

AN UNUSUAL HRM CHALLENGE - EMPLOYMENT OF PERSONS WITH REDUCED CAPACITY TO WORK IN THE HUNGARIAN CENSUS CALL CENTER



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Introduction

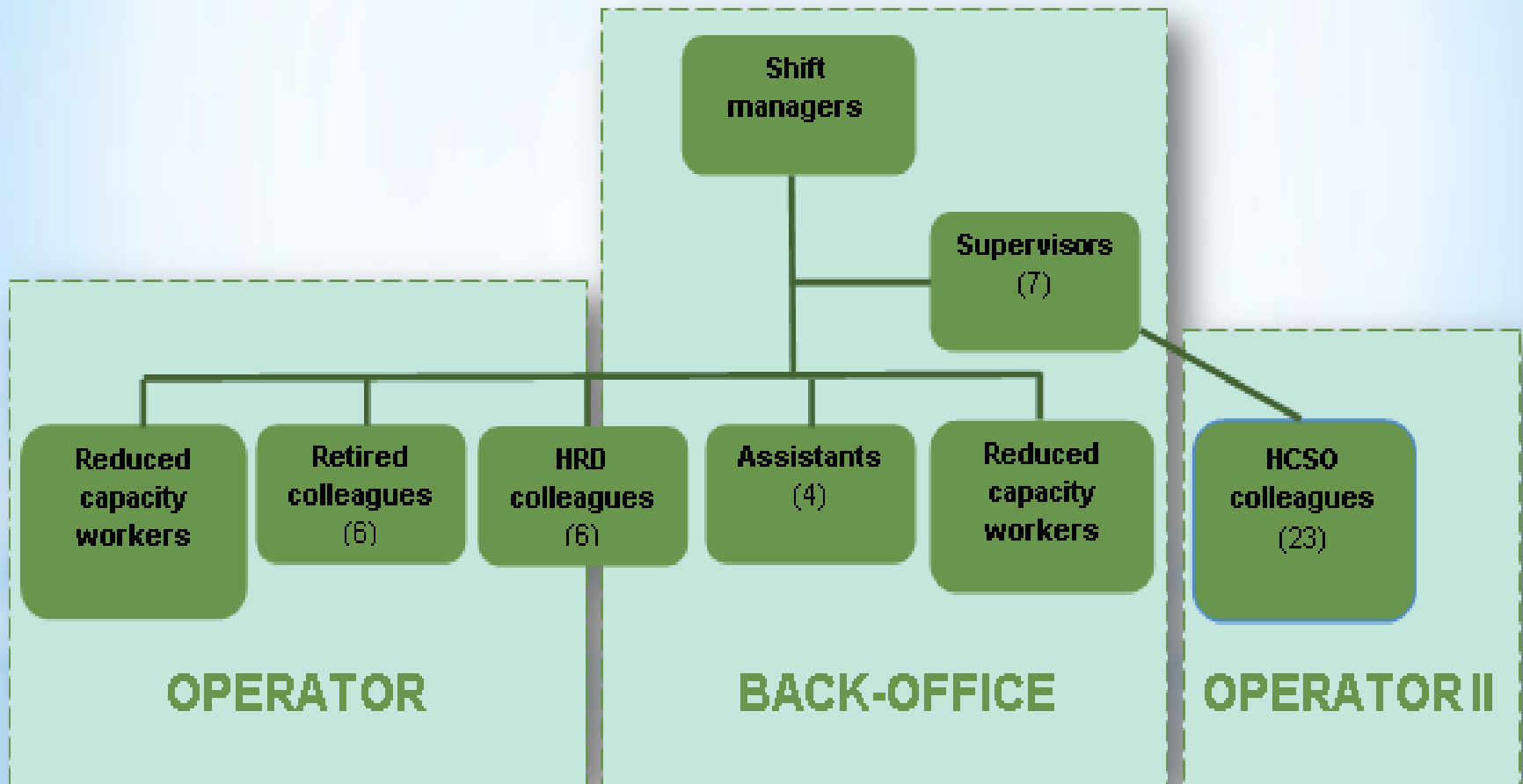
Call Center of the 15th Hungarian
Population and Housing Census 2011;

Primary HRM aim: **supporting persons with
reduced work capacity;**

A project with no precedent.



Human Resources



Recruitment and Selection

- **Recruitment - Job advertisement** continuously
- **Analysing curriculum vitae** 01/08/2011.- continuously
- **Phone interviews** 08/08-02/09/2011.
- **Personal interviews** 09/08-09/09/2011.
- **Mastering theoretical knowledge at home** 22/08-14/09/2011
- **Classroom training and practice** 15/09-23/09/2011.
- **First day at work** 26/09/2011.
- ***Further employment (5 people)*** 01/02/2012. -



Specialities

Recruitment with the help of National Federation of Disabled Persons' Associations;

Easier minimum requirements;

Permissiveness with individual needs (flexible work schedules);

Exaggerations of applicants at job interviews regarding their skills and competences;

Applicants either with no experiences at all, or with lots of negative experiences.

Training

Preliminary	<ul style="list-style-type: none">- Preparation at home (guidelines, Q&A, educational videos)
Day 1	<ul style="list-style-type: none">- General information regarding the tasks- General census knowledge
Day 2	<ul style="list-style-type: none">- Census monitoring software (theory & practice)- General communication skills
Day 3	<ul style="list-style-type: none">- Online questionnaire practice in groups- Call handling practice in groups
Day 4	<ul style="list-style-type: none">- Call handling and online questionnaire practice in groups- Census monitoring software, call center software practice
Day 5	<ul style="list-style-type: none">- Customer service communications skills (theory)
Day 6	<ul style="list-style-type: none">- Customer service communication skills (practice)

Specialities

An intensive and compulsory training;

Training completely unexperienced people to be front-line census professionals in a few weeks (not primarily difficult because of their disabilities, rather their lack of experience).



Work Environment



Specialities

Accessibility;

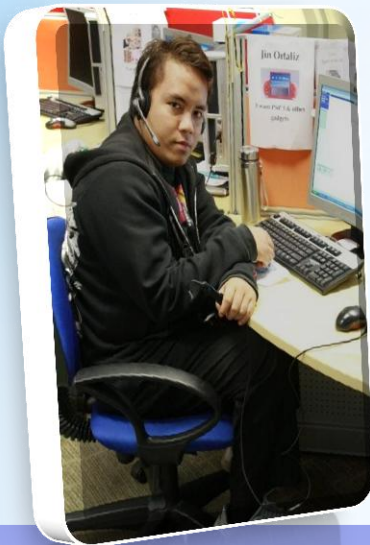
More space in general;

Constant assistance and control (some needed support even with everyday life, like eating, clothing, etc.);

Longer rest periods;

Forum for exchanging experiences.





Conclusions I.

Responsibilities of HR Departments in NSI:

Complying with the law (rules, „equality plan”)

Finding potential positions, *recruiting*, *selecting* and *training* applicants, *providing* accessible work environment, *assisting* and *supporting* the integration.

Conclusions II.

Potential positions:

Call center operator – census is only once in 10 years, but general information services, or call centers for statistical data suppliers might as well be in function all year long;

Not necessarily only entry-level positions are possibilities, but administrative tasks, archives and record management, post opening, etc. do not need intensive physical activity





Conclusions III.

Required investments:

Accessible work environment (eradicating architectural, technological barriers);

Constant assistance and control (sometimes even support with everyday life);

Special mental treatment (more respect, openness and tolerance, both from managers and other colleagues);

Effort of integration (no discrimination or separation - HRD has to take care of that, too).

Summary

Quantity of work: overloaded, 34.500 calls handled in 44 days.

Quality of work: outstanding enthusiasm, dedication.

Pace of work: self-evidently slower, extra assistance needed.

All in all:

Required additional investments, but beneficent;

Effectiveness was beyond all expectations;

Fantastic team;

Further employment is also a demonstration of success!

Summary



Future challenges:

Integration and support of the further employed

Development of a more accessible, comfortable work environment, with a change in attitudes and a culture of openness

Analysing the possibilities of employing more reduced work capacity people

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***Thank you for your
attention!***

