

THE HUMAN RESOURCE SCORE CARD

1. INTRODUCTION

1.1 Overview

The new economic paradigm is characterised by speed, innovation, quality and customer Satisfaction. The essence of the competitive advantage has shifted from tangible assets to intangible Ones. The focus is now on human capital and its effective alignment with the overall strategy of Organisations. This is a new age for Human Resources. The entire system off measuring HR's Contribution to the organisation's success as well as the architecture of the HR system needs to Change to reflect the demands of succeeding in the new economy. The HR scorecard is a Measurement as well as an evaluation system for redefining the role of HR as a strategic partner. It Is based on the Balanced Scorecard framework developed by Kaplan and Norton and is set to Revolutionise the way business perceives HR. Based on various studies, it can be concluded that Firms with more effective HR management systems consistently outperform the competition. However, evidence that HR can contribute to a firm's success doesn't mean it is now effectively Contributing to success in business. It is a challenge for managers to make HR a strategic asset. The HR scorecard is a lever that enables them to do so. Implementing effective measurement systems Tor intangible assets is a very difficult task and demands the existence of a unified framework to Guide the HR managers. It is this difficulty that has been the prime reason why managers tend to Avoid dealing with intangible assets as far as possible. In the process firms under-invest in their People and at times invest in the wrong ways. Another difficulty is, managers cannot foresee the Consequences of their investments in intangible human assets in a well-defined measurable manner And they are not willing to take the risk. Thus, the most effective way to change this mind set is Obvious – to build a framework just like the Balanced scorecard, which has sound measurement Strategies.

1.2 Purpose

Human Resources manages 5 main duties: talent management, compensation and employee benefits, training and development, compliance, and workplace safety. An HR department can help provide organizational structure and the ability to meet business needs by effectively managing the employee lifecycle.

2. Problem Definition & Design Thinking

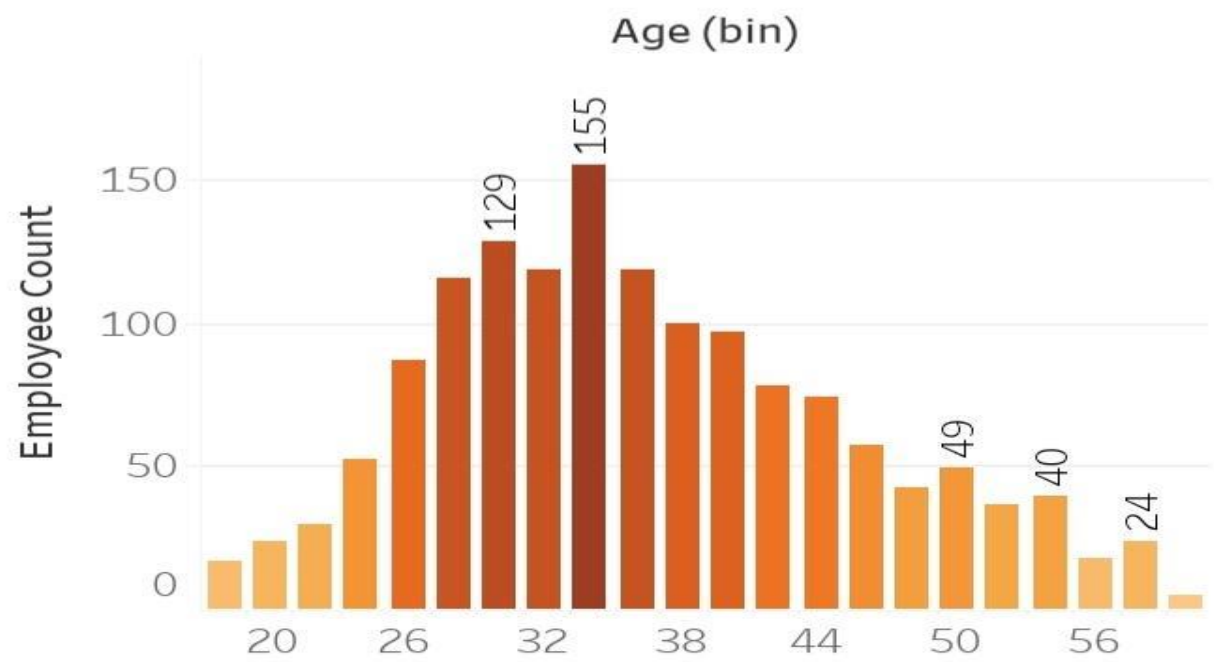
2.1 Empathy Map

3. RESULTS

KPI

Employee..	Attrition..	Age	Active E..	Attrition..
₹ 1,470	237	54,278	1,233	16.12%

No of Employees by Age Group



Department wise Attrition

Job Satisfaction Rating

Job Role	Job Satisfaction				Grand ..
	1	2	3	4	
Healthcare ..	26	19	43	43	131
Human Res..	10	16	13	13	52
Laboratory ..	56	48	75	80	259
Manager	21	21	27	33	102
Manufactur..	26	32	49	38	145
Research Di..	15	16	27	22	80
Research Sc..	54	53	90	95	292
Sales Execu..	69	54	91	112	326
Sales Repre..	12	21	27	23	83
Grand Total	289	280	442	459	1,470

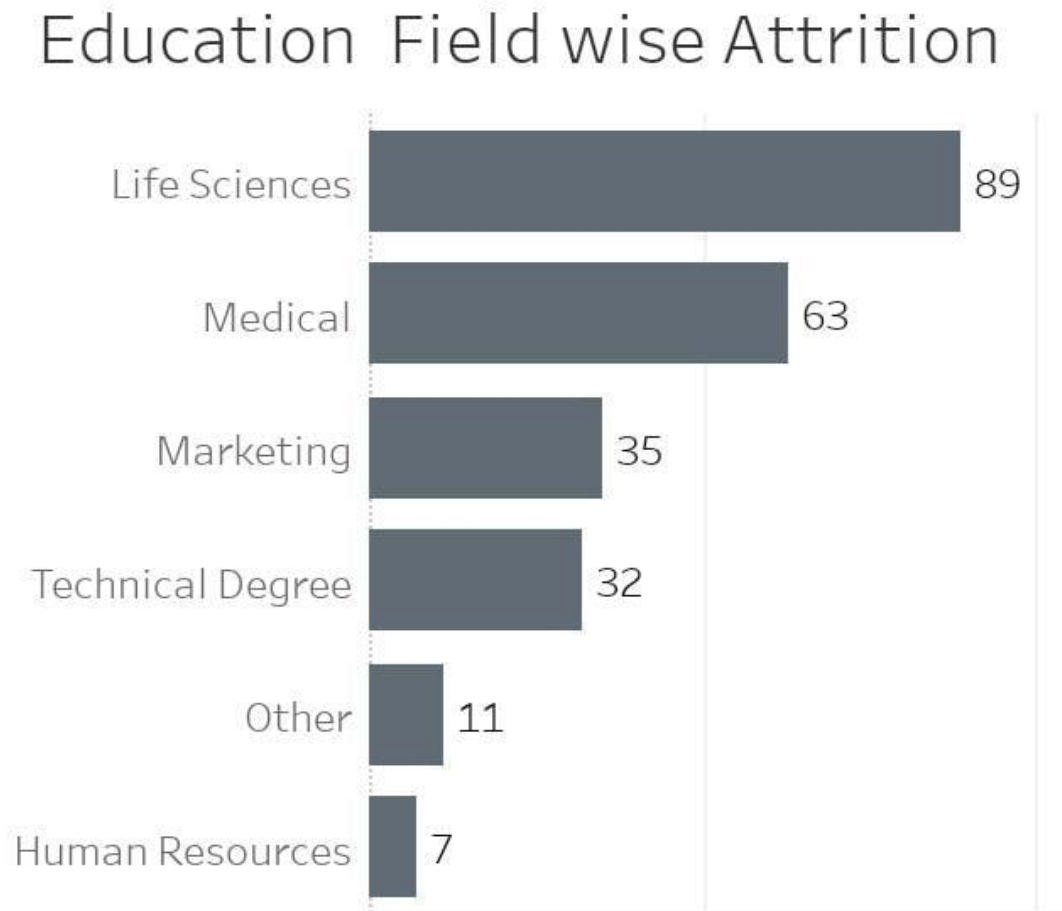
No of Employees by Age Group

Age (bin)

Attrition Rate by Gender for different Age Group

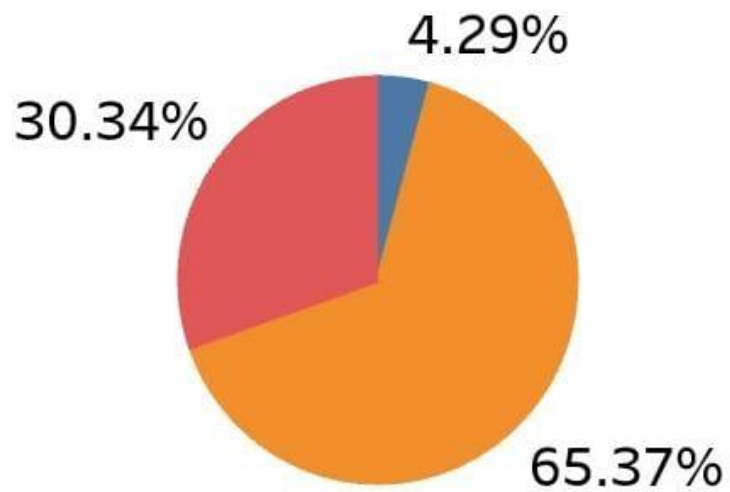


Education Field wise Attrition



Department wise Attrition

Department wise Attrition



Attrition by Gender



4. Advantages and disadvantages:

Advantages:

1. Gives structure to the strategy

A scorecard helps keep the goals at the centre, uses specific parameters to track progress, and follows initiatives for monitoring actions.

2. Improves performance reporting

The HR scorecard can come in handy for designing performance reports and dashboards, ensuring the focus remains on critical strategic issues and helping the HR department monitor the execution of its plan.

3. Makes it easier to communicate the strategy

Having a scorecard takes the guesswork out of trying to understand everyone's responsibilities in the team and gets the entire department synced up under one structure. This also gives a much clearer picture of HR projects and initiatives.

Disadvantages:

While there are so many benefits to deploying an HR scorecard, there are potential roadblocks you should be aware of

1. Even though there are many HR scorecard templates you can use, the framework must be customized to suit your business requirements. This can be time-consuming and tedious – especially for first-time users.
2. HR scorecards can be overly complicated to understand despite there being many case studies and resources to read from.
3. HR scorecards usually require managers to report information, which can cause some resistance and even delays.

Conclusion:

An effective HR scorecard includes metrics related to learning and development initiatives. By measuring training effectiveness, skill gaps, and employee development progress, organizations can identify areas where investment in employee learning can yield the highest returns.

Future scope:

The HR scorecard can come in handy for designing performance reports and dashboards, ensuring the focus remains on critical strategic issues and helping the HR department monitor the execution of its plan. You can take HR analytics or do some relevant courses to empower your working as an HR professional. Indeed, HR will not be replaced. However, not only HR but also every individual must adapt according to technology. Thus, MBA in HR future scope is bright!

THANK YOU.