

A STUDY ON ASSESSING THE REAL-TIME IMPACT OF HR FUNCTIONS THROUGH EMPLOYEE INSIGHTS

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Abstract

In today's work environment, employees expect quick communication, fair treatment, and continuous support from the organization. HR functions play a major role in fulfilling these expectations. However, many organizations still evaluate HR performance through yearly reports or formal reviews, which do not reflect the real, everyday experiences of employees.

In this study, I tried to understand how HR functions actually impact employees in real time through their own experiences, opinions, and feedback. I collected primary data through questionnaires and also interacted personally with employees to understand their feelings and concerns. Secondary data was collected from books, journals, and research papers.

The findings of the study clearly show that real-time employee insights help organizations understand what is working and what is not. It also helps in identifying problems at an early stage and improving HR practices quickly. Employees feel more valued when their opinions are heard regularly.

The study concludes that continuous feedback systems are very important for improving HR effectiveness, employee satisfaction, and overall organizational performance.

Keywords

HR Functions, Employee Insights, Real-Time Feedback, Employee Experience, Engagement, Satisfaction, HR Effectiveness, Organizational Performance

1. Introduction

During my interaction with employees, one thing became very clear—employees always have something to say, but they don't always get the right time or platform to express it. This made me realize that understanding employee experiences in real time is very important for any organization.

Human Resource Management today is not limited to administrative work like hiring or payroll. It has become more about managing people, understanding their needs, and creating a positive work environment. Employees expect HR to be approachable, supportive, and responsive.

Earlier, organizations used traditional methods like annual surveys or performance reviews to assess HR functions. But these methods only give a partial picture. In reality, employee experiences change daily depending on how they are treated, how their issues are handled, and how they are communicated with.

For example, a small delay in resolving an issue or lack of proper communication can create dissatisfaction. If such issues are not addressed immediately, they can affect employee morale and productivity.

Real-time employee insights help in capturing these small but important experiences. Through regular feedback, HR can understand employee concerns and take immediate action.

In this study, I focused on understanding how employees feel about different HR functions like communication, training, performance evaluation, and engagement activities. I also tried to understand how their feedback can improve these functions.

From my experience, I found that when employees feel heard, they automatically become more positive, motivated, and involved in their work.

2. Review of Literature

Many researchers have explained the importance of HR functions in improving employee satisfaction and organizational performance.

Michael Armstrong (2020) states that HR practices should always be aligned with employee needs. He believes that organizations can achieve better results when employees feel supported.

Gary Dessler (2017) emphasizes the importance of employee feedback. According to him, HR cannot improve without understanding employee experiences.

David Ulrich (1997) introduced the idea that HR should act as a strategic partner. He explained that HR plays a key role in employee engagement and organizational development.

William Kahn (1990) studied employee engagement and found that employees perform better when they feel valued and connected to their work.

Wayne Cascio (2014) highlighted the importance of HR analytics and data in decision-making. He explained that employee feedback helps organizations reduce problems like turnover and dissatisfaction.

Raymond Noe (2017) focused on training and development and stated that employee feedback is necessary to evaluate the effectiveness of training programs.

From reviewing these studies, I understood that while many researchers talk about feedback, very few focus on real-time employee insights. This study tries to understand that practical and real-life aspect.

3. Objectives of the Study

- To understand employee experiences related to HR functions
- To assess how employees perceive HR practices in real time
- To study the importance of continuous feedback
- To examine the relationship between HR functions and employee satisfaction
- To suggest improvements based on employee insights

4. Research Methodology

1. Research Design:

I used a descriptive and analytical research design to understand real employee experiences in detail.

2. Nature of Data:

Both primary and secondary data were used to make the study more reliable.

3. Data Collection:

Primary data was collected through structured questionnaires. Along with that, I also had informal conversations with employees, which helped me understand their honest opinions beyond formal answers.

4. Sampling Design:

Convenience and purposive sampling methods were used to select respondents.

5. Sample Size:

The study included 100 employees from different backgrounds.

6. Research Instrument:

A structured questionnaire with Likert scale was used to measure employee responses.

7. Data Analysis Tools:

Data was analyzed using percentages and simple comparisons for better understanding.

8. Scope of Study:

The study focuses on HR functions and employee experiences within organizations.

5. Data Analysis and Interpretation

Table 1: HR Functions Impact Areas

Area of HR Function	Percentages (%)
Employee Engagement	30%
Performance Management	25%
Training & Development	20%
Communication	15%
Recruitment	10%
Total	100%

Interpretation:

From the data and my interaction, I observed that employees value engagement the most. Activities like team interactions, recognition, and support from HR make them feel connected. Performance management is also important because employees want fair evaluation and growth opportunities.

Feedback Area	Percentages (%)
Highly Effective	35%
Effective	30%
Neutral	20%
Ineffective	15%
Total	100%

Interpretation:

Most employees believe that HR is doing a good job. However, some employees feel that HR can improve in areas like quick response and better communication. Neutral responses show that some employees are unsure or not fully satisfied.

Challenges	Percentages (%)
Lack of real-time feedback	30%
Poor communication	25%
Delayed responses	20%
Lack of transparency	15%

Interpretation:

The biggest issue highlighted by employees is the lack of real-time feedback. Many employees shared that they

don't get timely responses, which makes them feel ignored. Communication gaps also create confusion and dissatisfaction.

Awareness Level

Percentages (%)

Fully Aware	45%
Partially Aware	30%
Not Aware	25%
Total	100%

Interpretation:

Although many employees are aware of HR policies, a significant number are not fully informed. This shows that HR needs to improve communication and awareness programs.

Satisfaction Level

Percentages (%)

Highly Satisfied	35%
Satisfied	40%
Neutral	15%
Dissatisfied	10%
Total	100%

Interpretation:

Most employees are satisfied, but their satisfaction depends on how HR handles their concerns. Quick and supportive responses increase satisfaction levels.

6. Major Findings

- Employees feel more motivated when their opinions are valued
- Real-time feedback helps in solving problems quickly
- Employee engagement plays a major role in satisfaction
- Communication gaps still exist in organizations
- HR functions are effective but need continuous improvement
- Employees expect faster and more transparent responses

7. Challenges

- Lack of real-time feedback systems
- Delay in addressing employee issues
- Communication gaps between HR and employees

Limited use of digital HR tools

Employees sometimes hesitate to share honest opinions

8. Suggestions / Recommendations

1. Introduce real-time feedback systems like online surveys or apps
2. Improve communication channels within the organization
3. Use HR analytics tools to understand employee behavior
4. Conduct regular informal interactions with employees
5. Ensure quick response to employee concerns
6. Increase awareness about HR policies
7. Create a safe environment for honest feedback

G. Conclusion

From this study, I personally felt that employees don't expect too much from HR—they simply want to be heard, understood, and supported.

HR functions have a strong impact on employee satisfaction, but their real effectiveness can only be understood through employee experiences. Real-time feedback helps HR stay connected with employees and improve continuously.

Organizations that listen to their employees regularly are more likely to succeed because satisfied employees contribute more positively to the organization.

In conclusion, real-time employee insights are not just helpful—they are necessary for improving HR functions and achieving long-term organizational success.

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