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HUMAN RESOURCE INNOVATIONS AND CHANGE THROUGH INFORMATION AND COMMUNICATION TECHNOLOGY

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ABSTRACT

The article efforts to investigate role of Information and Communication Technology (ICT) which is contributing towards development of all areas of productivity bring the change and innovations in the areas of human resource management. The article is on secondary data base and it covers the areas as, tools of technology used in human resources activities, vital roles in transforming human resources, impact of technology towards HR innovations, application software's to improve HR practices and concludes with contribution of ICT towards advanced training and development practices.

KEY WORDS: *Information and Communication Technology (ICT), Human Resource Management (HRM), Innovations, Change, Productivity, Transformation.*

INTRODUCTION

Organization is a group of like mind people who join together to achieve common goal. Goals can be achieved by optimum utilization of resources of the organization. The prime objective an organization is to increase its profitability by reducing cost and improving qualitative services. Of the various resources human resources is the prime resource which can help the organization to achieve its objectives and deliver qualitative services to customers. Although organization spend a large amount of their budget towards human resources services, companies have past experiences that neither their HR services were quick or efficient. Information technology has come to the rescue of management by not only reducing the HR administrative cost but also improving efficiency and effectiveness of HR

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services. Hence this paper tries putting some light on the contribution of Information and Communication Technology towards human resource innovations and change in this fast transforming competitive era.

HUMAN RESOURCE MANAGEMENT CONCEPT

To attain the strategic goals of the organization HRM plays a vital role. Only a committed workforce can work effectively and contribute to the overall performance of the organization. Human resource managed effectively can become a competitive advantage. Human Resources Management takes the responsibility to recruit, development & train employees with appropriate skills required to improve HR services leading to attainment of goals of the organization. HRM functions starts before recruitment and ends after retirement of the employee. The prime aspect of HRM is to integrate HR with goals of the organization and manage employees effectively to improve the efficiencies of the services.

INFORMATION AND COMMUNICATION TECHNOLOGY

Information and Communication Technology means any representation of instructions, data, sound or image, including source code and object code, recorded in a machine readable form, and capable of being manipulated or providing interactivity to a user, by means of computer or an automatic data processing machine or any device or equipment.

HUMAN RESOURCE MANAGEMENT TRANSFORMATION THROUGH ICT

Technology is playing a vital role in transforming Human Resource. Most of HR activities that were manual routine have now become automated and this transformation is due to information and communication technology. ICT has helped to customize HR according to the needs of the employees.

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HR Transformation

From	To
Local	Global
Administrative	Self-services
Internally delivered programs	Outsourced delivery
Transactions	Business Information
Employer Oriented Plans	Individualized employee and managers plan

Information technology has made a majority of HR Functions simpler and more effective. Jobs that were previously handled by human resource executives have now been taken over by systems and equipments specifically designed for the job.

Eg:

1. Scanners being used to store imaged based employees data in the computers.
2. ERP Software's helps in running the payrolls, time management of the employees systematically and accurately compared to manual preparations.

The following are the tools of technologies used in relation to human resource activities.

- a) Interactive voice Technology
- b) CD-ROM and Laser Disc Technology
- c) Network and Client server Technology
- d) Internet
- e) World Wide Web
- f) Relational Database Management System (RDMS)
- g) Imaging Technology
- h) Group web

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ICT – HUMAN RESOURCE MANAGEMENT INNOVATIONS

Information and Communication Technology has made a major impact on the way human resources function is viewed and managed in today's business. The impact of technology has led to the development of various HR Innovations. These emerging customized innovations have made a great difference to the way human resources services are administered. Some of these HR innovations are,

1. Human Resource Information System (HRIS)
2. HR Web-Based Application
3. HR Service Centers
4. Employee Self service systems and
5. HR data Mart

HUMAN RESOURCE INFORMATION SYSTEM (HRIS)

Human Resource Information System extends the information at three levels – Operational, Tactical and Strategic to the three different levels of decision making in an organization. HR activities have become complex and HRIS has come to the rescue of HR Professionals. HRIS is a computer based system which helps managers to take decisions pertaining to various aspects of human resources management.

- a) Operational HRIS are also known as transaction processing systems which are designed to provide information to HR Department that is frequently used by them. Some examples of Operational HRIS are

- Position control system
- Employees information systems
- Performance management systems
- Government reporting system

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- Applicant selection and placement system
 - Training system etc.
- b) Tactical HRIS provides information about the expenses towards employees and productivity of employees and helps in taking the decisions regards hiring, maintenance cost, investments in training and development etc. The components of tactical HRIS are,
- Job Analysis and design system
 - Compensation and benefits system
 - Succession planning system
- c) Strategic HRIS is used by the top level management to plan and forecast the human resource needs for the future, time of downsizing, workforce planning, merger and acquisition etc. the different types of strategic human resource information systems are:
- Workforce planning system
 - Labor negotiation support information system.

HR WEB BASED APPLICATION – CONVENTIONAL TO WEB BASED – TRANSITION

Organizations use database along with various software application for storing and retrieving employee's data, which is accessible to few people in the HR department. As the volume of data and complexity of human resources practices increase, it becomes difficult for the HR department to manage and retrieve data quickly. Web based systems provide an answer to the increasing complexity of human resource practices. These systems are easy to design and implement. The most attractive feature of web-based systems is that employees can use them irrespective of time and place. They can operate on their own and carry out most of the HR

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activities on own rather depending on HR department. Eg. Employees can surf the HR portals to know about the employees benefits that company extends, salary pay slips, leave data etc.

HUMAN RESOURCE SERVICE CENTRE

A human resource service centre consists of a group of individual from the HR department who deliver HR services to employees with the help of technology. Employees need not go to service centers, but can use the communication devices such as phones, fax, and emails for getting information regarding their pays, benefits, training programs, meeting agenda and timings etc. HR service centers helps to reduce costs, wastage to time and improve the quality of HR services.

EMPLOYEE SELF SERVICE SYSTEM (ESS)

Human resource departments spend major of their time in routine administrative activities that do not contribute to achievement of the organizational goals. Employees self service system was developed to help HR department reduce the employee data redundancy. ESS is developed using interactive voice technology, web based tolls and company intranet. ESS aims to make employees self dependent and help them to take their own decisions.

HR DATA MARTS

Human Resource department is a store house for data, usually stored in relational database application such as oracle and Sybase. This data is meaningless unless it is converted into valuable information which can be sued by the HR department. Data marts store information about a single management function unlike data warehouses which store information about multiple functions. Data marts were created primarily to convert the stored data into vital information that used by organization for decision making.

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APPLICATION SOFTWARE FOR HUMAN RESOURCE PRACTICES

Application software is prewritten program that supports the operation of different business functions. There are numbers of application software for HRM that make the job of managing human resource easy and efficient. Some of them are,

- Human resource planning application software
- Staffing application software
- Performance management application software
- Training and development application software
- Compensation and Benefits application
- Payroll application software
- Job evaluation application software
- Benefits management application software.

ICT – TRAINING AND DEVELOPMENT

Employers need to invest in improving quality of human capital from time to time. In the modern business environment, employers have to harness the power of the internet for delivering valuable services in their quest for becoming knowledge based organization. E-learning the method of using technology to give education and training to employees is even though is costly initially but proves to be cheaper that compared to traditional class room system and effective also. Employees learning in the fast rate and gain more in depth knowledge and this are very much helpful in self learning.

CONCLUSION

Information and Communication Technology applications have incorporated almost all HR activities. It has automated the routine HR activates, reduced the burden of HR department



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and on other hand has helped in achieving efficiency, cost effective and effectiveness in employee management by the HR department.

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