Human Resource Professional Priorities and Challenges in Times of COVID-19 Pandemic

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Human Resource Professional Priorities and Challenges in Times of COVID-19 Pandemic

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ABSTRACT

There has been a world alarming and warming situation due to global outbreak of COVID-19 pandemic taking along most important the human cost, mentally, physically with economic cost too. All of a sudden organization across have been alerted themselves to adapt toward this unforeseen unprecedented event and thereby find new solutions. Organizations around the world are taking measures as it's important to stay at home for social distancing, this leading to drastic increase in economic loss, poor job satisfaction, reduced motivation and workplace depression crisis among organization's employees with far reaching impacts. The sudden work culture shift has created new challenges for Human Resource (HR) professionals and in this time of global critical condition, the companies and organizations need their HR professionals to help the employees out of this badly driven health and economic crisis. The HR Professionals has been actively partnering with Business to solve some of the trickiest questions the business world faces today. This article discusses some of the priorities and challenges faced by HR professionals in helping the employees to adjust and cope with their changed work environment during COVID-19 pandemic.

Keywords: Human Resource Professionals, Priorities, challenges; Pandemic and COVID-19.

1. INTRODUCTION :

It has been a known fact that organizations are fronting an increased uncertainty as they face "grand challenges", or extremely crucial situation with no boundaries it has spread and effected the entire world [1]. COVID-19 has brought a drastic change in the life of the individual without even given them time for preparation. Individuals, cities, countries, continents and economies have experienced the sudden burden of lockdown and its fear unknowing. Within a very short period of time organizations had to make many decisions on who should go home and who should stay at work; whether, how and where all employees work from home, or creating a new space that is total digital; what their preferences might be, could be and how these preferences could be communicated at its best keeping in mind the employees. In a survey where 500 Earnest and Young management executives included globally nearly 20% of their executives agreed that their organization were drawn up to respond to a larger unfavorable risk [2]. The present days challenges is different, it involves a wide range of compound problems which are severe economic downturns, global warming and political uncertainty [3].We all are aware that majority of our work is interconnected in this world thus there is an instant warning to organizations' liveliness and endurance, thus it becomes important for organizations who manage their workforce to encourage to be more responsive and adaptive. But with this recent outbreak of COVID19, organizations are facing a bigger challenge to enable their workforce to adjust and cope with their newly altered work environment. Since there is a direct impact on the workforce the COVID-19 pandemic has particularly formed a challenging situation for all human resource professionals. The requirement for remote working could grow the demand for collaboration, automation and generate a magnifying shift to cloud computing. Thus, it becomes important to keep employees enthusiastic and motivated so as to achieve this future goals. In this situation, human resources professionals are challenged on enabling and developing program, policies so as to keep the workforce engaged. HR has to take the lead, move further, support and motivate their employees and help in regularizing their emotional and mental happiness. This unforeseen flow can develop apprehension and increase the levels of stress in individuals,

thus the burden lies on HR professionals to control these reactions in order to motivate their employees, keep them safe and also be productive. The HR representatives have always been the biggest pillar of support to the companies to combat the unpredictable circumstances and to overcome employees' problem. This dubiety has not only crushed the economy, but has also created a stressful situation for employees and the HR professionals are working their finest to ensure that everything gets regulated and in the right direction. Definitely this is not as easy as it sounds, they have to swiftly move and venture into the "unknowns" while tackling in helping their employees to deal and alter with revolutionary transformation taking place at work, workplace and their environment [4]. Previously employees who depleted majority or most of their time working within an organization had structural boundaries today they have to rapidly alter to home as work environment. This has restricted the division between private and work space leading to significant struggle in "unplugging" their work needs [5] with the shutdown of schools, childcare units the parental responsibilities of employees have grown which has also increased the incapacity of employees to balance work and personal life, and further obscured the cord of family and work realm. Such changed work situation, can create a greater peril to a felt lack of purpose, loneliness thus having a negative effect on well-being of employees [6].

Due to COVID-19 pandemic enormous number of employees are been mandatorily asked to work from home. Today the managers for the first-time leading teams working remote. There is a transfiguration challenge of leading and aligning work from distance. Out of 1620 employees surveyed from nearly 90 countries on their views of working on virtually majority of them recognized to be successful at job virtual team was important, out of this 22% received training on working finest when in a geographically disseminated teams, with less than 20% were trained on methods to lead the team from a remote, only 15% felt themselves as "very effective" [7]. The year 2007–2009 was financial catastrophe year that focused on the role of financial executives while the COVID-19 pandemic highlights on the role and responsibilities of human resource professionals. An Economist said "When the financial crisis rocked the business world in 2007–2009, boardrooms turned to corporate finance chiefs. A good CFO could save a company; a bad one might bury it. The COVID-19 pandemic presents a different challenge – and highlights the role of another corporate function, often unfairly dismissed as soft. Never before have had more firms needed a hard-headed HR boss. The duties of chief people officers, as human-resources heads are sometimes called, look critical right now. They must keep employees healthy; maintain their morale; oversee a vast remote-working experiment; and, as firms retrench, consider whether, when and how to lay workers off. Their in-trays are bulging" [8].

The COVID-19 rampant has created enormous unpredictability and unfamiliarity effecting the mental health of people across the world [9]. Even though there is a fear of a second wave majority of the countries have managed to control the health effect and are also putting efforts towards researching on the vaccine but work from home and its fright of a global slowdown will continue to create unreliability in the minds of the people. Employees are likely to face hard time of working productively in different countries, states following distinct cultures, mostly in occurrence of high unfamiliarity in a stress-prompted, cognitively decreased state of mind but there isn't adequate frequency, so as to speak, for substantial originality and added unpredictability. Selection, learning, training, development and other practices of HR can be gravely affected thus it becomes important for HR professionals to relook at the existing knowledge base problems issues appearing from the present day COVID-19 pandemic such as, global virtual work, international project leads, expatriate assignments and frequent international travel [10]. This understanding today is particularly important and utilitarian for human resource professionals as they will be surfacing new challenges and laborious decision-making situation in this pandemic. There is nothing secret in mentioning that a combined state of stress is experienced by the world, but this is also true and factual that the worldwide economy would not stop or cease for employees who require their space to get ready and let go their comfort area and start working once again in distinct people environment, country, company, culture and management. This is evident, there is a need for human resources professionals to encourage solidarity more than required during this time of uncertainty and this is indeed a significant challenge to HR professionals.

2. OBJECTIVE OF THE STUDY :

The description of the whole study is mainly done under the following objectives.
   (1) To understand the various challenges faced by HR Professionals during COVID-19 pandemic.

(2) To understand the methods used by HR professionals in leading their employees to calibrate and tackle to their newly changed work environment.

3. METHOD OF THE STUDY :

The study is descriptive in nature. The study is done mainly using secondary data referring to various books, research articles, journals, unpublished articles, from Google Scholar. The study also analyzes various news media articles and reports.

4. PRIORITIES AND CHALLENGES OF HUMAN RESOURCE PROFESSIONALS DURING COVID-19 PANDEMIC :

Arrangements towards the New Normal: In this current disturbing circumstance seen in the industry conventional ways of working has become the artefact of the past. The companies of the present day and succeeding particularly IT will always rely on remote working with minimal investment in infrastructure. Thus, this becomes pivotal for HR professionals to recondition and alter on the procedure and strategies suitable to the new situation.

Agility the need of the hour: Majority of the HR teams are not formulated towards agility. Lack of agility is one of the vital reasons that is unfavorably affecting the HR professional and thus fabricating these challenging situations in this emergency situation. Therefore, it becomes very prominent and critical for HR professionals to react fast and move rapidly but this is not as easy as prior approvals is required to be taken before taking any action and this will definitely decline the procedure on gathering data and taking prompt estimate during this emergency. The HR professionals need to be prompt in their communication and have better coalition with the management in order to methodize company goals.

Employee/Virtual Communication: Another major challenge is communication. Communication is a critical aspect in itself there is a need to be taken into consideration and examine whether the employees are working remotely or not. Managing a workforce without proper communication mechanism becomes tough. The COVID-19 pandemic has placed the HR professionals to be quick in providing the right remote working tools and also ensuring that it suits the organizational culture. Though tools like Zoom, Slack, Google Meet, and WebEx are used today make work easier, but the difficult is keeping everyone to be on the same wavelength. Virtual sphere has taken an edge over collaborative work. Perpetually utmost sections of our society are now depending entirely on the media of virtual communication to complete their work. HR professionals need to assist virtual communication and this stands as a challenge. There is absolutely no idea as to the lasting of virtual set-up in this world, but it is the right opportunity for the future managers to think, rework on their mistakes, learn, analyze and perfection themselves and try strengthening the quality of virtual work. Incase HR professionals were unable to build a powerful work association prior to this existing situation, then executing work through the media of virtual communication will be laborious. Virtual work certainly has future benefits, a member from the virtual group who regularly communicates, shares both personal as well as professional identity feels closer to one another rather than people associating face-to-face [11]. One requirement is to go with the methods of technological information and communications with its focus task [12]. Virtual communication will be very useful for collecting information compared to regular person to person meetings (or in the present situation video/virtual conferences) and where contemporary interactions is required this should be restrained and used in situation to take a decision or solve a problem [13]. Through every process levels of human resource management managers should further support working virtually not only for its end result but also be a relevant component for rewards and promotions [14].

Managing Remote Work: The notable challenge of HR professionals arising from the COVID-19 situation is the reconciling of the present and newly appointed employees in this drastically altered working situation, such as a shift of remote work environments and executing of new workplace policies, strategies, procedures to restrict human contact including the working hours, locations, work arrangements. It is evident that working remote would be an essential part of each organization. The vogue of contractual work and freelancers will be in demand. To remain competitive workforce will have to systematically upgrade and work on proficient enhancement. In order to enhance employee's future-read learning and development should be the focus of importance. This dramatic adaptation has generated a challenge on the traits they possess and those of the environment and how and where employees will do their work which will not only have an important connection for employees' experiences but also employees environmental fit [15]. People

usually get attracted to and are also selected by organizations when their values, belief, cultures is same as of the organizational culture [16]. When individual possess the similar qualities of self and organization such individuals prosper and experience higher degree of overall development including job engagement and satisfaction [17]. As in current situation of COVID-19 pandemic the employees experience misfit in case they are not supported, assisted and helped with the right work environment which not only help them in fulfilling their needs and desires but also help in their growth [18]. The main focus in work relationships is employee's essential goals in a structured organization [19] the individual gets attracted and intern focuses on these essential needs, but this current pandemic has produced a disaster on the employee's fundamental of joining an organization. Before the COVID-19 outburst few of companies had their employees working remotely though this transformation towards may not be new; banks, financial service companies, regulated industries did not prefer remote working but now majority of the organizations are moving to build remote work strategies which is leading towards many undiscovered problems. There is a sudden shift not only in employee productivity and engagement but also responses and identification. Since the strategies and policies are not designed in advance or intermittently HR professionals are indeed trying their best to build strategies, policies and possibilities to overcome these challenges and provide employees with appropriate work tools and also trying to gather real-time updates which support employees to untangle the complexities [20- 23].

It becomes easy for an HR professional to be sympathetic, sensitive, concern in understanding the pulse and tackling a situation or an issue when employees were working in an office work environment. But in today's situation when majority of the employees are working from home the communication channels are remarkably compromised thus the managers are confused or unaware. In such situation employees are likely to experience stress because they being in this narration or uncertainty that makes an employee to leverage their coping responses and characteristics so as to respond to such stress [24, 25]. The ability to remain open-minded, empathize, expands the individual learning ability which help him to grow and engage in challenging tasks. When people encounter stress there is a tendency for people to approach the ones they are familiar or predictable it can be people, places, and even food, they seek this as the measure to not native communities, food and culture around the world [26].

Mental Health and Wellbeing: Health and wellbeing has been in the primary issue during this COVID- 19 pandemic and this has been one the major challenges. HR professional need to take care and manage the health and wellbeing of their workforce. There are studies which shows that workers' health and safety is directly associated to a supportive manager his demands of heavy workload. Across globe the major concern of HR professionals is respond to mental health and wellbeing of the employees. This pandemic has generated major changes in employee's way of life, a sense of loss is experienced by employees who were regular travelers and globally mobile. Their regular business trips, travel, hotel accommodation have been altered to work from home limitation and virtual meetings. This stress due to the demands of virtual work is factual as employees might face certain job demands which may have an influence on their health and safety [27]. In an ideal remote working condition majority of the employees are encountering long working hours so as to combat performance challenges and time zone. Unscheduled working timing and job pressure has been adversely affecting the health, psychology and family of employees. These situations also occur due to the feeling of job insecurity and succeeding economic uncertainty. This unforeseen shift in work environment and culture has a larger effect on employee health and wellbeing. We have always read, heard and seen employees undergoing anxiety, mental issues and stress but now this is adversely affecting the employees. Wellness programs have always been organized by organizations and they are been providing employees with health benefits, flexibility, security to help them control their health issues. But this unexpected COVID-19 outburst has put the employees' mental issues in the forefront. Now it becomes necessary for HR professionals to not only protect their employees across boundaries but also their families, from all injuries or illness [28].

Health and safety is also an area that needs equal importance, implications on employee ill-health has a direct impact on not only employee performance, organizational performance but also the employee and their family. Keeping in mind the pandemic the HR professionals should prioritize towards protecting and managing employee health and safety not only today but also in the future. The focus should not only be towards protecting, controlling and managing health and safety but also to increase positive output. It is also

a known fact that due to COVID-19 pandemic families have relocated themselves many have moved to their home towns since work from home has become a part of work space so creating a balance between professional and private lives becomes important. It is very well understood and important that HR professionals have to motivate, maintain and nurture employees' health and safety because work-related resources, assets and demands are necessary for all employees. Since each departmental managers and heads are in constant touch with their teams the HR professionals should ensure that various departmental heads and managers provide clear and consistent communication on health issues and its available resources, risks and its benefits to all their team members and while managing emigrant communication and support plays a vital role as against job stress experienced by employees. Thus, this available knowledge can be utilized in this pandemic situation of working from home. When an employee goes through a mental health condition, he might stop from seeking help, social distancing himself, be in isolation, a feel of job insecurity, stress, difficult in creating a balance between professional and private life. Work of home and work from home can create an adverse impact on employee's mental health in such situation the HR professionals should help managers and department heads to communicate with their team with empathy, offer practical rightly support, motivate and encourage towards wellness resources [29].

Managing Balance between Work and Family: In this current altered work environment employees have also been affected by health crisis work-family. The inter role dispute is mutually contradictory in some respect that is work and family. In the past few years HR professionals have developed policies and programs mainly focusing on inclusive family at workplace and supple work environment. They have laid down policies that include work place benefits and subsidies in childcare services. These programs have helped in decreasing work-family conflict, especially when it is work from home [30]. But in this present pandemic situation there can be an increase for conflict between their work and family boundaries. When employees are not particularly acquainted to such independent work environment and with this widespread shutdown of schools and child-care centers there can be an increased strain in managing this transformation to remote working. Employees have to not only manage increased childcare concerns but also handle the persistent need of health, safety of family and their dear ones. This new generated need has further burdened not only work but also family responsibility thus making it very complicated and difficult than otherwise that help in maintaining work and family demands [31].

Therefore, assimilating the collision of self-responsibility, family demands, heightened levels of work liberty have a direct effect on employee productivity and well-being. An additional organizational support which is far beyond psychological or contributory in nature could aid in decreasing work family conflict and comfort employee well-being. Thus, this creates a challenge and makes it important for HR professionals to balance work-family roles. In this COVID-19 situation when majority of the employees are working from home there is an increase in job liberty by granting employees with ample cognitive and emotional resources that can help in alleviating the family-related constraint that is likely to arise within a remote work environment. But this will mainly depend on an individual to what magnitude he values freedom and associated self-responsibility. Prescription of self-affirmation interventions will help employees in strengthening such values and needs in an altered environment that may create a foundation to handle today's work-family conflict challenges [33].

Managing Apparent Family Structures: Over the past few years, throughout the world there has been a rise in the rate of childlessness and delayed first-births, organization have been having an enormous number of employees who are childless and single employees. In this current scenario the challenge is to allocate such socio psychological issues. Although HR professionals have had a concerned attention to this division of the workforce, studies suggest that childless and single employees may counter distinct work-life problems. There is always a possibility due to an insufficient family ties and attachment these individuals particularly may be at high possibility of having a feel of loneliness, isolation, feelings of social exclusion, possibly of a dearth of purpose. Though there has been hint that measures are been taken for employees to battle the current pandemic but there is no doubt that it has created a feeling among employees of lowliness and social exclusion [34]. Studies also reveal that than those within conventional work arrangements individuals working from home tend to report less inclusion. A feeling of lack of inclusion and affinity is more among childless and single employees when this combines with social and physical distancing measures it might create an ample

hazard not only to their mental health, well-being but also on their productivity. HR professionals need to tackle this issue by developing creative methods to involve employees keeping in mind the distinct forms of family status. A system called as Relationship-oriented may help employees develop better links among themselves. Thus, an oriented relationship HR system can be enhanced to fight uncertainty and help in establishing resources required to concentrating on network-development, training, evaluation, feedback and prepare them towards an unexpected event like the ongoing crisis situation that may lead the employees towards a feeling of loneliness, abandoned and social exclusion.

Managing in creating a better Working Environment: In a governed environmental workplace work relationship accomplishes the fundamental aspiration for alliance with other employees and also work towards expanding these relationships and communion with others. Socializing events such as coffee breaks, lunch, happy hours and balancing social connections is becoming difficult in this current situation. At present everything is concerned on virtual and this stands as another challenge for HR professionals. With this adjustment in the social arrangement of work place employees might feel discontent as they pursue for the social relationships that they earlier experienced in their work life. Thus, it becomes very important for HR professionals to constitute a platform to share employee experience among colleagues, help ease their emotional relationship. These systems will definitely show results if provided in this present COVID-19 situation. A daily restoration virtual social activity with colleagues, frequently sponsored professional social program where the employees can discover meaning this can be a replacement for person-to-person social get-together that could help in recuperate the social relationship problems, build up the purpose and inducting proper mechanisms such as methodical team meetings which inspire, and motivate the employees to associate with one another [33].

Organizing Learning Environment: Studies have shown that the need for proficiency is one of the fundamental human motivators. The need to strengthen professional growth arises when there is a desire to receive more. COVID-19 pandemic has been responsible for creating an insufficiency in professional stimulation due to working from home. Since its permitting employees to be more self-directed knowledge-seeking becomes important for employees so as to satisfy the learning need and desire to grow and manifest excellence. There has been an increase in the consumption of Learning through LinkedIn and other online development programs since the start of stay-at-home orders. When there is an extended demand in interest towards self-directed learning, it becomes equally important for organizations to utilize this situation and promote their employees towards skill development program. This definitely is the good time for organization when their employees' have shown this great aspiration to grow, learn and demonstrate competence. When HR professional offer this program and provide an access to employees it will definitely achieve a clear win–win situation this will not only help employees increase their talent capability but concurrently foster employee motivation.

Identifying Employee Competency (Selection): Due to this Covid-19 pandemic HR professionals have adopted to various form of virtual selection, recruitment, learning and training in place of person-to-person inter connections, in this situation it becomes very crucial to understand its influence on an organization's vision and mission because these applications will have an impression on attracting and retaining individuals differently than traditional approaches. There is a need to analyze on boarding methods for new employees so as to align them to the organization's mission, goals, culture and also making sure a hassle free remote joining expertise. HR professional have to plan policies for an entire employee journey and also be ready for new challenges in this dispense virtual environment. This might lead to an alteration of recruitment practices, engagement initiative, rewards and recognition programs, exit procedure and everything that comes in between. Studies have shown that few employees are basically better when compared to others while coping with stress and ambivalence, employees with higher level of liberality towards doubtfulness are less likely to experience stress and take right decisions thus work more efficiently across the world with different cultures. Employees with a normal interest can modify to a better new situation, they prosper in situations of uncertainty and anxiety and are more open minded and creative. Employees who are flexible rebound after such stressful circumstances and try to discover positive feeling in such circumstances [34]. Thus, during this time of global unpredictability and stress organizations have to recognize and try three competencies: tolerance for ambiguity, resilience, and curiosity. These competencies in employees help build

efficiency, effectiveness while working virtually with client's vendors or colleagues and also be the key source in selection. Companies should also reflect to utilize this time and strengthen in identifying talent in order to recognize the most effective employee in circumstances of growing originality and unpredictability.

Managing Cross Cultural Training: Research suggests when there is a feel of anxiety there is a new desire for affiliation mainly among those who are experiencing the same level of anxiety. Since the issues and the problem are similar COVID-19 pandemic has to encourage cross-cultural team to authenticate expectations of reliability. Cross-cultural training thus becomes an important aspect to support better work and employee engagement. Cross-cultural training can help in lessening ambiguity towards cross-cultural dissimilarity, help in skill-building, understanding the methods to partnering with across cultures, measures to look into parallelism with associates from various cultures, methods to utilize inclusive technology, methods on how to develop ground rules for teams for a healthier communication channel and stronger work chart. Eventually these types of training might motivate employees towards mindful of circumstances rather than hurrying to judgment due to their state of "reduced bandwidth". It could also educate employees to be respectful towards interrogating assigned groups to prevent the negative aspects of stereotype [35].

Employee Engagement: Profit and increase in employee's productivity is the utmost aim of any organization. With this change of remote working system, it is indeed challenging to keep the employees engaged. Since the internal communication is hindered excepting a systematic workflow, following a routine, or even keeping all the employees on the similar platform becomes difficult. Incase regular updating, arranging meetings and sessions are not done this can have a great effect on the morale of the employees. Therefore, the HR professionals have to develop methods to "Think beyond and Go Beyond" in order to raise the morale of the employees which will help them towards greater performance and better employee engagement [36].

Employee Support Program and Counselling: HR professionals are lacking to mitigate the financial aspects like compensation protection of workforce where number of jobs are being retrenched, threat of job security, depression issues, reduced salaries issues studies have clearly shown that organizational support can positively impact employee adjustment and employee's success can be affected when he is in a comfort zone or work fit environment. In this current situation of COVID-19 pandemic ambiguity of work is at an increase and the methods of support will vary according to the person's work-life situation, but however organizational support is the most censorious. In such situation where employees are engaged in virtual work and there might be an additional stress the HR professionals need to provide support events such as virtual counseling, employee assistant services, tutorials on mindfulness, webinars on resilience to help reduce employee stress. These stress releasing programs would particularly help employees in reducing stress.

Flexible Work Arrangement (FWA): FWA has always had a positive impact on employees' especially health. FWA is all about when, where, and how employees should do their work, a flexible scheduling of work even if it is working from home, FWA helps employees to handle demands of work across geographical and worldly boundaries and also help maintain health and their wellbeing to. Initially even though this was a practice only few employees were working from home but today due to this COVID- 19 pandemic majority of the workforce work from home and this poses as a new challenge for many. In a survey during the pandemic march 2020 which included 800 global HR professionals, majority 88% of organizations motivated and required their workforce to work from home. This change in work culture has continued invariably where in it requires the whole household to be house attached, because of which the employees might experience an increase in work life dispute and working hours. Globally mobile employees are now confined to working from home, this shift is very obvious and thus work as well as family might require a new arrangement. Here the HR professionals should be well prepared in serving their employees to work from home in a healthier and a safe manner. Managing work anticipation with proper communication will support the employees while with their family roles. HR professionals should motivate employees towards working within routine time of work, taking timely work-breaks and turn off from work these are indeed some of the cost-controlling simple ways to encourage healthy behaviours of lifestyle [37].

5. SUGGESTIONS :

- Updating employees on various new practices and policies.
- Regular updates through emails, video call, and virtual conference by department, management heads and leaders.
- Providing loops on important, useful, external information sources.
- Keeping up-to-date with accurate information.
- Regular updating on HR strategies that relate to the crisis.
- Ongoing Health and development training programs.
- Virtual assessment centers and training programs.
- In job advertisement and assessment units working from distance should be high lightered and this should be for all types of employment (where virtual work include) since in future this might be a professional identity

6. CONCLUSION :

Change is Inevitable HR professionals are fighting same circumstances in this corona hit timings because the working condition have turned upside down so drastically and it becomes essential to combat actively. Constant changes in policies, dynamic working hours, active participation, increased and challenging goals, team work & timely feedback is also coming in trend during this crisis. Ambivalence can torpid anyone. The terrifying feeling of unable to know the future and also the measures to be taken to maintain business processes is an increased challenge. We all are indeed affected by difficulty situations. Employees mentally are unstable because of the unsure condition on how the future will be. Even though the prolonged complications of COVID-19 are presently unknown, and there is very less reason to agree on its effect on organization will be temporary. As per health expertise opinions not only has the pandemic effect uncertain, but there will be uncertainty of health emergency in the future. These perceptible work insecurities are mainly because of this fear of losing a job and future economic instability. It is well believed that the severity of this calamity is rising, the employees are working from home and this is the existing culture, the employee performance is measured on the basis of an employee's portion of output and work finished rather than hours spend in his workplace. The COVID-19 pandemic has also moved its focus towards health and safety and this has become one of the main concerns for HR professionals. This has not only generated a challenge of securing employees but also their families from any such injuries and sickness across work boundaries and provide facilities for the same. The shift in work culture in this present situation has created multiple challenges for employees' and this in turn has developed multiple challenges for HR professionals. The HR Professionals are trying and putting all efforts to not only align the situation but also process effective policies and strategies for their employees. HR professionals are optimistic by thinking future and growing on the presumptions that the great challenge that they are presently undergoing is not a regular typical event, but it's a "new real world" that has created tremendous opportunities. It is the result of combining reality with optimism and confidence even after knowing the severity of the pathogen.HR leaders are giving a ray of optimism that the hard times will move faster and business will raise again with some modified situations. The pandemic has indeed created challenges for HR professionals to develop processes, policies and possibilities that can provide better opportunities of better work for employees for not only today but also for the future especially keeping in mind the remote employment. This article has conducted an extensive review of the literature and also helped to know and understand the challenges faced by HR professionals that help future research.

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