Empowering People – Leading with Employee Self-Service

A White Paper by Pegasus Software

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Stuart Anderson, General Manager at Pegasus Software looks at why self-service is an HR trend set to stay.

By no means a new phenomenon, self-service HR is making its presence felt in more and more businesses of all shapes and sizes, across multiple industries. Once regarded as the latest HR 'trend', it's slowly but surely establishing itself as an example of HR best practice, bringing benefits to organisations the world-over, moving the HR function out of the back office and confirming its role as an enabler of change. Key to this has been its ability to empower employees while securing efficiency savings and adding real value to the business, helping to shape a workforce and underpinning an organisational structure that is the optimum fit for doing business in our digital economy.

Empowering employees

By providing remote access for employees to view and update their personal data, pension information, payslips and P60s, self-service HR puts a certain amount of responsibility in the hands of employees. Empowering them to manage their own information, giving them the ability to drill down into their own pension information and update their personal information all via a web browser, boosts employee engagement massively. This in turn reduces absenteeism, boosts morale and improves productivity, all of which lead to a marked improvement in business performance.

In a similar vein, providing self-service HR access meets the expectations of a changing workforce, with the increasing number of millennials and digital natives in the workplace fully expecting to see the ease with which technology is applied in their everyday lives reflected in the technology available at work. With more flexible, mobile working the order of the day, coupled with the fact that businesses need to do their best to attract and retain the best people, it makes sense for organisations to implement HR solutions which mirror the intuitive, interactive and accessible nature of consumer technology.

Empowering HR

I It's not just employees who are empowered by self-service HR, but the HR department itself. The very nature of self-service HR minimises manual form filling, answering multiple

emails, and all the other repetitive time-consuming, data-heavy tasks. An increase in automation and the ability of employees to handle their own information means that HR personnel are no longer diverted from core tasks by answering queries and requests for information, enabling them to focus on more value-add activities, fulfilling their role as a strategic adviser to the wider business.

As well as this, using the very data that can be extrapolated from a self-service HR solution, the HR team can garner a clearer picture of the workforce. By doing this, it's possible to identify not only further opportunities to increase employee engagement, but ways and means to improve processes and efficiencies in workforce planning to optimise business performance across the organisation.

Empowered Business

For smaller businesses in particular, where the burden of work often falls to fewer people, self-service HR not only helps to cut costs and improve efficiencies, streamlining processes and procedures, but it adds real value to the business too. With self-service HR in place, businesses can have increased confidence in the accuracy of information going out to employees, particularly in terms of pensions and changes to tax and payroll legislation. They also benefit from increased confidence in the data coming back from employees, information which can inform strategy not only regarding workforce management, but the wider organisational issues affecting the business too.

Also, with many businesses now focussed on digital transformation, having a self-service IT system in place can prove to be one of the fundamental building blocks of a digitally transformed business. The successful digital transformation of internal processes and procedures is a necessary precursor to wider digital transformation and where better place to start than with HR, the department with the unique position of visibility across the entire organisation? Businesses can use the information that flows in and out of a self-service HR system to inform strategy, securing employee buy-in to any digital transformation initiatives by understanding and managing employee expectations, while still pursuing sometimes radical business change.

With the right self-service HR solution in place, levels of employee engagement are bolstered considerably, resulting in a whole host of performance improvements for the business in question. At the same time, HR staff are able to assume their rightful role as trusted advisers to the business, focussing less on fire-fighting day-to-day issues and information requests from employees and instead making full use of the information available to furnish the business with an insightful picture of the organisation as a whole. This gives the business the ability to move forward with confidence, pursuing growth opportunities and digital transformation initiatives safe in the knowledge that the business is underpinned by an engaged, productive workforce and an effective HR function that can add real strategic value. As such, more and more businesses are realising the benefits that an effective self-service HR solution can bring, turning what was a HR trend into HR excellence, with results to match.

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