

# UNRAVELLING

THE TOP

THE TOP

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# HR CONCERNS



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PeoplesHR conducted a series of comprehensive audits and surveys with their existing diversified portfolio to understand the expectations and requirements derived as a result of the new normal

## **THE CONCLUSION OF THESE FINDINGS CREATED AN UNDERSTANDING OF THE TOP 3 HR TECH TRENDS OF 2021.**

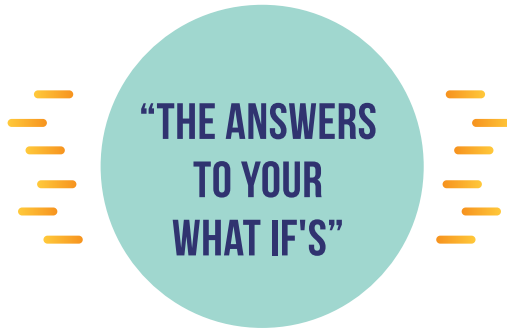
- 1. Self Driven Decision Making with Simulations*
- 2. Collaboration, Extensibility and Work From Home Tools*
- 3. Development of Knowledge with Data and Analytics.*

According to the surveys and audits conducted by PeoplesHR, users of the latest version of the HR solution, PeoplesHR neon shows an overall satisfaction of over 85% as a result of constant research and inclusion of new features and improvements. Service Level Word Cloud, Reports, Time Management, Collaboration with ERP and external solutions few areas highlighted in the findings of the survey conducted. These results have contributed towards deriving the Top 3 HR Tech Trends for 2021.



# 1. SELF DRIVEN DECISION MAKING WITH SIMULATIONS

Throughout the years decision making has been through many phases. From the traditional tool kits to modern algorithms. But the basis of all these have been how you make decisions, the use of facts and calculations. The aim is to make it more relatable to HR scenarios. Addressing this need, the addition of Simulations to the PeoplesHR solution identifies



In simpler terms, one is able to conduct certain scenarios and see how best it suits your organisational needs.

For example, you may want to see what happens if you give increments or bonuses, hire new individuals or even the repercussions if someone leaves. The goal of simulations is to facilitate various types of decisions with the use of data.

The functionality of the system enables these decisions to be made with existing data available in your HR solution. Hence the what if's are based on actual organisational data and given in a perspective that is based on specified parameters and one can attribute values and determine a certain outcome. As these are based on real data the results derived have a high probability of accuracy.



## The PeoplesHR platform has a workbench which one can simulate 4 elements according to real scenarios.

**Example 1:** Imagine a yearly budget given to a department head and how they would utilize it. In such a situation, the simulation workbench helps the department head simulate against different entities within the organisation. Another interesting feature is that these scenarios can be shared among colleagues for verification opening doors for collaborations and sharing of opinions.

In terms of yearly increments, organisations can tackle this annual concern by identifying how a certain increment can affect the bottom line and cost to the company (CTC). The platform allows simulations for different pay elements and sees the corresponding results with the generation of real-time figures.

When conducting the simulations, the system also indicates the fairness of the scenarios and if the compa ratios are met and is colour coded for convenience.

This also facilitates to carry out fairness among the organisation as when increment decisions are made with the use of peer level analysis to see if the decision made is just. This can be through performance ratings, talent ratings or even the criticalness of their job role.

Exits on the other hand is also considered important within the simulations framework

Exits too are a part and parcel of the daily HR environment and come at a cost. With employee data available in the system, simulations automatically calculate the cost to the company based on their service duration.

All these formulas are exact formulas used in payroll, which therefore gives your accurate figures.

Hence organisations can always think twice before any harsh decisions are made before it affects the CTC.

Did you know?

Another feature of simulations that is highly critical is what can be applied to the scenario of opening a branch or different entity where the system can derive the cost of new hires based on the headcount required. Hence giving you the cost upfront.

**SOUNDS INTERESTING?**

**GET IN TOUCH WITH US**

## 2.COLLABORATION, EXTENSIBILITY AND WORK FROM HOME TOOLS

The new normal has made collaboration within the organisation highly critical. There is also a need for productivity and transparency among employees to increase.

The PeoplesHR Mobile App is built keeping in mind the extensibility and the need to keep in touch with employees, conduct operational activities and keep a track of what employees are doing.

From attendance and leave to satisfaction and employee benefits to checking payslips is now facilitated using the PeoplesHR Mobile App eliminating the need to be done physically. Hence all employees can engage with the organisation in a more productive manner.

Organisations can also time track their employees and integrate it with projects when applicable, providing the ability to allocate resources more effectively.

The check-in/out feature also helps employees who are always on the go or at different locations to check-in with the use of the mobile app as the geo-tagging capability helps organisations to monitor the exact time and location they are present.

Another interesting feature would be the Happiness Indicator.



The concept behind this feature is similar to the satisfaction ranking that can be done after obtaining a service.

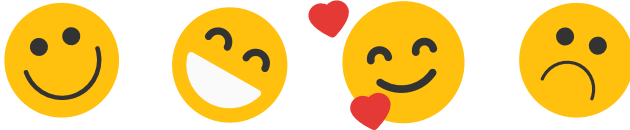
The Happiness Indicator gives employees to do something similar. Employees are able to provide their satisfaction towards their work simply by selecting the relevant mood emoji. This provides organisations to capture happiness and measure happiness and also make decisions based on employee satisfaction which is a rare occurrence.

The Happiness Indicator opens doors to a variety of Analytics and Insights.

Happiness levels can always differ during an employees shift. This can be due to stress, fatigue or time of the day. This information is now readily made available in the system. Another instance witnessed is that newcomers are always excited and happy to join, but the level of engagement and enthusiasm gradually reduces with time. The Happiness Indicator now enables this information to be generated through data enabling employers to analyze the situation better.

As a result of this analysis various aspects can be brought to light. Whether the problem is due to a particular supervisor or the group of peers associated with or the organisational culture. Therefore HR can look into how best they could provide a good working environment for their employees.

Happiness is also paired with other parameters, such as employee performance, their Bradford factors, work hours, the service period, the number of subordinates they manage any many more in order to have a drilled down analysis of employee happiness.



A point to note is that this could be a critical point for the retention of employees.

Combined indicators such as the top performers, employee talent and potential along with the predictive models indicating leaving probability shows whether the organisation is going to face a problem if a high performer wants to leave. As a result the insights derived from the Happiness Indicator can be used to resolve the problem. Hence it can be stated that it takes a series of dimensions and provides recommendations on what is to be done.

**ARE YOU SURE THAT YOUR EMPLOYEES ARE HAPPY?**

**GET IN TOUCH TO KNOW INSIGHTS**

A key advantage is that the mobile app and kiosk have the same functionality from top to bottom.

The Kiosk application plays a vital role to those who have no access to a smart device or a pc. The PeoplesHR Mobile App and Kiosk are completely identical in order to provide the same level of experience and engagement to all employees despite their occupational level.

The kiosk is available as a windows app and a web browser and is localised for upto 16+ languages, breaking language barriers.

It also facilitates basic printing, biometric authentication and multiple features for even lower level employees to engage with the system. The PeoplesHR surveys and audits also indicate that the kiosk and mobile app is a heavily used system in the manufacturing and warehousing sectors and also among on-site employees.

In terms of Extendability, PeoplesHR specialises purely on HR solutions but there is a need to provide additional services around HR to expand the service layer for customers and a part of user experience.



The latest addition to the PeoplesHR portfolio, The PeoplesHR Marketplace, now enables users to be a part of a community that provides access to other services, whether it is CRMs, surveys, medical services, LMS or any other service.

This global platform is a one-stop-shop for all your HR needs, giving organisations the freedom to browse, enable, and purchase software products and value additions at a cost-effective rate from global service providers to enhance their HR experience.

PeoplesHR Marketplace is one of a kind online store, a one-stop-shop for all HR related needs. A platform which consists of multiple business solutions and extended HR services that complement and add value to hSenid's HRIS platform, PeoplesHR. PeoplesHR Marketplace offers a large collection of trusted and innovative apps in many business categories, not limited to marketing, sales, customer service, social, and talent management. Like add-on or plug-in software, these apps provide enhanced functions or customisations for an existing PeoplesHR implementation. It also offers an array of services, such as consulting, implementation, integration, and training, to help one transition to the cloud and improve the successful operation of their company. The PeoplesHR community is further given the privilege of promotions offered by all respective stakeholders not limited to partners, customers or any other related party. PeoplesHR Marketplace also creates an arena through this platform for CSR projects initiated by corporates or by related stakeholders for donations, subscriptions or for voluntary services open to its customer base across 40 countries globally.

**WANT TO BE A PART OF THE PEOPLESHR MARKETPLACE?**

**JUST REACH OUT TO US**





### 3. DEVELOPMENT OF KNOWLEDGE WITH DATA AND ANALYTICS.

From the traditional use of crystal reports to in-built tools and moving on to different analytical platforms, the ways and means of analysing data has constantly evolved to improve its level of accuracy and reliability.

Understanding the need to scrutinise every bit of data and information in order to gather organisational insights and knowledge, PeoplesHR comes with an array of analytics and reporting tools.

#### HERE'S THE TOP 6 MOST FREQUENTLY USED ANALYTICS AND REPORTING TOOLS PEOPLESHR IS KNOWN FOR:

##### 1. Descriptive Analytics.



Did you know?

Apart from the traditional tools and techniques, there are built-in analytics within the product for users to explore.

Performance Analytics enables multiple analytical insights to be derived using performance assessments, goals, KPIs and efficiencies. With PeoplesHR one can compare competency trends and organisational level skill profile movements, opening doors to multiple analytics and drill downs.

The Performance module alone has over 80 different types of Analytics while the other modules in the system come with their own set of analytics.

For example, analytics available within the Absence module, shows future patterns and employee behaviour related to absence in order to make employee related decisions. Hence, it can be stated that descriptive analytics mainly focuses on the operation side to enable data driven decision making.

## 2. On demand reporting tool



This is an in-built tool that helps to generate your own reports without an added hassle, similar to the excel sheets we are used to. This comes in handy as day to day operations can require multiple reports to be made.

Organisations now have the freedom to independently generate their reports without depending on their HR solutions provider.

## 3. Enterprise Dashboard.



The Enterprise Dashboard specially caters to top level executives and the management team, which provides a snapshot of the organisation from an HR perspective.

A series of indicators which provides insights into the organisation. This includes trends, monthly comparisons, insights on data such as hiring patterns and gender equality, highest movement jobs, overtime ratios and other indicators provided through monthly summaries.

The advantage of this would be that the monthly summaries can be generated for one's own entity. For example, in a group of companies scenario, the top level can look into their own business units.

These dashboards are specialised towards organisational strategic needs and require quality data sets created over a couple of years to provide better results to give the organisation a head start over its competition.

Efficiency matrices in the Enterprise Dashboard provide insights on the overall efficiency of using full-time vs. part-time employees and are derived using the data sets available. FTE ratios also help to identify how an organisation is deploying their employees and the movement of monthly FTE ratios can be identified. The FTE ratio gives room for a high level of efficiency matrices are to be further derived.

## 4. KPI and Trend Analysis.



It can be said that cautious decisions can be made when one knows the trends and patterns. Within an organisation, Operational HR has multiple patterns, from absence patterns, turnover patterns and attendance patterns being just the basic examples.

Did you know? The KPI and Trends Analysis within PeoplesHR has over 30 different indicators.

Trends can be further drilled down to identify the root causes and elements. Hence if there is a negative trend visible, the elements influencing such a trend can be addressed immediately to reduce the impact. In short, the organisation can move from being reactive to proactive. Are you interested in becoming a proactive organisation? Let us help you do just that.

## 5. Predictive Analytics



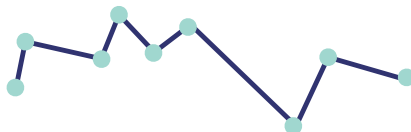
There are 3 main predictions available within the PeoplesHR solution.



Employee Turnover Predictions ●●●●

This model is built based on patterns and historical data which suits the organisation and provides over 80% accuracy on employee turnover.

A point to be highlighted is that in certain instances the real reason for turnover can be far different from what one assumes according to their intuition. This can be due to the fact that data shows the real insights rather than false reasoning that can be given by employees. An added advantage of this is the ability to identify high performers that have a high tendency of leaving. As a result HR and the organisation can take necessary actions to retain the employee ahead of time.





## Absenteeism Predictions ●●●●

This is highly important for service level organisations and the manufacturing sector in particular. For example, the level of absenteeism indicated helps to pre-plan and prepare for a production batch. The production manager is able to decide from where to hire resources and smoothen the production process.

The personas built in the systems help to categorise employees to identify absenteeism patterns and can also be utilised during recruitment to identify what sort of an employee the individual is going to be.

These personas are created using multiple parameters from basics such as age, gender, marital status, work patterns, service periods to much more complex parameters.



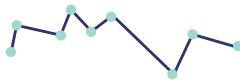
## Attendance Predictions ●●●●

Organisations can track employee attendance over time to identify the turnout for the future and create attendance patterns within one's organisation and once again be highly critical for the manufacturing sector similar to the Absenteeism predictions.

The PeoplesHR solution also provides the model accuracy, which compares the actual vs. forecasted. This indicates whether the model is actually working or if it requires improvement.



## 6. INTERACTIVE ANALYTICS



Introducing the latest addition to the PeoplesHR Analytics family, Interactive Analytics. As a result of HR practices deferring from organisation to organisation, despite the multiple analytics provided by any HR solution, certain situations require organisations to derive their own analytics. Keeping that in mind a BI platform is integrated to the product so that end users have access to BI related features and capabilities.

In simpler terms, individuals can derive their own level of analytics, whether it is C-level managers or department heads or even executives.

Similar to other analytical tools, one can do drill-downs, chartings, scenario analysis and comparisons. This is a convenient tool to create one's charts and graphs and export to pdf, excel or print with multiple capabilities in-built within the product with the BI platform. The key factor to be highlighted is the security.

Unlike other BI tools where one can generate information they are not supposed to, this feature runs through the security feature of the PeoplesHR product. This means that even if a dashboard is shared, different people will see different information pertaining to their purview.

This is an easy to learn tool for anyone who knows to create formulas and charts on excel for their own benefit and does not require to depend on any technical teams.

At the end of the day knowing how to apply one's HR knowledge to the product is highly important. It is not just the forms and interfaces that need to be given prominence but also knowing the product capabilities you need in order to get the best outcome. Despite the multiple analytics and insights made available, the ultimate goal is how it is applied in an organisation's HR.

As a result PeoplesHR Learning Academy, aims at providing knowledge and certifications on the PeoplesHR solution with the ability to specialise and reap maximum benefits out of the product as an HR personnel and an organisation as a whole.

Taking it to the next level, individuals who want to develop on the platform through API can be certified at the expert level as well.

The PeoplesHR solution is constantly evolving and looking out for opportunities to enhance its capabilities. Be a part of the PeoplesHR transformation, as it's not just the technology we aim, it's the HR Experience.

**INTERESTED IN THE MILLENNIAL HR EXPERIENCE?**

**OUR TEAM IS HAPPY TO HELP IN YOUR HR JOURNEY WITH A LIVE DEMO.**

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