OFFICE OF THE SERVICES COMMISSIONS

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SCALING NEW HEIGHTS

HR Quarterly Newsletter

For Human Resource Practitioners & Staff in the Government Service

ADAPTING TO ARTIFICIAL INTELLIGENCE (AI)

The term Artificial Intelligence (AI) was coined in 1956, however, AI has become the new buzz word due mostly to the radical advancement in technology. AI is a form of computer programming which allows machines to learn from their environment. The machines mimic human-like behaviour by using algorithms that can analyse data, identify patterns and make predictions and decisions based on those patterns.

AI has entered every industry, and Human Resources (HR) is no exception. AI Solutions/Technologies have the capability to transform and revolutionise HR by allowing them to save time and maximise resources while simultaneously and significantly improving employee engagement. When HR **ADAPTS TO AI** they can **SCALE NEW HEIGHTS** by creating more streamlined processes that will assist them in navigating today's rapidly changing business environment. Here are **three (3)** ways HR may **ADAPT TO AI**:

1. Enhanced Recruitment and Selection:

A critical function of HR is Talent Acquisition. Before AI technologies recruiters would spend several hours sifting through countless job applications to select the right candidate for the job. Now, AI algorithms analyse résumés and match them with job requirements in seconds. This not only saves time and money, but increases efficiency and accuracy, while ensuring that qualified candidates are not overlooked. AI solutions have been credited with streamlining the recruitment process resulting in better-quality hires.

2. Personalised Employee Development:

Employee development and training are essential for both individual growth and organisational success. AI-powered tools analyse performance data and feedback from managers. With the use of algorithms, AI can recommend relevant training programs to enhance specific skills, which ensures that employees receive specific and targeted development opportunities tailored to their unique skill requirements. The overall estimated impact of using AI in this area is higher return on investment, greater employee engagement and better learning outcomes.

3. Employee Query Management:

AI enabled technologies may increase the speed with which they can attend to queries from employees. With AI, HR enquiries can now be initiated through chatbots and virtual assistants. This is a major advantage for HR professionals as it frees them up to focus on other important tasks and strategies that affect their workforce. Chatbots can help employees with frequently asked questions (FAQs) that have determined answers and virtual assistants can offer support to employees through processes like onboarding.

HR professionals will have to continuously incorporate modern technology if they are to stay competitive in the ever-evolving world of Human Resources. AI can assist HR in meeting the demand for innovation, creation and data-driven approaches. The main goal is to create and nurture employee experiences that causes the organisation and its employees to SCALE NEW HEIGHTS together.

Sources:
https://www.gartner.com/en/human-resources/topics/artificial-intelligence-in-hr

https://www.retorio.com/blog/what-ai-in-human-resource-management

EMBRACING GENERATION Z & GENERATION ALPHA

In our rapidly changing business landscape Generation Z (born between 1997 and 2012) and Generation Alpha (born from 2013 onwards) are helping to SCALE TO NEW HEIGHTS in the workforce. They are born into a world drenched with technology and possess unparalleled digital fluency. Human Resources (HR) should prepare to embrace Gen Z and Gen Alpha into the workforce and must take deliberate steps in not just attracting but retaining employees from these groups as the culture of the organisation continues to evolve.

Gen Z and Gen Alpha can be deemed as digital superheroes and take with them to the workforce their unique traits, skills, and experiences. These employees have unprecedented access to information, and are akin to new technologies. They possess the ability to make significant strides in revolutionising the workplace as we know it. It is with this in mind that we suggest **three (3)** steps that HR can employ in EMBRACING GEN Z AND GEN ALPHA in the workplace.

1. EVOLVE RECRUITMENT:

It is critical for HR to implement recruitment strategies that will advance the attraction and retention of Gen Z and Gen Alpha talent. Since these prospective employees thrive in the digital landscape, HR leaders ought to encourage inclusive policies and practices that will adapt to meeting the diverse needs of this tech-savvy generation. By carefully preparing for their arrival, HR ensures a smooth transition that will help to harness the full potential of the Gen Z and Gen Alpha employees.

2. FOSTER BELONGINGNESS:

HR should seek to cater to Gen Z and Alpha's unique needs in the workforce, that will demonstrate their value to the organisation. These groups desire authenticity and transparency that will stimulate trust and a sense of belonging. While HR should allow for some level of freedom to be flexible; expectations, accountability as well as boundaries are to be clearly defined. This will seek to encourage a greater participation in culture and operations thereby fostering a sense of belonging.

3. PRIORITISE MENTORSHIP:

Intergenerational mentorship and knowledge sharing will stimulate learning and development to benefit all employees. Whilst this young generation is armed with innovative features and technological capabilities there are still areas of challenge that needs to be addressed and mentorship will aide in this regard.

As HR seeks to EMBRACE THE GEN Z AND ALPHA talent, careful planning is critical in not just attracting but retaining them while bridging any gaps that may exist. This will ensure inclusivity, diversity and innovation, while creating a positive technologically inclined work environment. Let's SCALE NEW HEIGHTS together.

Sources:
https://www.linkedin.com/pulse/embracing-gen-z-alpha-workplace-new-era-employee-acton-she-her--kp4lf
https://gethppy.com/hrtrends/gen-alpha-in-the-workplace-embracing-future-talent

INCORPORATING THE METAVERSE

The metaverse is an alternate digital reality. It goes beyond just video games and entertainment, and has the capacity to revolutionise our workplaces. The concept of the metaverse in the context of HR refers to integrating virtual and augmented reality (VR/AR) and other immersive technologies into HR practices and processes. Immersive technologies create definite experiences by merging the physical world (as we know it), with the digital or simulated reality. It envisions a virtual environment where individuals can interact, work, and collaborate in a digital space. HR may use the virtual space to connect with both their internal and external clients. Here are four (4) benefits of INCORPORATING THE METAVERSE in the work environment as we SCALE NEW HEIGHTS:

1	**Remote Work and Collaboration:** The metaverse provides an immersive and interactive virtual environment that simulates physical interactions. This enables remote teams to collaborate more effectively regardless of each person's physical location and creates a greater sense of presence and connection.
2	**Talent Acquisition and Onboarding:** Organisations can use virtual reality (VR) platforms within the metaverse to showcase their work environment, culture and values to potential candidates. HR may also use the metaverse to onboard remote-working staff in a more authentic way. Such employees could be immersed in 3-D training and simulations.
3	**Employee Engagement and Well-Being:** Virtual social spaces may be created, engendering employee engagement, connection, and well-being. Teams will be able to attend virtual events, participate in team-building activities and access mental health resources.
4	**Learning and Development:** By integrating VR and immersive technologies, organisations can create realistic and interactive training solutions that will enable them to gain knowledge and acquire skills in an engaging and memorable manner.

The metaverse is still evolving, however, it symbolises a potential future where work and communication are integrated into virtual environments. HR's role is to explore the implications and determine how **INCORPORATING THE METAVERSE** will impact organisational structures as well as employee experiences.

Sources:
https://hrforecast.com/metaverse-in-hr-as-a-new-world-trend/

https://www.forbes.com/sites/forbeshumanresourcescouncil/2022/06/03/three-ways-the-metaverse-could-transform-hr/?sh=528bebee6db4

DELVING INTO HR DATA ANALYTICS

Modern technology automates daily Human Resource Management (HRM) operations and affords HR Practitioners more time to focus on the creative aspects of their jobs. As we SCALE NEW HEIGHTS, the Office of the Services Commissions (OSC), designed an intensive two-day workshop for the 2023/2024 financial year which DELVED INTO HR DATA ANALYTICS, thereby strengthening the knowledge of HR Practitioners across Ministries, Departments and Executive Agencies (MDEAs) in support of the management of their human resource functions.

The HR Data Analytics Workshop was hosted in the training rooms at the Ministry of Finance and the Public Service complex, where three (3) cohorts were trained. The first cohort was held on October 25-26, 2023, the second cohort was facilitated on December 6-7, 2023, and the third cohort was held on February 28-29, 2024. Twenty-one (21) Ministries and Departments and twelve (12) Executive Agencies were invited to nominate officers to attend the workshops. Each cohort consisting of approximately twenty (20) participants, was facilitated by Business Analyst, Mr. W. O'Brian Ebanks. Over the three (3) Cohorts, a total of fifty-seven (57) participants were trained.

The workshop exposed the participants to the metrics measured by HR Analytics and demonstrated how to effectively utilise HR data to analyse trends. The goal of the Workshop was to inspire and motivate each participant to use technology that will positively impact their engagement, increase their efficiency as well as promote innovation.

The training focused on building the capacity of the participants around the application of Microsoft Excel and the importance of using HR data analytics as an evidence-based decision-making tool. Each cohort was asked to develop and submit an initiative within four (4) months to the OSC with a view of cementing the knowledge garnered from the training. The initiatives that have been submitted outline the benefits experienced by both the participant and the organisation, and displays the changes

HIGHLIGHTS FROM THE HR DATA ANALYTICS WORKSHOP

Cohort 1

Cohort 2

Cohort 3

"As long as we desire to reach NEW HEIGHTS, we will find that strength to climb the mountain."

Lailah Gifty Akita

NEW VIDEO FEATURE

In our **NEW VIDEO FEATURE**, we have carefully and thoughtfully selected videos that focus on the articles in this issue. **Go Ahead**, **Click, Watch and be Enlightened**.

ADAPTING TO AI:

Bing Videos

EMBRACING GENERATION Z & ALPHA:

https://youtu.be/2R1NrHu2axk?si=9zmCUqtCknPwRWbX

INCORPORATING THE METAVERSE:

https://youtu.be/P5kSs_-yjzo

See you in September!

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This is a publication of the Information Standards and Public Education Unit
Office of the Services Commissions

Congratulations

To All:

- *Newly Appointed/Promoted Public Servants*
- *Recent Graduates*
- *Students who will begin their Secondary education*
- *Students who will matriculate to Tertiary institutions*

REMINDER

The Atlantic Hurricane season is June 1, 2024 to November 30, 2024. You are encouraged to take the necessary precautions to keep your home, property and office safe.

For general safety tips, you may contact Office of Disaster Preparedness and Emergency Management (ODPEM) or visit their website at https://www.odpem.org.jm/general-safety-tips/

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