

# The Impact of Change Agents on HR Process Reengineering in the Service Industry of Delhi NCR

**Mr. Suraj Parashar<sup>1</sup> and Ms. Shristhi Lakra<sup>2</sup>**

Assistant Professor, Tecnia Institute of Advanced Studies, New Delhi, India<sup>1</sup>

soorajparasharji@gmail.com and shristhilakra17@gmail.com

**Abstract:** *This research paper dives into the pivotal role that change agents play in transforming Human Resource (HR) processes within the service industry of the Delhi National Capital Region (NCR). It examines how these change agents facilitate organizational transformation, the challenges they encounter, and the outcomes of their initiatives. By reviewing existing literature and analyzing regional case studies, the paper highlights the essential skills required for effective change management and offers recommendations on leveraging change agents to enhance HR functions in the service sector. In the rapidly evolving service sector of Delhi NCR, organizations are increasingly rethinking their HR processes to remain agile, efficient, and competitive. Change agents—individuals or teams who spearhead, manage, and sustain change within an organization—play a significant role in this transformation. This study investigates the impact and contributions of change agents in successfully revamping HR processes across various service industries, including hospitality, IT, and banking. Employing a mixed-methods research approach that combines surveys and in-depth interviews with HR professionals and management staff, the research uncovers how change agents facilitate smoother transitions, reduce employee resistance, foster innovation, and align HR strategies with organizational goals. The findings indicate that effective change agents are crucial to the success of HR redesigns, acting as catalysts for cultural and operational change. This paper offers valuable insights into the human elements of HR transformation and underscores the importance of leadership and strategic communication in the reengineering process within service-oriented organizations in the Delhi NCR region..*

**Keywords:** Change Agents, HR Process Reengineering, Service Industry, Delhi NCR, Organizational Change, Human Resource Management

