

# Want to apply for leave? There's an app for that

## Bosses & HR At Your Fingertips

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**Mumbai:** Logging on to a computer to file a leave application or submit a travel request is so yesterday. Now, an increasing number of companies are letting their employees do all this and more through customised mobile applications.

Ajay Ananthpadmanabhan, a zonal business manager with BhartiAirtel, says it's made his life a lot simpler. "I can approve travel requests for all my territory sales managers on the go, via

my mobile, and this saves me a lot of time," he says.

Chandrakant Mandrupkar, general manager at KEC International, says he's been using the 'Grow@RPG' app to view and apply for job opportunities across functions and companies within the RPG group. ICICI Bank's app 'Universe on the move', which lets employees update attendance and apply for leave, sees transactions of more than a lakh every month.

As smartphones continue to permeate our personal lives, companies are moving towards a mobile HR environment with apps that go beyond back office integration. "Apps have been launched for a range of functions (such as e-learning)

### MAKING WORK APP-IER

**Attendance, leave and travel** | Apply anytime and anywhere. Bosses can send approval much faster

**E-learning** | An employee can finish a certification while sitting on a plane or waiting at the doctor

**Employee directory** | With just one click, find someone's number or

email ID or send birthday wishes

**Goal setting** | Update goals while one is out and about

**Employee communications** | Easier to read a newsletter at the tap of a mobile app during off hours

**Feedback surveys** | Can be done on a smartphone in minutes



and these are helping streamline processes," says T K Srirang, Sr GM & HR head at ICICI Bank.

Some apps go beyond leave and attendance. For instance, 'iTravelSafe', a mobile app introduced by the bank in January, allows

women employees to enter details such as location, destination and time of travel. These inputs are monitored by a centralised control room. An SOS can also be registered via a 'panic button' available on this app.

Richard Lobo, SVP &

head HR, Infosys, says smartphone access to Yammer, a networking platform, has been enabled for the company's 1.4 lakh employees. "Employees get near-instant responses from various departments, and not only are HR-related queries addressed, but also those relating to an employee's functional area such as testing, delivery or even marketing," says Lobo. At Zensar, an RPG group company, mobile app 'ZenVerse' enables direct access to the CEO who responds to employee questions within 24 hours.

Airtel Mood-o-Meter, an app developed in-house, facilitates dipsticks and also gives employees an option to provide feedback on the go. "Questions such as 'Do I have a clear understanding

of what is expected of me?' are used to gauge employee feedback immediately after the KRA (key result areas) setting process has been completed," explains Srikanth Balachandran, global CHRO, Bharti Airtel.

With India having crossed one billion mobile subscribers, it isn't surprising that 82% of Indian respondents in Deloitte's Global Human Capital Trends (2016) survey, identified digital HR as a top priority.

The benefits are clearly visible. S Venkatesh, president-Group HR, RPG Enterprise, has the data to back it: "Better documentation of queries has resulted in taking the grievance resolution rate to 99%, the number of modules read through mobile phones has reached 77%

and hiring time has reduced by 20% using referrals received by employees."

Mobile apps have also proved very useful in delivering learning programmes. RPG Group employees can tap into 'Success Factors' to gain access to over 100 courses and 4,500 plus learning videos. An app enables employees to search for innovative work done within Infosys.

At ICICI Bank, the 'business companion' app offers a suite of mobile learning and performance support applications to employees engaged in client facing roles. Airtel is in the process of deploying 'Cornerstone on demand', which will enable e-learning and collaboration among various study groups.