



# The Human Element: Adapting HR for the Technological Future

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**Abstract:** *The future of Human Resources (HR) in 2030 is an exciting prospect to consider, one that will bring with it a range of new opportunities and challenges for the profession. As the world of work continues to evolve, the role of HR will become increasingly important in ensuring that organizations are able to effectively respond to the changing needs of their employees, and to the broader context of a globalized and digitalized economy. In order to meet the needs of the future, HR will require a deep understanding of the changing demands of the labour market, and a commitment to developing a new set of skills and capabilities to meet these needs. This paper seeks to explore these changes and the impact they will have on the profession of HR in the future.*

**Keywords:** *Human Resource, HR, Global HR, Automation, Artificial intelligence, HR Analytics, HR Trends, HR Jobs.*

## Introduction:

### HR in 2020: A Look Back and Ahead:

According to (Lewis, 2020) the past year of 2020 was one of immense disruption, with a pandemic bringing the world to its knees. This has impacted businesses hugely, but especially the Human Resources (HR) sector. HR teams were the first to pick up the pieces - swiftly adapting to the 'new normal' and adopting to the impacts of COVID-19. Many businesses had to pivot to new strategies in order to make it through the pandemic. This sudden shift was an unavoidable challenge where HR teams stepped in to ensure the transition was smooth. This enabled the organisation to realign their capabilities to achieve the business goals. HR had to form full-proof policies of remote working, communicated health and safety measures, and ensure that workforce morale remains positive despite the disruption.

This was the defining challenge of 2020 for HR. The 'new normal' of 2021 will require a new HR strategy to ensure the continued success of the workforce. This will need to keep in line with the fundamentals of HR – including activities such as recruitment & retention, employee engagement & experience, and compensation & benefits. To ensure HR can effectively continue to manage these activities, there will need to be further adoption of the digital transformation trend. Cloud-based technologies and HR tools will be the primary factor to consider for HR in 2021. These tools can streamline the administrative aspects of HR like tracking employee time-sheets and conducting employee performance reviews. This will enable the HR team to focus on the areas in which they can truly add value to the business - such as fostering foster a more engaged and productive culture and driving employee satisfaction.

HR teams will also need to focus on recruiting a talent pool that is well-equipped for the digital age. This means they have to adopt innovative methods for talent acquisition and create strategies to attract top talent. Also, the diversity of the workforce should be given attention with an effort to create an inclusive and multi-cultural environment. Overall, the pandemic has shaken up the HR landscape in 2020 and 2021 will bring a new set of challenges. To successfully navigate these changes, corporations will have to focus on digital solutions and workforce initiatives. By doing so, organisations will be more agile and prepared for any future disruption (Roy, 2023).

### **Life Cycle for Tomorrow's Employees: Optimizing the Future of Human Resources**

According to (Holliday, 2021) the employee life cycle, which starts with recruitment and ends with an employee's tenure in the organization, is a critical part of any organization's success. Employers must constantly stay abreast of evolving trends to ensure they are in the best position to attract and retain talent, and the future of a successful employee life cycle hinges on continued strategic innovation.

In the near-term, the employee life cycle will largely continue to be impacted by the digital transformation taking place in the wider world. Automation and artificial intelligence have changed the landscape of the job market, and employers must adjust their recruiting and onboarding processes to meet the demands of modern candidates. Additionally, remote and distributed workforces are becoming the norm and the future holds a growing need to support digital workflows when it comes to traditional HR activities, such as onboarding, performance management, and development.

The emerging trend of automation is also having an effect on the employee life cycle. This includes the greater reliance on digital tools to manage processes, from the recruitment process to basic administrative tasks such as onboarding. Automation may also be leveraged for performance management, allowing employers to better track and measure the success of employees over time.

At the same time, the way in which employers measure success and engagement with employees is shifting. Investing in the personal and professional development of employees is increasingly essential to sustain growth throughout the lifecycle. For instance, employers are looking to career development tools that build skills, develop leadership capabilities, and foster employee motivation.

Finally, the future of the employee life cycle will also rely heavily on technology-enabled solutions. This includes optimizing user experience through the use of digital tools to facilitate the process, from recruitment to retirement. Employers should prioritize initiatives such as mobile-first technology to improve communication and engagement between employees and employers throughout the life cycle.

In conclusion, the employee life cycle is rapidly evolving and the future of successful employment will depend on employers embracing the essential changes in trends. Automation, digital tools, and technology-enabled solutions are all must-haves when looking to optimize the process. Investing in employee development throughout the lifecycle remains a priority, as it encourages loyalty and engagement with employers. With the right strategy in place, organizations are likely to succeed in the war for talent and find long-term success (Verlinden).

### **2023: What HR Leaders Must Do Now to Succeed Tomorrow**

According to (Bersin, 2023) with advancements in technology reaching their sky-high best, the future of Human Resources (HR) is looking bright in the year 2023. HR departments across the world are using a combination of technological and human resources to manage the work environment. Organizations that take advantage of modern-day tools are creating an organized platform to personalize the way they hire and retain their employees.

In 2023, Artificial Intelligence (AI) and Machine Learning will be more extensively used within the HR sector. AI-powered platforms will be developed to automate mundane tasks like recruitment, payrolls, performance metrics, and provision of training. Organizations will use personalized applications to assess the skills of potential candidates without requiring any manual labour. Further, predictive analytics will take the lead to optimize performance management and routine feedback for employees. Big Data and analytics will also play a vital part in scouting for the best and the most eligible candidates. Organizations in 2023 are also likely to focus more on employee engagement through promotions, rewards, and recognition, thereby improving employee morale and work culture. In addition, HR teams will emphasize on remote working, virtual onboarding, & collaboration tools like Zoom and Slack to make the hiring process faster and easier.

On the regulatory front, HR is likely to take a steady stride towards implementing ethical policies that ensure workplace safety and sustainability. There will be a heightened awareness of digital security, privacy, and compliance with workplace standards. The HR department of organizations will be held accountable for ensuring transparency and trust among all stakeholders.

As the world is leaning more towards automation and digitalization, the role of HR is likely to shift from administrative to strategic roles focussing on employee & organizational growth. Apart from providing traditional service, they will see as talent leaders and business partner in the organization.

All in all, 2023 is expected to be a breakthrough year for the HR industry with digital and technological innovations playing a key role in shaping the future of the sector. Organizations that are up to date with their Human Resource operations will continue to evolve and benefit from the sooner-than-expected changes (Vulpen).

Humans have been integral to the success of businesses for centuries, and the field of Human Resources (HR) is responsible for ensuring organizations have knowledgeable, successful, occupational-appropriate employees. As technology advances, HR is likely to look much different in the near future. Human Resource departments of the future must embrace the changes technology is bringing to the workplace in order to remain relevant and successful.

First, the role of Artificial Intelligence (AI) in HR will be increasingly vital. The use of AI will help Human Resources quickly and easily sort through high volumes of applicants and resumes to find the best potential candidates for open positions. AI can also help with analysing employee data and trends from within the organization, such as which employees or teams have higher productivity or greater engagement. This data can then be used to inform HR decisions, such as which employees should be promoted or which teams should receive additional resources.

Second, HR will be largely mobile in the future. From recruitment to onboarding to organizational analytics, many human resources tasks can be completed through mobile applications. This will save both time and money for organizations, and make HR departments more efficient and agile. This trend is already becoming commonplace, as more and more organizations are utilizing mobile tools to streamline the HR process.

Third, HR departments will be focused less on traditional tasks and more on developing new skills in the workplace. Many organizations are already recognizing the need for employees to be trained in the latest technological trends and skills. As technology continues to evolve, HR must be prepared to ensure employees have the necessary skills to stay competitive. This could include training in cloud computing, software development, or machine learning.

Finally, HR must remain focused on the human element of recruitment and retention. Despite the rise in technology, it is still important that the HR department has an understanding of the motivations and preferences of candidates and existing employees. Insights into why people are drawn to certain opportunities and how they view their roles within the organization can be invaluable. It is this understanding of human behaviour that can truly set HR departments apart. Overall, the role of HR is likely to look dramatically different in the near future. The Human Resources departments of the future must embrace the use of AI and mobile tools, while also remaining focused on developing new skill sets in the

workplace and maintaining a human touch. It is the interplay of these two forces — technology and humanity — that will help propel HR into the future (Baldin, 2022).

### **Human Resources 2025: An Innovative Perspective on the Evolving Role of HR**

According to (Gartner) the future of Human Resources (HR) in the year 2025 is looking quite bright. With advancements in technology, automation and AI, HR will become even more important as businesses will rely heavily on it to manage personnel policies, recruitment, training, and welfare. By 2025, the HR industry will witness an increased demand for human resource automation projects such as payroll, employee attendance, and employee reviews. But more importantly, HR will focus on developing strategies to increase productivity and profits. It is expected that companies will use advanced analytics and artificial intelligence (AI) to understand the impact of their personnel policies on employee performance. This will give HR professionals a valuable insight into how their personnel policies is impacting the bottom-line of their businesses. This will enable them to make better and informed decisions.

Moreover, HR professionals in 2025 would need to be aware of employment laws, labour regulations, and talent acquisition trends. HR teams will be required to be at the forefront of new recruitment trends, engage talented candidates, and retain existing employees. Companies will focus more on providing a personalized employee experience, where each employee is made to feel unique and valued.

As the business world readies itself for the digital revolution, the demand for highly skilled and adaptive HR professionals is increasing exponentially. By 2025, HR professionals will need to be well versed in a wide range of digital competencies to remain agile in the face of ever-evolving technological advances (Siocon, 2023).

We anticipate three primary changes in HR in the coming decades:

**Automation:** Advances in AI technologies will allow HR professionals to automate mundane tasks, freeing them up to focus their efforts on more strategic roles. Automation reduces the risk of human error and enables the organization to make decisions in real-time. With AI-aided decision-making, HR departments will be able to make decisions faster and with greater accuracy. Furthermore, automation will enable HR departments to monitor employee performance at scale and make decisions based on empirical data, rather than subjective opinion.

**Advanced analytics:** The proliferation of data and advanced tools for collecting and analysing it will enable HR professionals to create more accurate forecasts and identify areas for improvement. HR analytics tools will allow HR professionals to better understand their organizational culture, identify areas that need change and understand how employees work best together. This will create more efficient processes, improve employee engagement, and maximize overall performance.

**Employee experience (EX):** By 2025, HR professionals will be expected to understand how to create an effective employee experience (EX). A successful EX begins with understanding how the organization's workflow and day-to-day activities will affect employees in terms of their frustrations, interests and passions. By proactively creating a work environment that takes into account the wishes and perspectives of all stakeholders, HR departments can then develop strategies to create a positive work experience and prioritize employee satisfaction.

With the advent of data-driven technologies, HR professionals will be expected to utilize data in order to identify and track employee trends, identify areas of enhancement, and build high performance teams. They will have to use data to measure employee satisfaction, engagement, and key performance metrics which are key for driving organizational performance. By 2025, HR professionals will also be required to be leaders in the use of technology, social media, and digital communications to benefit the entire organization. HR departments will be an integral part of strategic planning and must be kept up-to-date with the newest technological developments to remain competitive. Overall, the future of HR in 2025 looks quite promising, as HR departments will become more tech-savvy, data-driven and customer-centric. Companies looking to stay at the top

of their game, will be able to depend on their HR departments to provide the needed personnel solutions, while also aiding organizations in becoming more profitable (Sarkar, 2020).

### **Facilitating the Future: A Framework for HR Professionals in 2030:**

According to (Maren Hauptmann) in the year 2030, it is expected that the role of human resource (HR) professionals will evolve to meet the changing business needs of the future. Today's HR professionals are tasked with recruiting, training, and developing talent within their organizations; however, by the year 2030, HR will have much more of a strategic role in businesses, integrating technology to revolutionize current methods and techniques. Automation will allow HR professionals to manage more tasks with less effort, freeing up time for more strategic tasks. The advent of Artificial Intelligence (AI) and automation technology will require HR professionals to re-think traditional approaches and use innovative solutions to address organizational issues. Automated decision-making tools and predictive analytics will be used to increase efficiency and accuracy in the recruitment process, as well as to identify areas where employees may need additional support. Meanwhile, AI-driven tools will be utilized to measure and evaluate employee performance, allowing HR professionals to focus on providing meaningful, personalized feedback to individuals. HR professionals will also need to lead the charge in implementing new data analysis strategies, as companies respond to increasing public scrutiny on their data security practices. In particular, HR professionals will lead the charge in ensuring employee data is collected, used, and stored in a responsible manner that is both compliant with legal regulations and respectful of individual privacy and security. Finally, HR professionals of the future must be well-versed in the use of distributed ledger technology (DLT) and blockchain, critical elements of the Internet of Things (IoT). DLT can be used to secure employee data while allowing HR to more easily track key activities such as onboarding, recruitment, and talent management (FRANKENFIELD, 2023).

In the year 2030, HR professionals will take on a much more strategic role in businesses, serving as a bridge between technology and the employee experience. By leveraging data to build personalized relationships and increasing efficiency with automation, HR will be able to position their organizations for success in the years to come. The future looks bright for the role of HR in 2030. With the combination of automation, AI, machine learning, and data collection, HR will be able to maximize the success and engagement of the workforce. They will be able to create a culture of collaboration and innovation, leading to increased employee engagement and higher productivity. With the many advances in technology, HR professionals will be able to focus on more strategic tasks, allowing them to use their expertise to help lead organizations to success. In the coming years, the Human Resource (HR) function can expect to play a significant role in managing and leading India to new heights. The HR profession is in an important era of transformation. Advances in technology are bringing a revolution to the way businesses are run and HR is no exception. New technologies are leading organizations to become socially and environmentally conscious. This in turn is setting the stage for the future of Human Resource in India (Asmus Komm, 2021).

The emergence of big data and artificial intelligence is changing the way organizations view their HR practices and strategies. AI and machine learning applications can help HR departments to better manage the recruitment process and increase employee engagement and satisfaction. AI-driven software can also help to automate the process of performance evaluation, resulting in greater accuracy and objective decisions. Furthermore, HR professionals will have access to more advanced predictive analytics, which can help them to build a better understanding of employee behaviour and help to predict performance outcomes (Umasankar Murugesan, 2023).

The use of mobile technology and cloud storage are enabling HR departments to become more efficient and to access data from any location. This development is leading HR departments to become more agile and data-driven, using technology-driven insights to generate more informed decisions. As organizations look to further leverage their HR information, they

are now starting to focus on the use of analytics and automation to better target their initiatives and improve decision making. The rise of online applications such as social media has enabled organizations to really understand their employer branding and to ensure that they appear professional and reliable. Social media platforms have also become a key tool for HR professionals in recruitment and providing a better platform to discuss employee concerns and enable improved communication (Peter C. Verhoef, 2021).

The industry is often seen as a key contributor to the economic growth of the country and therefore initiatives and reforms must be taken to ensure that HR professionals continue to be able to contribute to the development of the nation. The human resource profession is expected to be the key component of the India's economic growth in the coming years. The use of data-driven decision making, automation, social media and mobile technology will all become increasingly important components of the HR function, while government regulations will help ensure that employers are working to provide a safe and conducive environment for employees. Therefore, HR professionals should remain aware of the technological and regulatory developments that are likely to shape the future of the profession in India.

### **Exploring the Changing Landscape of HR in India**

The Human Resources profession has become more complex, competitive, and critical to organizational success. Human Resources (HR) is no longer just about hiring and firing employees, but has expanded its scope to include activities such as skills development, organizational behaviour, performance appraisal, and employee engagement. As technology advances, HR will be required to keep up with the changing demands of the profession. This is especially true in India, where the population of highly skilled workers continues to increase. In order to capitalize on the potential of this growing workforce, businesses in India must ensure that their HR strategies reflect the changing times. At the core of HR in the future will be a greater focus on the development and retention of the best and most talented employees. Companies need to build a strong workforce that will be the foundation of their success. This requires making sure current and future employees have the right skills for the job. This can be done through augmenting existing training and development programs, as well as introducing new, innovative ways to learn. Companies should also consider introducing employee-friendly policies such as flexible working hours, telecommuting, or work-life balance initiatives that promote working smarter, not harder (Ulrich). According to (Richard D. Johnson) in addition, the future of HR in India should include the development and use of sophisticated technology. New and innovative HR software and platform solutions are making it increasingly easier for companies to track and manage their employees' performance. This technology will be especially beneficial for businesses that must maintain human resource operations across multiple locations. Finally, HR professionals will need to account for the changing landscape of the workforce in India. This includes adapting to the diversity in the workforce, as well as addressing issues such as the inclusion of women and minorities. HR professionals will need to understand the cultural, economic, and political dynamics within the workforce and develop strategies to ensure that everyone in the organization is treated fairly and equally.

The future of HR in India is bright, but full of challenges. HR professionals must be willing to adapt and embrace new challenges, innovations and technologies. With the right strategies and solutions, businesses can reap the full potential of their workforce and position themselves well for the future.

### **Future HR Trends to consider**

According to (Milligan) The Human Resources (HR) field has come a long way. As the workplace environment changes, so must the strategies, policies, and objectives HR departments use to recruit and encourage their employees. The evolution

of this area is both exciting and daunting, as HR specialists strive to develop new strategies that serve the needs of their workforce now and in the future.

As businesses develop and mature, HR trends are expected to advance. To stay competitive, companies need to be aware of these trends and adjust their practices accordingly. Below are some of the major HR trends to consider for the future:

- **Automation:** Automation is one of the greatest advancements made in HR over the past several years. Automation helps reduce costs and the HR staff workload by automating payroll processing and managing employee data. This trend is expected to continue, as more processes are automated, including applicant tracking systems, onboarding, and attendance monitoring.
- **AI and Machine Learning:** Artificial intelligence and machine learning are becoming increasingly important in HR. AI and Machine Learning are being used to gain insights, make decisions, and automate tasks, such as job screening and background checks. For HR professionals, this trend could help with recruitment, performance management, and career development.
- **Analytics:** Data-driven HR policies, such as performance management strategies, are becoming more important as analytics become available to better understand how to manage people effectively. HR teams are using analytics to measure employee engagement, develop targeted policies, select the correct candidates for each job, and personalize onboarding processes.
- **Agile Working:** Agile working has become increasingly popular in recent years. Agile working allows employees to work remotely, or in flexible spaces, which is beneficial to their mental health and productivity. This trend is expected to continue in the future as more and more businesses strive to provide the best environment for their employees.
- **Investing in Employee Well-Being:** Investing in employee well-being is a key priority for businesses. Companies are offering benefits such as mental health programs, flexible schedules, and better training opportunities to employees. This trend is expected to continue, as businesses focus on improving the work environment and promoting good mental health.
- **Employee Experience:** As competitive hiring tightens; employers must work hard to create outstanding experiences for their workers. Focusing on employee experience can be beneficial to both companies and employees. Employers can emphasize career development opportunities, flexible work arrangements, and attractive benefits to retain top talent.
- **Employment Branding:** Employment branding is becoming increasingly important for businesses. Employers need to focus on building a strong employment brand to attract top talent. This involves crafting a positive message and creating a website or social media presence that highlights the company's values and mission.

The global Human Resources (HR) industry is constantly evolving, as organizations and businesses continually strive to acquire and secure better talent, remain competitive in their markets, and create a workplace culture that drives efficiency and innovation. As technology advances and business strategies shift, some anticipated trends are likely to influence the future of HR. The most significant trend transforming global HR is the increasing use of analytics. Companies are utilizing advanced analytics to assess the competencies of their workforce, and to assess the likelihood of success with new potential employees. In addition, analytics can be used to track trends in employee engagement, productivity, and turnover rates. By collecting and analysing data, companies gain an understanding of how their employees are performing and what improvements can be made to create a better workplace culture. The emergence of the gig economy is also likely to have a major impact on global HR (Rob Goffee).

HR professionals must be prepared to adjust policies and practices in order to embrace the changing dynamics of the gig economy. Companies must also ensure that gig workers have access to the same benefits, resources, and support as traditional employees, in order to maintain a healthy workplace culture. In conjunction with automation, companies are exploring innovative ways to use technology to connect with and engage their workforce. By leveraging data-driven insights and predictive analytics, companies can better assess the well-being and performance of all employees and develop strategies to maximize productivity. Companies are increasingly embracing a more inclusive approach to hiring, which places an emphasis on skills, experience, and talents that are often under-represented. HR teams must be prepared to create workplace environments that foster an appreciation of cultural differences, actively support a diverse and inclusive culture, and create opportunities for employees to thrive (Keller).

### **The Future of Human Resources (HR) Jobs**

As technology continues to evolve, the future of Human Resources (HR) jobs is uncertain. With automation, artificial intelligence (AI) and other advances in the workplace, there will be many changes that will affect the HR job roles and responsibilities in the near future. Although the demand for HR professionals is still rising, changes in technology and workplace trends could drastically alter the landscape of HR roles in the coming years. One of the biggest changes in the near future will be the use of artificial intelligence (AI) and robotics for HR tasks. In the past, HR professionals handled all recruitment, benefits administration, and other HR functions. In the future, these tasks will likely be handled by software, algorithms, and robotic process automation (RPA) programs. As these technologies become more sophisticated, the traditional HR roles of recruitment, benefits administration, and training could become less labour-intensive and could be handled by AI-powered software and RPA programs (LEE RAINIE).

Another major change in the HR industry will be the increased focus on data analytics. HR professionals will need to understand how to collect, analyse, and interpret data relevant to their company's success. This will require more advanced skill sets in order to ensure HR operations are running smoothly and efficiently. As more and more companies adopt predictive analytics, machine learning, and other forms of AI, HR professionals will need to keep up with the technology in order to stay competitive and successful. As technology continues to evolve, it is likely that there will be a stronger demand for HR professionals with digital competencies and skills. Although the advent of AI and robotics has been seen as a threat to some HR job roles, it has also opened up opportunities for those that are willing to learn how to use these new technologies. Those with the relevant skills will be in strong demand in the future as employers seek out individuals that can take advantage of new technologies and create innovative HR solutions (Pan, 2023).

Finally, the gig economy will also have a major impact on the future of HR jobs. This could involve adopting new technology, providing more on-demand services, or simply being open to hiring more contractors and freelancers instead of full-time staff. The future of HR jobs is unknown, but it is clear that technology will play a major role in reshaping the industry. Automation, artificial intelligence, and the rise of the gig economy all pose potential challenges that HR professionals will need to be prepared for in order to remain competitive in the job market. Those that possess the relevant skillsets will be in high demand, meaning the future of HR jobs is brighter than ever.

**Conclusion:** In conclusion, the future of Human Resources (HR) looks bright. AI and automation technology are transforming the way HR organizations operate, enabling increased efficiency and optimization. A deeper understanding of the modern workforce is being gained through data collection and analysis, while HR departments are attempting to personalize HR services. At the same time, the focus on creating positive employee experiences and cultures continues to



rise, with greater emphasis on employee engagement and wellness programs. The HR profession has a crucial role to play in this era of digital transformation. It provides invaluable guidance and expertise on organizational change, talent management, and data-driven decision making. As technological advancements are made, HR is also being asked to embrace new HR practices, finding effective ways to incorporate automation into productive recruitment, training, and talent retention. Ultimately, HR technology is going to be an integral part of the HR function in the future. With a greater reliance on automation in HR, the HR role will continue to experience transformation in the coming years.

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