



Human Resource Management: Pandemic Challenges, Experiences, and Lessons

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QUESTIONS

How long will this pandemic last?

How will the company sustain its operations?

Retrench or Retain our personnel?

How to motivate them to work despite the risks?

How to implement WFH in a Microfinance set up?

How to help our staff in coping with uncertainties?

EXPERIENCES

Resignation due to the following reasons:

- Don't want to return to their area of assignment for fear of the virus.
- Transportation costs is higher so less time for family being unable to go home to their provinces
- Concerns about No Work, No Pay
- Staff requesting for WFH (not allowed in MFI setting)
- Job Offers with WFH set up

Restricted operations due to local lockdowns

Units operating understaffed

- Pregnant and staff with comorbidity not allowed to work.
- Staff who filed indefinite leave due to fear/not vaccinated

Units closed due to staff who tested positive

- Issue on Isolation for staff who tested positive
- Medication and taking care of staff who tested positive

CHALLENGES



**19,081
STAFF**



**OFFICES
3,707**



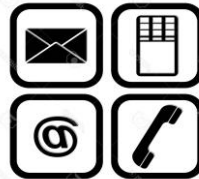
**HEALTH
CONCERNS**



**MENTAL
HEALTH**



**DIFFERENT LGU
RESTRICTIONS**



**POLICY
IMPLEMENTATION/
COMMUNICATION**



**ALTERNATIVE
WORK
ARRANGEMENT**



INTERVENTIONS



19,081
STAFF

**STAFF
RETOOLING**



OFFICES
3,707

**LOCALIZED
DEPLOYMENT**



PROVINCES
85

INTERVENTIONS



1. Ugnayan and Kwentuhan with Staff/Members
2. E-Doctor (CARD MRI Doctors and Nurses Free Consultation)
3. Vaccination Program
4. Free Vitamins, Alcohol, Face Mask, Face Shield, and Frequent Disinfection
5. Regular assessment of the situation (if necessary due to health protocols issues, advice to Stop Operations)
6. Mental Health Webinar Series and Consultation (with Registered Psychologists)
7. Mental Health Helpline/CRU Hotline
8. Financial Literacy Webinars

INTERVENTIONS



Alternative Work Arrangement not applicable to MFI setting except for other Support Unit and Admin. Positions where remote work is allowed.

Konek2CARD mobile app and other Alternative Delivery Channel for collection of payments so that staff don't need to go to the Centers to collect.

Online CI for new loan applicants/Online validation for insurance claims.



Zoom teleconference for regular updating.

Online webinar for training and capacity building.

Recruitment through online platforms (FB Ads, PIS, Job Ads through Center Members GC

INTERVENTIONS



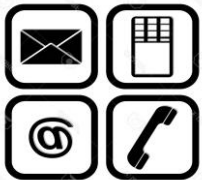
DIFFERENT LGU
RESTRICTIONS

Solid Supports System

Pop-up lockdown evaluated and managed at the Area Level (supported by HR Personnel on the field)

100% Compliance with LGU restrictions (Through Compliance Team)

Group Messenger/Viber Account for ease of communication for new policies.



POLICY
IMPLEMENTATION/
COMMUNICATION

LESSONS

1. Regular Communication in whatever form is a vital tool for every organization.
2. No other way but through Digitalization.
3. HR personnel must be always resilient.
4. Financial Literacy training should be a continuing initiative.
5. Enhanced Recruitment Strategy is a must.
6. Mental health is as important as physical health.
7. Business Continuity Plans and Scenario Analysis must not be limited to financial scenarios.
8. Everything can be done when staff are grounded on the CARD MRI's Mission and Core Values.

Thank You



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