

IMPACT OF TECHNOLOGY ON HUMAN RESORCE MANAGEMENT

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ABSTRACT

Technology has evolved into a necessary component of the modern world, and its adoption and use has had a significant impact on human resource management globally. Technology can have a significant impact on human resource management. The global corporate landscape has transformed as a result of the internet and intranet revolution. Consequently, long-term growth and efficiency of organisations are facilitated by rapid technology change for important stakeholders, The current study focuses on the extent to which technology affects various human resource management functions.

Keywords: Human Resource Management, Technology.

INTRODUCTION

The organisation and operation of every industry have been significantly changed by technology. Almost every department needs to use technology. Due to technology, human resource management has undergone unprecedented amounts of change. The complicated and uncertain world has made the value of HR all too clear. Due to factors like rivalry, technical improvements, and globalisation, firms must advance their HR departments further. Now that businesses are functioning and growing internationally, they must contend with the varied cultures, attitudes, and behaviours that people bring to the workplace. Technology supports every step of the human resources process, from hiring to retiring employees. To increase administrative effectiveness and responsiveness of human resource management to their internal clients, employees, and managers, the functions inside the human resource department are now carried out online. If properly used, it can save time and money while also increasing productivity.

REVIEW OF LITERATURE

Ball (2005) observed that IT has brought a great evolutionary change to the Nigeria banking system, but proficient and effectual management of human capital management in this sector of the economy has progressed to an increasingly vital and complex process. The function of Human Resources Management department is generally administrative and common to almost all organizations but to lessen the manual workload of these administrative activities, banks began to electronically automate many of these processes by developing and introducing IT-oriented software applications which later led to the development of specialized Human Resource Management Systems (HRMS). As a result of this development, the use of

information technology in HRM has grown considerably in recent years and there are now extensive applications across a wide range of HRM activities in the banking sector.

Kamal, Ashish Kumar (2013) stated that Information Technology as a structural factor and instrument transforms architect of organizations, business processes and communication has increasingly integrated into human resource management. While IT has impacts on HR at the same time manages, employees, customers and suppliers increase their expectancies for HR functions. IT is expected to improve the performance of HRM by shifting its focus from administration or personnel management to strategic HRM.

Sanchita C. Banerji (2013) explained that IT and its wide range of applications have not only impacted their operations but also have made their presence greatly felt in every sphere of management. The biggest challenge faced by the organizations is the adoption and acceptance of these technologies, as the re-designing and re-engineering of the HR functions is very critical for the systematic and effective functioning of the various functions. Development of a proper managerial climate is crucial for innovative and knowledge based organizations. The accurate merger of functionality and reporting devices can only lead to the smooth and effective functioning of the organizational functions.

Adewoye J.O., Obasan Kehinde A (2012) observed that adoption of IT in the Nigerian banking sector has largely impacted HRM activities. The research is compiled by primary data with a structured questionnaire. The activities such as Efficiency of HR management activities and processes, Employee communication and engagement and Role and skills of HR managers has a significant increase in the efficiency of HR management activities and process after the adoption and continuous upgrade in the use of IT.

Prof. Gaurang V. Purohit (2015) stated that technology has changed the business world many times over. In the Information Age, the advent of computers and the Internet has increased that impact significantly. Many businesses cannot even function without the use of computer technology. This impact is seen in nearly all areas of business, including human resources, where technology continues to have a significant impact on HR practices. Agility pays rich dividends and HR managers have an important role in creating a favorable work climate to initiate and implement changes quickly with the help of growing technology. To remain competitive, most HR managers nowadays anticipate such cyclical changes in advance and initiate proactive steps that are less painful. In the long run, how effectively a company uses its human resources can have a dramatic impact on its ability to compete or survive in an increasingly competitive technological environment.

RESEARCH OBJECTIVES:

To study the impact of technology on human resource management

RESEARCH METHODOLOGY

Research Design: The study is descriptive in nature.

Research Tool: The study is secondary in nature and the content of the research paper has been collected through various sources as, journals, books and various website from the internet.

IMPACT OF TECHNOLOGY ON HUMAN RESOURCE MANAGEMENT

Recruitment

Recruitment is the most influenced by the internet. Many Multinational companies are using internet as a source of recruitment. Companies are using the internet for posting jobs and receiving resumes, which is also being received through e-mail allows companies to receive most of their resumes in electronic format. The use of technology has reduced cost and time and there is no geographical limit. Naukri.com, LinkedIn, Monster.com are some of the web based tools to assist the recruitment Process. Online recruitment can reach a larger pool of potential employees and facilitate the selection process.

Selection

Selection of employees made through online process must ensure each step systematize with the procedural requirements like short listing, requests for and evaluation of proposals, feedback to the candidates, etc. Considerably reducing time and resources required to manage the selection process. Selection of candidates can be made through online tests, telephone interviews, and video conferencing.

Training and Development

The employee will have access to get customized training via interactive multimedia, the Internet, computer conferencing and satellite broadcasts. The employees could access information on demand through the internet. It is also possible to train them without physically transporting from one location to another.

E-Appraisal System

E-Appraisal is a web based system that can be accessed with internet browsers. Only an appraiser can upload an appraisal document. Appraisers will evaluate the responds collected from the employees. E-Appraisal also stores appraisals electronically.

Electronic Performance Support System

An electronic performance support system is any computer software program or component that improves user performance. It helps an organization to reduce the cost of training staff while increasing productivity and performance. By adopting this system especially new employees will be able to complete the work quickly and accurately and also learn more about the job and the employers business.

Enterprise resource planning

Enterprise resource planning integrated computer-based system used to manage internal and external resources including tangible assets, financial resources, materials and human resources. ERP facilitates information flow between all business functions and manage connections to stakeholders. Functional areas of ERP are Human resource: Recruiting, training, payroll, attendance and benefits. Using ERP management can 'make decision faster and with fewer errors also data becomes visible across the organisation

E-HRM

'Attendance and timekeeping will become totally transparent as computers sense and record an employee's presence. It is a way of implementing HR strategies, policies and practices in organizations through a 'conscious and directed support of or with the full use of web-technology-based channels. The e-HRM is designed for human resource professionals and executive managers who need support to manage the work force, monitor changes and gather the information needed in decision making and controlling them and to co-ordinate the employees in organization.

HRIS

HRIS is also known as human resource information system or human resource management system (HRMS), is an intersection of human resource and information technology. HRIS allows an organization to plan its HR costs more effectively and increases quality in HR decision making and improve employee and managerial productivity and effectiveness. An HRIS can perform a number of functions from the simple storage and communication of information, to more complex transactions. As technology advances, the range of functions that an HRIS can undertake increases. The use of HRIS can provide a number of benefits to the HR function, line managers, and the wider organization. On one level, the use of technology has been shown to lead to faster, more accurate and more efficient processes, and reduced HR costs. Technology can also be used to provide HR information and to enable managers and employees to perform simple HR tasks themselves. On another level, the use of HRIS to reduce the administrative and transactional burden on the HR function can lead to a change in the structure of HR and allow the function to play a more strategic role in the organization.

HUMAN RESOURCE INFORMATION SYSTEMS ENCOMPASS

Payroll module automates the pay process by gathering data on employee time and attendance, calculating various deductions and taxes and generating periodic pay cheques employee tax reports. Time and attendance module gathers standardized time and work related efforts. Benefits administration module provides a system for organizations to administer and track employee participation in benefits programs. HR management module the system records basic demographic and address data, selection, training and skills management, compensation planning records and other related Training module provides a system for organizing and development efforts. Employee self-service module allows employees to query HR related data and perform some HR transactions over the system.

ELECTRONIC PAYMENT

Many companies have adopted electronic payment system. Eliminating paper checks and automating transactions can cut costs by 20 to 50 percent and provide better service for employees.

E-PROCUREMENT

Electronic procurement is sometimes also known as supplier exchange. It is the business-to-business or business-to-consumer or business-to-government purchase and sale of supplies, work and services through the Internet as well as other information and networking systems such as Electronic Data Interchange and Enterprise Resource Planning.

ADVANTAGES OF TECHNOLOGY IN THE WORKPLACE

1. Improves Communication

Many businesses are using various business communication technologies to change the way their employees interact and communicate while at work. Employees can use various communication tools, to interact or exchange information at work. For example, employees from different departments in a company can use text messaging services or video conferencing tools like Skype to share and exchange information. Virtual communication tools like Skype can be used to share screens and this can help workers to share projects while in different departments, the same application can be used to support group decision making. Also communication technologies can be used in the customer service department, to serve customers on time.

2. Encourages Innovation and Creativity

Workers can use different business technologies to create innovative business ideas which can be used in business growth and expansion. Many companies create technological challenges and reward employees who come up with creative ideas using technology. Employees can use internet technology to innovate ways of promoting a business online. Social enterprise networks like Yammer.com can be used by employees to socialize and interact with other creative employees from different organizations, this interaction will result into information exchange and it also encourages brain storming on various work related issues.

3. Improves on Human Resource Management

Technology in the workplace can change the way human resource managers do their job. It improves on the process of screening, recruiting and hiring new employees. Many human resource managers are using internet to advertise job openings. Targeted candidates will be in position to apply for these positions online by submitting their resumes to the human resource manager. The all process saves time and it makes the human resource managers work easier. Technology can also be used to track performance and productivity of each employee at work. Once employees are aware that they are being monitored, their productivity will increase.

4. Saves Time

Technology can be used to automate various tasks at work; this automation will guarantee efficiency and will also increase on production at work. The use of computers to accomplish specific tasks at work creates room of making corrections on instant and it also reduces on human errors. Using databases to capture and store information can facilitate quick decision making at work. Employees can easily access business information via one single database; this information can be edited and saved for later use. Use of internal networks at the workplace can help in sharing of gadgets like printers and scanners, so employees do not have to move to different departments to share technological tools.

5. Creates Mobility

The use of internet and computers to work has eliminated space and time boundaries. Employees can work from anywhere at any time, this mobility makes employees stay in control of their jobs. Technological tools like virtual meeting applications save us time, we don't have to be in meetings physically yet information and data will be shared in real-time.

DISADVANTAGES OF TECHNOLOGY IN THE WORKPLACE

1. Causes Distraction at Work

There are so many ways technology can distract employees at work. The use of social networks at work can cause so much distraction and it affects the productivity of employees. Some companies have decided to block access to specific websites like Facebook, Twitter and YouTube, because of the unlimited distraction they cause. Other business technologies which cause distraction at work include smartphones, computers and virtual meeting applications like Skype.

2. High Maintenance Costs

It is expensive to buy technology, but it is also costly to maintain it. Many small businesses can not afford the cost of hiring a full-time technical person, so they resort to monthly tech contractors who charge them for work done. If business technology tools like computers are not well maintained, their performance will decrease and the process of buying new computers or any other business technology can even be more expensive.

3. Makes Employees Lazy

Since most tasks are automated by technology, many employees become lazy at work, technology kills their creativity and skills. Simple tasks like calculating sales and tracking inventory are being done with computers, so you will find that employees do not put their brains at work, they can't solve high-end business problems because a computer or software will do it with no challenge.

4, Affects Workplace Relationships

Employees communicate via cell phones, text messages, email or virtual video conferencing tools. This type of communication technology eliminates face-to-face communication. Interpersonal communications are important in building workplace relationships because employees will get a chance to know each other in person, sometimes they can even share non-work related information, this type of interaction is killed by communication technology tools. Employees become more reserved and self-centered; they get buried into their work which can be of great harm to a business.

5. Its Risky

Though we like the advantages that come with technology at work, it also tends to be risky, especially when it comes to data security. If employees in important decision making positions will need access to private business information; this can pose as a threat, because it can be very difficult to monitor the usage and privacy of this information. Many employees come with flash drives at work, so they can transfer critical business information and use it for their own personal gains.

CONCLUSION

However, the introduction of technology to human resource management activities is usually driven by potential improvements such as in the speed and efficiency of processes, cost savings, enhanced customer satisfaction, increased accuracy of data, improved transparency and consistency of processes, increased availability of information and the facilitation of a change in the role of human resource managers. This will have a major positive impact on human resource management processes by making them faster, well-organized, cheaper, accurate, reliable, transparent and consistent. More importantly, it has the potential to reduce the administrative burden on the HR department so it is better able to focus on more meaningful HR activities, such as providing managers with the expertise they need to make more effective HR related decisions. Research has indicated that companies who effectively use technology to manage their HR functions will have a significant advantage over those that do not.

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