

get rid of the noise

Since the Global Economic Crisis in 2008 market conditions have created a world that is Volatile, Uncertain, Complex and Ambiguous. Growth is determined by numbers and realisation of business opportunities and there is immense pressure in driving down cost and increasing efficiencies.

In all of this HR is attempting to be the Strategic Partner, Employee Champion, Change Agent and Administrative Expert (Ulrich, 1998). Yet in most instances, not all, we are relegated to the latter.

The question goes to how do HR practitioners elevate their status to the position they so deserve. The short answer is Remove the Noise.

HR professionals worldwide are drowned by the noise of transactional processes, such as recruitment, payroll, employee benefit administration, training and development, work design and reward strategies, etc., whilst business believes that the HR department is over-resourced, inefficient and not employee friendly (Seth & Sethi, 2011).

This implies that when cost reduction exercises take place HR is the first department that is looked at. Downsizing and tougher competition mean that the HR function is under increasing pressure to demonstrate value, both in terms of efficiency and effectiveness (Roberts, 2001).

A possibility is to look at HR Managed Services. HR Managed Services in essence relates to the outsourcing of non-core, transactional HR activities to a third party. This in return frees up the time of HR professionals to perform the more consultative and strategic role of designing and implementing programs aimed at retaining its employees and enhancing organisational performance (Seth & Sethi, 2011).

However, before an organisation considers the possibility of an HR Managed Services Solution consider the following: What do I want to achieve?

What are the core activities I want HR to focus on? Get rid of the noise.

What will my ROI be?
Am I willing to redesign my HR processes to deliver on my organisational strategy?

When considering a third party vendor you need to answer the following questions:


The range of services it offers.
Find one provider that can address all your challenges.

The expertise it has in the industry
Its general HR experience
Its understanding of your organisation's priorities

Its available resources
The flexibility of the vendor's contracts

HR Managed Services may not be the answer to every problem, but also consider whether the noise is prohibiting your HR department to function as it should, as Strategic Business Partner, Change Agent and Employee Champion.

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