

# Issues, Challenges, Benefits and Solutions of Managing Global Workforce

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**Abstract—** In this modern business world, every business organization conducts the business activities in different countries. Now such multinational organizations adopt several strategies to compete in the foreign markets through people. In this regard to manage such diverse human resources effectively, business organization adopt and make the policies and practices according to the culture and environment. In this paper, we discuss the issue and challenges related to Global Workforce. It also demonstrate the benefits and the solution of their challenges

**Keywords-** Global Workforce, issues, challenges

## I. INTRODUCTION

**Global workforce** refers to the international labor pool of workers, including those employed by multinational companies and connected through a global system of networking and production, immigrant workers, transient migrant workers, telecommuting workers, those in export-oriented employment, contingent work or other precarious employment.

Today's corporations are living in a brave new world with globalization, technology, and the hunt for scarce talent pushing them into new territories and redefining the way they work, think and communicate.

The global workforce, or international labor pool, reflects a new international division of labor that has been emerging since the late 1970s in the wake of other forces of globalization. The global economic factors driving the rise of multinational corporations—namely, cross-border movement of goods, services, technology and capital—are changing ways of thinking about labor and the structure of today's workforce. With roots in the social processes surrounding the shift to standardization and industrialization, post-industrial society in the Western world has been accompanied by industrialization in other parts of the world, particularly in Asia. As industrialization takes hold worldwide and more cultures move away from traditional practices in respect to work and labor, the ways in which employers think about and utilize labor are changing.

Companies are turning to social media, among other technologies, as global networks grow. IBM, for example -- which has more than 400,000 employees in 170 countries -- was one of the first companies to encourage employee blogs and other forms of social networking.

It uses social media forums as a driver to help bridge cultural differences and social gaps, with an eye to creating virtual societies within its staff. "Technology is the new watercooler," says Randy MacDonald, IBM's Senior Vice President of Human Resources.

## II. OBJECTIVES OF THE STUDY

- 1 To understand the various issues faced by HR managers for a global workforce.

- 2 To know how the HR Managers are dealing with the challenges of managing global workforce.
- 3 To know the benefits of global workforce.
- 4 Suggestions to overcome HR issues for Global workforce.

### Research Methodology:

Data's are collected through secondary sources like the websites, journals reports published on websites

## III. MAJOR ISSUES OF GLOBAL WORKFORCE

### Issues of Global Workforce

- **Culture and communication-** When you take someone from one environment into another, there is going to be some adjustment needed in regard to culture and communication. One issue that is faced repeatedly is the unpredictable nature of visa processing, which can prolong the unsettled period candidates face when moving from one job to another. Sometimes you will have a visa approved in four days, other times it can be 12-plus weeks - and there doesn't seem to be any rhyme or reason as to why that is the case.
- **Remuneration expectations-** Another challenge in employing international talent is managing remuneration expectations. The key challenge that we have there is getting people to understand net salary versus gross salary and the varying tax levels that we have in different countries."
- **Local talent-** The third critical challenge relates to employ locals on local terms and conditions. The challenge that's being established in our industry is the actual transfer of that person's knowledge to the development of the local team.

We're employing them because they're at the top of their game and we can't find the resource locally. We bring them into and the challenge is actually getting that knowledge transferred locally and developing it.

#### IV. HR MANAGERIAL CHALLENGES

##### Challenges

- **Communication** - Perceptual, cultural and language barriers need to be overcome for diversity programs to succeed. Ineffective communication of key objectives results in confusion, lack of teamwork, and low morale.
  - **Resistance to change** - There are always employees who will refuse to accept the fact that the social and cultural makeup of their workplace is changing. The “we’ve always done it this way” mentality silences new ideas and inhibits progress.
  - **Implementation of diversity in the workplace policies** - This can be the overriding challenge to all diversity advocates. Armed with the results of employee assessments and research data, they must build and implement a customized strategy to maximize the effects of diversity in the workplace for their particular organization.
  - **Successful Management of Diversity in the Workplace** - Diversity training alone is not sufficient for organization’s diversity management plan. A strategy must be created and implemented to create a culture of diversity that permeates every department and function of the organization
- **Assessment of diversity in the workplace** - Companies should assess and evaluate their diversity as an integral part of their management system. A customizable employee satisfaction survey can accomplish this assessment for company efficiently and conveniently. It can help management team in determining challenges and obstacles to diversity present in workplace and which policies need to be added or eliminated.
  - **Development of diversity in the workplace plan** - Choosing a survey provider that provides comprehensive reporting is a key decision. That report will be the beginning structure of diversity in the workplace plan. The plan must be comprehensive, attainable and measurable. An organization must decide what changes need to be made and a timeline for that change to be attained.
  - **Implementation of diversity in the workplace plan** - The personal commitment of executive and managerial teams is a must. Leaders and managers within organizations must incorporate diversity policies into every aspect of the organization’s function and purpose. Attitudes toward diversity originate at the top and filter downward. Management cooperation and participation is required to create a culture conducive to the success of organization’s plan.
  - Foster an attitude of openness in your organization - Encourage employees to express their ideas and opinions and attribute a sense of equal value to all.

#### V. BENEFITS OF GLOBAL WORKPLACE

##### Benefits

- **Increased adaptability-** Organizations employing a diverse workforce can supply a greater variety of solutions to problems in service, sourcing, and allocation of resources. Employees from diverse backgrounds bring individual talents and experiences in suggesting ideas that are flexible in adapting to fluctuating markets and customer demands.
- **Broader service range-** A diverse collection of skills and experiences (e.g. languages, cultural understanding) allows a company to provide service to customers on a global basis.
- **Variety of viewpoints-** A diverse workforce that feels comfortable communicating varying points of view provides a larger pool of ideas and experiences. The organization can draw from that pool to meet business strategy needs and the needs of customers more effectively.
- **More effective execution-** Companies that encourage diversity in the workplace inspire all of their employees to perform to their highest ability. Company-wide strategies can then be executed; resulting in higher productivity, profit, and return on investment.

#### VI. SUGGESTIONS TO OVERCOME HR ISSUES FOR GLOBAL WORKFORCE

##### Suggestions to overcome HR Issues for Global Workforce:

#### VII. CONCLUSION:

While business across borders is a norm, a global approach to multinational benefits is only recently coming into focus as an issue deserving increased attention. Developing a global benefits strategy is a critical step in moving beyond the piecemeal methods that have largely characterized multinational benefits in the past. Once in place, key to deploying a strategy will be continuously gathering current information — about government-mandated benefits and benefits offered by local and regional competitors. Companies that implement a global benefits strategy may see results on many levels: more effective administrative controls and information flows; employee retention in an increasingly competitive world economy; economies of scale through multinational pooling; and a competitive advantage through local and global recognition as a desirable employer.

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