

# Fable of HRs



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It's been 4.5 years since I took up HR as my profession. It's been wonderful journey and thankfully, has crafted out just the way I had wished for!

There has been abundance of learning and growth. After covering various theoretical aspects during Masters, now performing those HR functions in real is a sheer bliss. There has been a steep knowledge gain and expansion. But, one thing has stayed constant. Before I took Masters in HRM, while studying HRM and till date at work, I hear all these all the time – “What work does an HR have!!?”, “Do HR even work?”, “That's the most comfortable job in the world!” and of course, the very famous – “Oh, so you are an HEEECHARRR! (With sarcasm in tone spilling all over!!) continued with – “Basically you are jobless!”

Now, as an HR, we have also learnt and developed skill to consume everything, but inhale what we require and exhale unsolicited. The above, needless to say, falls in exhale space. As mentioned earlier, in the last few years, I know that there has been a lot of learning in/as HR. There are plenty of things that I discovered about HR as a function and its importance for an organization. It helped learn and understand about varieties of people and types of human behavior existing in this planet! In fact, every day is learning experience as each day you deal with different people and different cases. Pleasure you derive in addressing concerns, resolving issues and transforming unhappy employee to happy employee is unfathomable. By the way, this just one bit of HR work, like tip of an ice berg! There is a whole lot of things that is handled by an HR.

That being said, comes to my topic, when as HRs we know we have our plates full to keep us occupied for the whole day, week & year, how is that to everyone else feels that we are jobless!! How do they decide and decipher that HRs work is insignificant and extremely easy to perform? Why is that they feel, what we as HRs do, is very simple and that Anybody & Everybody can perform the role of an HR??? How do they draw such bizarre conclusions?

These questions kept bogging me, until I discovered this:



The Dunning – Kruger effect is noble prize winning theory in Psychology. The Dunning–Kruger effect is a cognitive bias in which low-ability individuals suffer from illusory superiority, mistakenly assessing their ability as much higher than it really is. Though the theory formulated and addresses psychological aspect of human nature, it is apt understanding this scenario as well.

In simple words, if one has to decipher and apply this, the above graphical representation of effect is useful. As represented in the graph, when one has zero knowledge on a subject/matter and is purely going by the looks of it, one displays utmost confidence in handling the subject. As a person starts to gain the experience/knowledge in the field, the confidence dips. That's when one realizes that it is not as easy as it looked by the face of it. That's when one realizes that it's harder than what he or she expected/assumed. Gradually with time, as one gains further experience, he moves up to acquire expertise.

I, personally, discovered answer for all those boggling questions, by applying this effect to our field. To all non – HRs our work is very effortless. That is because they have no experience. As by the look of it, our work seems simple. But, once we start involving our employees in our “so-seeming-easy-tasks”, they are able to comprehend that it’s not that easy, after all!!

So when we are seen in cafeteria chit chatting with an employee, we are actually in a crucial conversation with the employee in solving his/her issue. When we are seen running about organizing a simple event, we are trying to engage employees and make them happy at work. When we are seen running around the org, we are running from post to pillar to ensure smooth and fair decisions are taken for employees. We follow law and make organization abide it, thereby, ensuring employees’ rights are safeguarded, without employees even knowing of their rights. We do a lot more of other things, definitely a lot more than just a Rangoli!! But, just that it’s all in the backend. What you see is forever smiling HRs, omnipresent everywhere talking to everyone calmly and cheerfully, checking on employees’ time and again, jumps to help at their first summon and just warranting that their employees are happy; thanklessly.

Hence, lest you jump to another conclusion about HR role or any other, let it be a pleasant one! Because you do not REALLY know, until you do not really experience it. ☺

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