

The HR/Operations Divide

It's official... HR and Operations managers disagree on their respective roles. According to a recent study by UKG, there is a grey area of misunderstanding causing division between HR and Operations teams.

What's the role of a manager?

According to **managers** it's to:

According to **HR** it's to:



#1 Provide structure direction and guidance to my team

#2 Manage people performance

#3 Organize planning and scheduling for my team

#1 Train and develop people

#2 Manage people performance

#3 Manage HR Operations and admin tasks

When asked "what's the role of HR", the only difference was managers saying "Recruitment" vs HR saying "Employee well-being".

A Grey Area?

Who's in charge of recruitment? Or training? Or performance?... There are "grey areas" of difference in the way HR and Operations teams think, act and collaborate.

But one thing's for sure: the HR/Operations gap is a luxury that business can no longer afford.



of managers spend more than 3 hours a week managing HR-related administrative tasks

What prevents HR and Operations working better together?

(On this topic, both sides agree!)



Lack of clarity in roles and responsibilities



Poor understanding of each others pain points



Their objectives are not aligned



Different systems with limited or no integration



HR and Operations speak a different language



The traditional approach no longer works

To create alignment between people and work systems, traditional, siloed approaches need to change. A new People Operations approach breaks down barriers so both Operations and HR teams can meet their individual goals and shared objectives together.

Traditional Approach

People Systems

People Data



Process-driven Operations



Organisational Policies



Support the employee at work

Work Systems

Work Patterns

Productivity

Process Improvement

People Operations Approach

Listen and learn to understand individual signals



Augment capability and security to enable resiliency

Empower people and optimise for high performance



Actively connect people to purpose and foster collaboration

Enlighten and amplify people's contributions



Increase effectiveness and productivity

Embrace your people and performance

Align HR and Operations to embrace your people AND performance

[UKG People Operations - Learn more](#)

Want to learn more?

[Download the full report](#)