THE INFLUENCE OF TECHNOLOGY ON THE FUTURE OF HUMAN RESOURCE MANAGEMENT

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# Introduction

Nowadays, most of organizations face variety of challenges: intense economic process, improvement of market competition, ever-changing hands demographics, quickly ever-changing technology and e-business, simply to call a couple of. Of these, technology has maybe created the foremost profound influence on the activities of organizations.

Supported a probe by author and Wager (2010) that summarize, *“technology has any revolutionized the ways that during which several firms do business, forcing a paradigm shift for management that has resulted in new and innovative approaches to ending business with customers, staff and alternative stakeholders.”[[1]](#footnote-2)*

Categorically, in an exceedingly field of human resource development (HRD) whose main goal is to enhance structure potency by developing individual data, skills, and experience technology has vital implications. What is more, it provides associate exciting chance for HRD, it conjointly presents troublesome challenges for HRD professionals within the individual promotion and structure learning and performance improvement.

For instance, virtually a decade ago, Hronec (1993) projected that the role of data, in managing and evaluating initiatives associated with HRD, is additional vital than ever before. As a result, the undefeated application of HRD interventions and tools has become more and more dependent upon the utilization of technology. Despite wide recognition of the importance of technology to organizations, there has been very little systematic analysis on its impact on HRD practices.[[2]](#footnote-3)

## Type of uses of technology in hrm

Given the unlimited uses of technology, it's employed in virtually each department in a corporation. When it involves human resource, technology helps within the all method from recruiting to retire functions, and it's dramatically modified the method managers, and workers gain access to human resource data. However, it's quite challenge to use technology as an individual's resource tool due to its complicated, however if it's well applied, the organization can save time and money during the process. Various uses of technology which can be enlisted are given below.

### Recruitment

This has been assisted by e-recruitment internet portals were employers post positions and qualifications required for a particular job. Then the work seeker can choose their field of experience and apply for that exact position on-line. Nowadays, these portals have even created e-recruitment visual, by enabling Job seekers post videos describing what they'll do in addition showcase a number of their potentials. There conjointly alternative medias were these job postings is found as an example social media sites. Many people recruited through social networks like Facebook. A business simply posts employment position on its Facebook page, and its fans can apply if any of them qualifies for the position they'll get that job. This method has conjointly created human resource management additional social than ever.[[3]](#footnote-4)

### Training and development

After the method of recruiting is finished, human resources manager can have to be compelled to use technology to coach new staff. Even supposing they qualify for the position, their some things that the human resource manager should place clear before the new staff takes their positions. Technology can enable the team to access needed documents on each specific position via a redistributed laptop ”Database” and that they can browse through to grasp each facet.[[4]](#footnote-5) If illustrations area unit necessary, the human resource manager will use a visible image to elucidate some points in details, this protects time and makes the method easier.

### Performance management

Human resource manager will use technology to observe the performance of staff. With the assistance of tools like CPM (Computerized performance monitoring), the manager will shrewdness a lot of work has been accomplished by every worker per a given amount. Also, an equivalent package will facilitate within the flow of data regarding worker performance across the organization. Everything is clear, and production is secured as a result of humans once monitored, can seemingly do their best to seem smart.[[5]](#footnote-6)

### Virtual manpower

With the assistance of the web, businesses will recruit folks to figure from the comfort of their homes. Telecommunication and repair suppliers have enforced this module of recruiting and parties square measure paid per work is finished. Several Tele-centers and information entry companies have resorted to the current module of human resource achievement to extend on output and conjointly increase on their return on investment. With this technique, a business will rent over five hundred staff across the world to perform a given task, and so they get paid per job completed; this protects each cash and time to the business.[[6]](#footnote-7)

## Advantages of technology in hrm

### Improves communication

Many businesses are using numerous business communication technologies to change the way their employees interact and communicate during work. Employees can use numerous communication tools to interact or exchange information while working. For example, employees from different departments or sections in a company can use text messaging services or video conferencing tools like Skype to share and exchange the available information. Virtual tools of communication like Skype can be used to share screens and this can help workers to share projects even when 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 effectively.[[7]](#footnote-8)

### Encourages innovation and creativity

Workers can use various business technologies to create new innovative business ideas which can be used in business growth, development and expansion. Many companies create technological challenges and reward employees who come up with some creative ideas using technology. Employees can use internet technology to innovate various ways of promoting a business online. Social enterprise networks like Yammer.com can be used by employees to socialize and communicate with other creative employees from different organizations, this interaction will result into information exchange and it encourages brain storming on various work related issues.[[8]](#footnote-9)

### Improves on human resource management

Technology in the workplace can change the method human resource managers do their job. It enhance the process of screening, recruiting and hiring new employees. Many human resource managers use internet to advertise job openings. Targeted candidates will be in position to apply for these positions by submitting heir resume online to the human resource manager. All these processes saves time and it makes the human resource managers work easier. Technology can also be used for tracking performance and productivity of each employee at work. Once employees are aware of the fact that they are being monitored, their productivity will increase.[[9]](#footnote-10)

### Saves time

Technology can be used to automate various tasks of the employees at work, this automation will guarantee efficiency and will increase the production at work.[[10]](#footnote-11) The use of computers to achieve specific tasks at work creates room of making corrections on instant and it also reduces human errors. Using databases to obtain and store information can facilitate quick decision making at work. Employees can access business information with ease via one single database; this information can be edited and saved for later use also. Use of internal networks at the workplace can help in sharing of various gadgets like printers and scanners, so employees do not have to move to different departments for technological needs.

### Creates mobility

The use of internet and computers to work has eradicated space and time boundaries. Employees can work at anytime from anywhere, this mobility makes employees stay in control of their jobs and makes the work a lot more comforting. Technological tools like virtual meeting applications saves time, we don’t have to be present in meetings physically yet information and data will be shared in real-time with us.

## Disadvantages of technology in hrm

### Causes distraction at workplace

There are so many ways technology can distract employees at work. The use of social media at work can cause so much distraction and it also affects the productivity of employees. Some of the companies have decided to block access to specific websites like Facebook, Twitter and Youtube, because of unlimited distraction they cause. Other business technologies which cause distraction at the work include smartphones, computers and also virtual meeting applications like Skype.[[11]](#footnote-12)

### High maintenance cost

It is very expensive to buy technology, but it is also costly to maintain it. Most of the 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 same.[[12]](#footnote-13) If business technology tools like computers are not well maintained, then their performance will decrease with time and the process of buying new computers or any other business technology can even be more expensive.

### Makes employees lazy

Since most tasks are automated by technology, it affects employees, many employees become lazy at work, technology kills their creativity and skills. Simple tasks like calculating sales & tracking inventory are being done with computers, so you will find that employees do not use their brains at work, they cannot solve high-end problem of the business because a computer or software will do it with no challenge.[[13]](#footnote-14)

### Affects workplace relations

Employees communicate each other via cell phones, text messages, email or virtual video conferencing tools. This type of communication technology comes with a drawback that it eliminates face-to-face communication. Interpersonal communications are necessary 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 the communication technology tools. Employees become more reserved and self-centered and they get buried into their work which can be of great harm to a business.

### It’s risky

Though we like the advantages that come with technology at work but it also tends to be risky, especially when it comes to data security. All the employees in important decision making positions will need access to private business information and this can pose as a threat to the safety of the organization, because it can be much difficult to monitor the usage and privacy of this information. Many employees come with flash drives at work, so they can transfer any critical business information and use it for their own personal gains.[[14]](#footnote-15)

## Influence of technology on the future of human resource management

Like it or not, technology is advancing at an unstoppable rate, especially when it comes to information technology. While HR professionals can undoubtedly benefit from new software developments, there’s clearly the potential that increased automation could lead to some uncertainty about the 'human' element of their job.

Some within the industry feel that technology is one factor that is bringing about a major change in the role of HR departments. “*Talent management was very much seen to be the exclusive preserve of HR in the past, but now it is becoming very much more of a business priority*” comments Chris Phillips, vice-president of international marketing at talent management solutions provider Taleo. Denis Barnard, CEO of HRcomparison.com[[15]](#footnote-16), predicts that the remit of HR professionals will change, and thinks their focus will move towards getting in place and maintaining technology that properly measures performance, and then helping managers understand and work with this information.

## more communication

But isn’t there a chance this could displace HR professionals and risk closing rather than opening the lines of communication? Phillips says in fact it’s quite the opposite, and that by providing the technological tools for line managers to control their talent, HR are actually increasing communication. “*What you are doing is you are making discussion more informed and fact based and it is likely that you are encouraging more dialogue rather than removing human dialogue from the situation.*”[[16]](#footnote-17) He says that there are three key trends emerging in the HR software space at present: a shift towards on demand software, a move towards unified talent management systems and the idea that software should be designed with the broader business user in mind.

## E-recruitment

One of the main primary goals of HR is to attract and retain a talented workforce. The first step is thus recruiting a qualified, and motivated applicant pool. Effective recruitment can not only enhance the skills and diversity of the workforce, but can also help build customer satisfaction, foster innovation, and encourage creativity.[[17]](#footnote-18) Over time, various forms of technology have been introduced to attract applicants, ranging from passive, one-way technologies (e.g., web-based job ads, job boards) to more interactive techniques (such as virtual job fairs). Some estimates indicate that approximately 90% of large organizations use one or more forms of technology to advertise jobs and enable applicants to submit online applications.[[18]](#footnote-19)

## E-training

A third goal of HR is to enhance the knowledge, skills, and abilities of employees through training and development. A variety of technologies have been adopted by organizations in an attempt to more effectively deliver and manage the training process. These “e-learning” or “e-training” initiatives range from merely providing training materials online, to using a variety of technologies to deliver course content and support trainee communication (e.g., videoconferencing, virtual simulations).With a bit of hyperbole, it has been argued that e-learning may be the biggest innovation to affect training technology.[[19]](#footnote-20)

# conclusion

In the end we can conclude that technology is having a very greater influence on Human Resource Management. Each and every aspect and area of Human Resource Management nowadays revolve around technology only. And as we know that there are 2 sides of every coin, in this case also technology is having both advantages and disadvantages, relating to the current scenario of technology and the future of technology in the area of Human Resource Management. Technology is making work easier for the employees but then it is also creating a big communication gap between the organization.

The statement is self-contradictory but true, the technology is making communication easy and tough both at the same time but the thing is if it is managed well by the organization then it will not be a big problem for the organization. The organization has to limit and restrict the use of technology in such a way that the work is done but the employees are restricted from wasting time on technology like social media. Providing them with personalized computers by the firm itself can be one of the best example for this situation, which will have limited usage only.

There are many advantages of any technology but the same comes along with some disadvantages also, it depends upon us how to utilize the technological resources available with us up to the fullest and having full utilization of resources which is fruitful for the organization.

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