

People and Productivity: Setting & Evaluating Goals

Virtual Capacity Building Cohort

11th-14th August 2020

Conceptualised and Executed by:



Introduction:

In this session, Ms. Ria Shroff Desai spoke about managing the **Human Resources** and People's Functions of the organizations. The session focused on managing the people's functions of the organization. The participants raised various concerns, the most common of which were about: lack of financial resources for hiring more people, staff retention policy, monitoring the regular employee activities, having to work remotely and keeping in pace with the others. These issues were discussed and solutions were suggested by the experts on managing the employees who have been working remotely amidst the pandemic. The suggestions included various training modules for remote working, building trust between the employees and employers, building efficiency and managing the regular business activities.

PEOPLE AND PRODUCTIVITY : HR ACTIVITY - 1

Setting and Evaluating Goals:

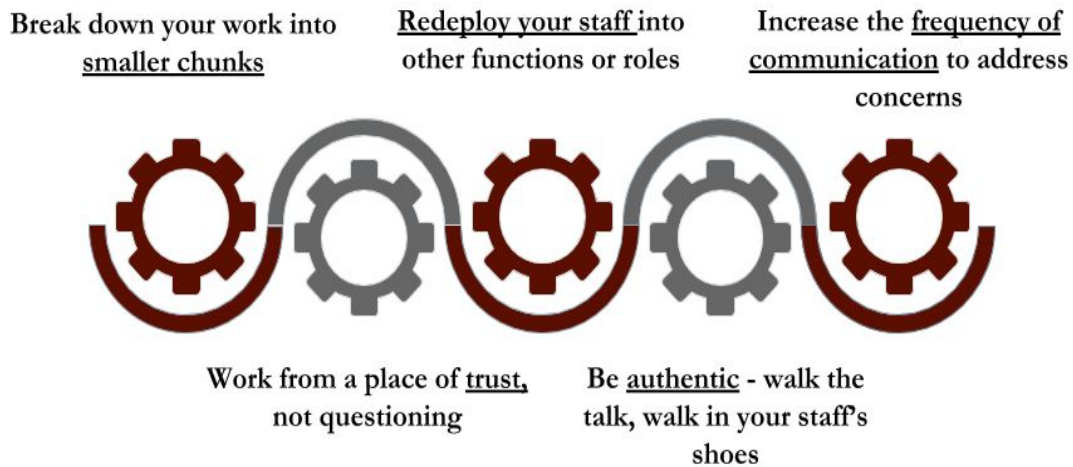
An engaging activity was undertaken for the NPOs to **plan and prioritize their goals** for their employees. The activity helped the participants to plan and prioritize their goals for their employees and also decide the budget for various activities. The engaging activity exercise expected organizations to:

- Pick a field/program staff member and a non-field/program staff member.
- List down 3-5 individual goals for them for the month
- Set 3 team goals for your fundraising or marketing teams

Common Responses shared by the Participants:

- i) Network and connectivity issues while working remotely, especially in the rural areas.
- ii) Shortage of funds and budget for procuring the necessary hardware, devices and internet connections for the on-field employees
- iii) Difficulty in reaching out to the beneficiaries who are located in extreme remote interiors and villages; communication gaps.
- iv) Allocation of the available resources, both: HRs and Financial amongst the employees assigned on projects in the rural areas or other states.

The following diagram/figure suggests solutions on how to manage the teams and work effectively in the ‘new normal’:



Key Insights:

The activity helped gain the following insights and solutions for the HRs:

- i) To Break-down the tasks into smaller activities
- ii) Up-skilling and training the existing employees to attain more efficiency in the work
- iii) To increase the frequency of team communication for better monitoring

THE WAY FORWARD:

The imposition of the country-wide lockdown forced a majority of the workforce in the country to work remotely which hampered the operations of a large percentage of NPOs. In order to improve the HR functions and to work in the ‘new normal’, it is necessary to define the roles and responsibilities of all levels of management and setting the goals accordingly. Consistent employee engagement with regular communication and mutual trust would help the organization attain its goals.