

Human Resource Challenges and Their Solution through Employee Assistance Programs

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Abstract – The present article is an attempt to explore the role of employee assistance programs to resolve the challenges like Globalization, Managing the value chain, Business competitiveness, increasing profitability, capability focus, technology, organizational change faced by human resources in an organization. EAPs are intended to help employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health and well being. Employee Assist Programs generally includes assessment, short-term counseling and referral services for employees and their household members.

Keywords: - Human resource, Human Resource Challenges, Employee Assistant Programs

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“Take out my building, take out my machine and all capital but leave my men with me, I will become Henry Ford again”

This statement of **Henry Ford** highlights that human resource in an organization plays a crucial role. Other things remaining the same, an organization with competent work force is likely to be more effective in comparison to the organization low in this factor. In competitive market environment, Human Resource Departments have to face new challenges which raise question about the nature Human Resource Department and the role of Human Resource Professionals. Employee Assistant Programs (EAPs) and their parallel in unions, Membership Assistance Programs (MAPs) have developed in workplaces around the world. They constitute a strategic response to meeting the humanist agenda of organizations of which they are a part.

HUMAN RESOURCE

The human resource refers to the Knowledge, Skills, Abilities, Values, Aptitude and Beliefs possessed by its workforce in the organization. The Human Resources, is the most significant and the only active factor of production. All other factors like capital, materials, buildings and machinery etc. remain inactive unless there are competent people to utilize them for producing goods and services desired by society. In other words of **Alferd P. Solan**, ***“Most business are alike except as to P. excellence leads to organization’s excellence”***.

HUMAN RESOURCE CHALLENGES

Globalization – Global competition is demanding more goods and services for less money. Human resource management needs to create models and processes for attaining global agility, effectiveness, and competitiveness.

Managing the Value Chain for Business Competitiveness – Human Resource needs to refocus practices more on the value chain and less on activities within the firm.

Organizational Change - Human Resource professional need to help their organizations to change, define an organizational change model, disseminate that model throughout the organization and sponsor its on-going application.

Technology – Managers and Human Resource professionals need to be able to redefine work to maximize the value of technology in the organization. This means making technology a viable and productive part of work setting, and requires that Human Resource Professionals keep ahead on the information curve.

Attracting and Retaining Intellectual Capital – Business organizations of the future will compete aggressively for the best people, and the successful organizations will be the ones that are able to attract good people and use them effectively, develop them and retain their skills within the organization.

Employee Assistant Programs (EAPs) –

Employee assistant programs are employer-sponsored benefit programs designed to improve productivity by helping employees to identify and resolve personal concerns. It is a worksite-based program designed to assist employees in addressing productivity issues and employees clients in identifying and resolving personal concerns, including, but Employee Assistant Program is not limited to health, legal, health, emotional, stress, or other personal issues that may affect job performance of the employees at work.

Types of Services Included In Employee Assistant Programs: -

Personal Issues or Emotional/Personal Conflicts –

Personal problems of the employees are the main reason for decreasing productivity of the employees. The probable disadvantages of conflict are deterioration in co-operative and teamwork spirit. It may cause emotional upsets. Counseling under the Employee Assistant Program assists in conflicts resolution by reducing emotional blockages.

Job Stress ‘or’ Stress and change – Stress is a condition of strain on one’s emotions, throughout process and/or physical conditions that seem to threaten one’s ability to cope with environment.

Martial Conflicts – Employees cannot make their attention on their work if they are facing any type of problem with their spouse. Under Employee Assistant Program, counseling provides to employees and counselor helps the employees in understanding their spouse.

Financial or Legal Issues – Experts help the employees in their financial matters and give advice on legal matters. Sometimes special loans are also provided to employees. Health insurances are also provided for employees and for their family members.

Eldercare, Childcare, Parenting issues – In EAPs the women brought their problems to counselors. Employee Assistance Program counselors help women employees by giving counseling in eldercare, childcare and parenting issues. Crèche facilities are also provided at workplace for women employees having infants.

CONCLUSION

It can be concluded from above study that human resource are the main factors in achieving goals of the organization. It is an asset to the business without which the survival of the company is not possible. In competitive market environment, human resource departments have to face new challenges and Employee Assistance Program work like a lighthouse to show path to deal with these challenges.

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