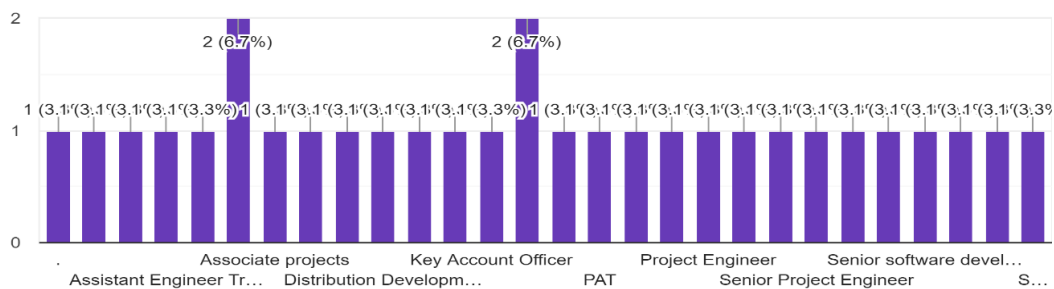
Experience

30 responses



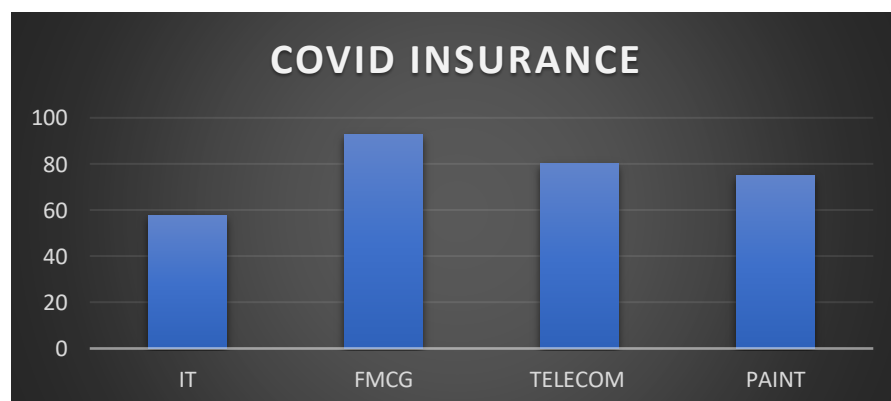
Designation

30 responses

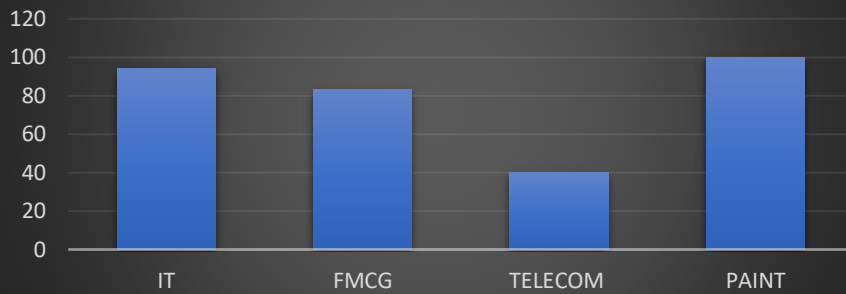


Data Analysis & Interpretation

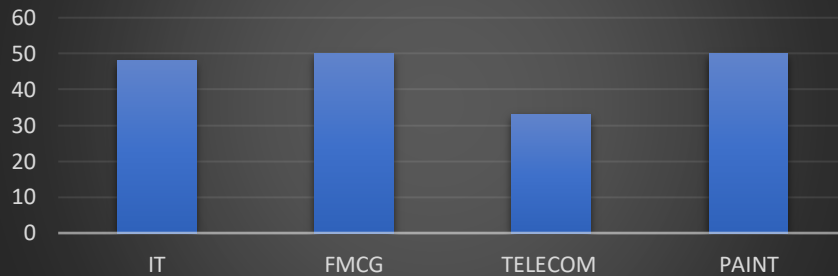
Here are some of the findings which are converted into graphical presentation for the ease for understanding. Only the key focus area of the project is shown graphically.



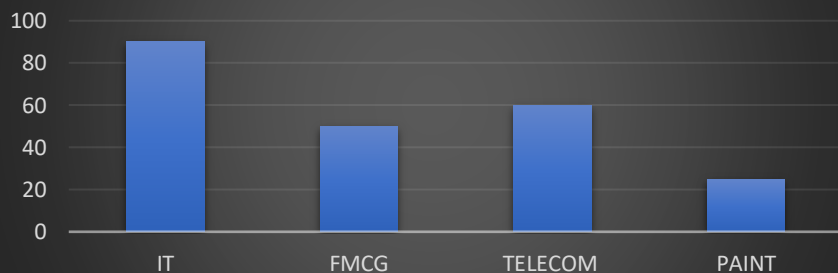
COVID RESPONSE TEAM



VACCINATION DRIVE



INFRA FOR WFH



The Findings

Detailed Analysis (Company wise)					
Industry	Company	Covid Insurance	Covid Response Team	Precautionary & Vaccination Team	Infrastructure for WFH
IT	TCS	No	Yes	No	Yes
	Capgemini	Yes	Yes	No	Yes
	Wipro	No	Yes	Yes	No
	Cognizant	Yes	Yes	Yes	Yes
	Accenture	Yes	Yes	Yes	Yes
FMCG	Marico	Yes	No	Yes	No
	Britannia	Yes	Yes	Yes	Yes
	Nestle	Yes	Yes	No	Yes
	Dabor	Yes	Yes	No	No
Telecom	Airtel	Yes	Yes	No	Yes
	Jio	No	No	Yes	Yes
	Vodafone-Idea	Yes	No	Yes	No
Paint	Asian	Yes	Yes	Yes	No
	Nerolac	Yes	Yes	No	Yes
	Indigo	Yes	Yes	No	No
	Akzo	No	Yes	Yes	No

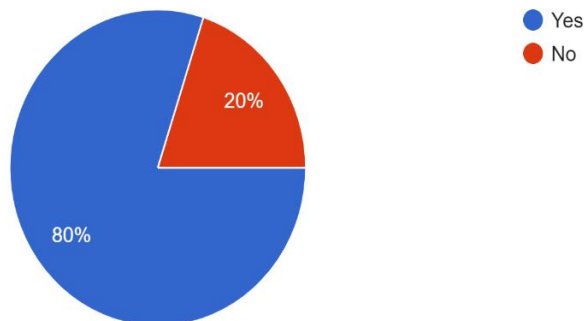
Findings with some numerical evidences

The figures shown are in percentage

Company	Industry	Covid Insurance	Covid Response team	Vaccination Drive	Infrastructure for WFH
TCS	IT				
WIPRO					
CAGEMINI					
COGNIZANT					
ACCENTURE					
MARICO	FMCG				
BRITANNIA					
NESTLE					
DABOR					
AIRTEL	TELECOM				
JIO					
VI					
ASIAN	PAINT				
NEROLAC					
INDIGO					
AKZO					

Are you initiating work from home?

30 responses



Conclusion & Observation

As per the information collected and analysis is done from the information collected, there are some clear conclusions which can be drawn. After the research was done related to how different companies are behaving with their employees in the Covid 19 pandemic we found that IT companies like TCS, WIPRO etc are encouraging work from home for their employees but some of them are failing to provide a proper infrastructure as a result employee are facing problems like connectivity issue and failing to meet the criteria of a proper system to work on. The companies in the telecom industry needs to focus more on the vaccination drive for their employees, whereas talking about the covid insurance every Industry in doing good except the IT industry as only 57% of the total employees as per research got the covid insurance. If we focus on the factor of setting up covid response team in this pandemic every industry did their best but telecom industry is little backward as 40% of the employees in this industry received assistance from the covid response team.

Bibliography

1. Santosh Mukherjee, HR Berger Paints India
2. Ambition Box Website
3. Glassdoor Website
4. TCS, WIPRO Employees
5. Area Sales Manager, Berger Paints

6. Universal Business School**7. Employees of Vodafone-Idea, Reliance JIO****8. Government of West Bengal – Vaccination Drive details.****Annexure-I**

1. what are the newly developed covid -19 company policy? *
2. Have your organization set up a covid 19 response team and what is their job role? *
3. What is the structured response plan if anyone gets covid? *
4. What is the sanitization procedure? *
5. How company is awaking employees on precautionary measures? *
6. What steps are taken for mental health of the employees? *
7. Is there any new medical insurance introduced for Covid?
8. Are you initiating work from home? *
9. Is there any infrastructure provided by the company for work from home
(For ex- Laptops)? *