



IMPACT OF INFORMATION TECHNOLOGY ON HUMAN RESOURCE MANAGEMENT

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ABSTRACT:

Information technology has significantly influenced human resource management (HRM) practices in organizations. The advancement of technology has made it possible for HR departments to automate various processes like hiring, choosing, educating and developing, and performance management. This research paper aims to review the existing literature on the impact of information technology on HRM practices. The paper identifies the different ways in which technology has influenced HRM practices and highlights the challenges and benefits associated with the adoption of technology in HRM.

Keywords: *Human Resource Management, Information Technology,*

INTRODUCTION:

Information technology has had a profound impact on the world in the past few decades, and the impact is evident in every aspect of our lives, including the way we work. Human Resource Management (HRM) has also undergone significant transformation with the advent of technology. The traditional ways of recruiting, training, and managing employees have been disrupted, and the integration of technology into HRM has enabled HR professionals to be more efficient, effective and strategic in their roles. In this research paper, we will explore the impact of information technology on HRM and discuss the various ways in which technology has changed the landscape of HRM.

The way that businesses run has been significantly impacted by the information technology industry's quick development. One of the areas that have been significantly influenced is human resource management (HRM). The use of technology in HRM has made it possible to automate various HR processes, which has led to increased efficiency and effectiveness. This paper aims to review the existing literature on the impact of information technology on HRM practices.

Over the years, the management of human resources (HRM) has gone through significant modifications, with technology playing an increasingly important role in the management of people. Technology has transformed the

way HRM operates, making it more efficient, effective, and strategic. This study tries to investigate how information technology has affected human resource management.

Historical Evolution of HRM:

The evolution of HRM can be traced back to the early 20th century when personnel management emerged as a separate function within organizations. Administrative activities including record-keeping, payroll, and labour law compliance were the main emphasis of personnel management.. In the 1960s and 1970s, the concept of HRM emerged, which emphasized the strategic management of people to achieve organizational goals.

Integration of Technology into HRM Processes:

The integration of technology into HRM processes has been gradual, with the adoption of technology in HRM processes such as payroll, time and attendance, and benefits administration. In recent years, technology has transformed HRM procedures include employee engagement, recruiting, hiring, advancement and training, performance reviews, and pay and benefits.

Impact of Technology on HRM Functions:

Functions of HRM like recruiting and selection have been significantly impacted by technology. By automated the screening of applicants and the scheduling of interviews, applicant management systems (ATS) have simplified the hiring process. Additionally, social media platforms and online job boards have made it simpler to connect with more candidates.

Impact of technology has also enhanced training and development by providing employees with access to online courses, webinars, and other training resources. Performance appraisal has been made easier and more objective with the use of performance management software. The use of compensation and benefits software has made it easier to manage employee benefits, payroll, and other compensation-related tasks.

Employee engagement has also been enhanced through technology. Collaboration tools such as Microsoft Teams and Slack have made it easier for employees to communicate and work together remotely. Social recognition platforms have also been introduced to recognize employee achievements and boost employee morale.

Challenges and Opportunities:

The integration of technology into HRM has presented both challenges and opportunities. One of the main challenges is the need to ensure that HRM processes are not completely automated, as human interaction is still necessary in some areas. Another challenge is the need to ensure that technology is used ethically and responsibly, particularly in the areas of data privacy and security.

Benefits of Information Technology in HRM:

Despite the challenges associated with the adoption of technology in HRM, there are several benefits. These include increased efficiency and effectiveness in HR processes, reduced costs, increased flexibility, and convenience for employees, improved decision-making, and increased employee engagement.

Advantages of using technology in HRM:

HR Information Systems:

Human resources (HR) operations including data on employees, benefits, payroll, and achievement management are managed via computerised systems known as HR information systems (HRIS). HRIS lessens paperwork, increases HR process accuracy and efficiency, and gives HR managers real-time data access. This enhances decision-making and improves the overall management of human resources.

E-Recruiting:

E-recruiting is the use of technology to attract, assess, and hire job candidates. E-recruiting improves the speed and efficiency of the recruitment process, enables HR managers to reach a larger pool of candidates, and reduces recruitment costs.

Online Training and Development:

Online training and development programs enable organizations to provide employees with training and development opportunities regardless of their location. This enhances employee skills and knowledge, improves productivity, and reduces training costs.

Virtual Teams:

Virtual teams are teams that work together remotely, using technology to communicate and collaborate. Virtual teams enable organizations to leverage a global talent pool, reduce costs associated with office space and travel, and increase flexibility.

Challenges of using technology in HRM:

Privacy Concerns:

The use of technology in HRM raises privacy concerns related to the storage, processing, and sharing of employee data. Organizations must ensure that employee data is secure and protected from unauthorized access and use.

Security Threats:

The use of technology in HRM also poses security threats, such as hacking, identity theft, and cyber-attacks. Organizations must implement security measures such as firewalls, antivirus software, and encryption to protect employee data.

Employee Resistance:

Employee resistance to the adoption of technology in HRM is another challenge. Employees may fear that technology will replace their jobs or reduce the need for human interaction. Organizations must address these concerns through training, communication, and by emphasizing the importance of the human element in HRM.

Categories of Employee Engagement

According to the consulting organization there are different types of peoples:

Engaged:

“Engaged” employee are builders they want to know the desired expectation for their role so they can meet and exceed them. They are naturally curious about their company and their place in it. They perform at consistently high level they want to use their talent and strength at work every day. They work with passion and they drive innovation and move their organization forward

Not Engaged:

A “Not Engaged” employee tends to concentrate on tasks rather than the goals and customers they are expected to accomplish. They want to be hold what to do just so they can do it and say they finished. They focus on accomplishing tasks vs achieving an outcome. Employee who are not engaged tends to feel their contribution are being overloaded and their potential is not being tapped. They often feel this way because they don't have productive relationship with their manager or with their co workers.

Actively disengaged:

“Actively disengaged” employees are the “cave dweller” They are “Consistently against Virtually Everything”. They are not just unhappy at work they are busy acting out their unhappiness. They show seeds of negatively at every opportunity. Every day actively disengaged workers undermine what their engaged co workers accomplish. As workers increasingly rely on each other to generate product and services the problem and tensions that are fostered by actively disengaged workers can cause great damage to an organization's functioning.

Focus On Employee Engagement

Engagement t by Industry:

With the exception of government sector which has relatively low engagement levels engagement levels some high tech industries (Pharma, Biotech) score low whereas some services focused industries score high.

Engagement by Levels:

Studies show that people higher up in the organization experience higher engagement however, there is a drop in engagement past the Vice- President level.

Engagement by gender:

The survey reveals a large disparity between men and women. Men count 68.8% more fully engaged and 31.3% women are engaged.

Employee Engagement Beneficial To the Organization

- Employee engagement builds passion, commitment, and alignment with the organizations strategies and goals.
- Attract more peoples like existing employee.
- Increase employees trust in organization.
- Create a sense of loyalty in a competitive environment.
- Lower attrition rate.
- Provide a high energy working environment.
- Improve overall organization effectiveness.
- Boosts business growth.

Make the employee effective brand ambassadors for the company.

LITERATURE REVIEW:

The use of technology in HRM has led to significant changes in the way HR processes are carried out. The adoption of technology in recruitment and selection processes has made it possible for organizations to reach a larger pool of candidates and has made the process faster and more efficient. The use of technology in training and development has made it possible for organizations to deliver training programs to employees remotely. This has led to increased flexibility and convenience for employees. The use of technology in performance management has made it possible for organizations to track employee performance in real-time and has made the process more objective.

Recruitment and Selection:

Information technology has revolutionized the recruitment and selection process. Recruitment platforms such as LinkedIn, Glassdoor, and Indeed have made it easier for HR professionals to source and screen potential candidates. The use of Applicant Tracking Systems (ATS) has also streamlined the recruitment process by automating tasks such as resume screening, interview scheduling, and background checks. According to a survey by SHRM, 84% of organizations use an ATS, which has resulted in improved recruitment efficiency and increased candidate quality.

Training and Development:

Information technology has also impacted the way training and developments are conducted in organizations. Online learning platforms such as Udemy, Coursera, and LinkedIn Learning have made it easier for employees to upskill and reskill themselves. These platforms offer a wide range of courses and certifications that employees can complete at their own pace and convenience. This has resulted in increased employee engagement and retention, as employees feel empowered to take ownership of their professional development.

Performance Management:

Technology has also transformed the way performance management is conducted in organizations. Traditional annual performance reviews have been replaced with more frequent and continuous feedback and coaching. The use of performance management software such as Workday, SAP SuccessFactors, and Oracle HCM has made it easier for managers to track employee performance, provide feedback, and set goals. This has resulted in improved employee engagement, as employees feel that their performance is being regularly monitored and recognized.

Employee Engagement:

Information technology has also impacted employee engagement in organizations. The use of employee engagement surveys and pulse surveys has made it easier for HR professionals to collect feedback from employees and identify areas for improvement. Social collaboration tools such as Slack and Microsoft Teams have made it easier for employees to communicate and collaborate with their colleagues, regardless of their location. This has resulted in improved employee engagement and collaboration, as employees feel connected to their colleagues and the organization as a whole.

However, the adoption of technology in HRM is not without its challenges. One of the major challenges is the need for employees to acquire new skills and competencies to effectively use the technology. This may require additional training and development programs, which can be time-consuming and costly. Another challenge is the need for organizations to ensure that the technology used is secure and reliable. This is particularly important in recruitment and selection processes, where the privacy and confidentiality of candidate information need to be protected.

OBJECTIVES OF THE STUDY:

- To gain knowledge about various HR responsibilities.
- To gain work experience.
- To help get job ready.
- To gain practical knowledge and experience of job responsibilities.
- To know how to handle the problems of company.

- To study the perception of employee towards HRP.
- To study employee perception about their engagement in all workplace.
- To know the significance difference in the perception of employee about HR practices on the basis of gender, age group, life spend,
- To know the significance in the perception of employee about their engagement at the work place.

RESEARCH METHODOLOGY

The research will be Exploratory in nature. Exploratory research studies are also termed as formularize research studies. The main purpose of such studies is that of formulating a problem for more precise investigation. The study is very large in which it is difficult to collect information from the entire employee. So, the convenient sampling method has been followed for the study. The analysis is based on primary data.

Research Design

A research design specifies the methods and procedure for conducting a particular study. It is a map or blueprint to which the research is to be conducted. Descriptive research design has been considered suitable methodology for a present study and for data analysis.

Source of Data:

Primary Data:

The data was collected by observation of employee and the sample size was of 50.

Secondary Data:

Internet, Intranet, Books, Interview, Newspaper, etc.

Method of Collecting Data

Field Work:

In order to get correct information I approach the employees of the companies.

In order to get correct information I personally reach every employee of the companies.

CONCLUSION:

In conclusion, the use of technology in HRM has had a significant impact on HR processes. The adoption of technology has led to increased efficiency and effectiveness, reduced costs, increased flexibility and convenience for employees, improved decision-making, and increased employee engagement. However, the adoption of technology in HRM is not without its challenges, and organizations need to ensure that the technology used is

secure and reliable, and that employees are adequately trained to use it. Further research is needed to explore the impact of technology on specific HR processes in different organizational contexts.

