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IMPACT OF I.T. IN HUMAN RESOURCE PRACTICES AND COMPETENCY

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ABSTRACT

Information Technology as a basic factor and instrument transforms organization architect of business process, organization & communication and increasingly integrated into human resource management. When IT has impact on HR, for the same time managers, Customer, employees and suppliers increase their expectation for human resource functions. The importance of human capital and knowledge make extra suppression on human resource functions and new competencies for HR professionals are expected. In this research paper, the impacts of information technology on human resource practices and competencies of human resource professionals are studied.

KEYWORDS

HR functions, information technology, human resource managements, HR professionals, instruments, competencies.

1. HUMAN RESOURCE & INFORMATION TECHNOLOGY

Information Technology assists HR professionals in the delivery of services and affects all HR practices. Each IT tool can be used by different human resource functions. Example, web data bases are used for learning, decision making and completing works.

1.1. HRIS (HUMAN RESOURCE INFORMATION SYSTEM)

Human Resource Management generally uses Information Technology as Human Resource Information System. HRIS is a unified system acquiring and storing data used to make analysis, make decisions in the field of HR.

In current scenarios human resource information system is a powerful tool to maintain data base about employee’s demographics information and their performance. This system provides information regarding employee’s data, employments, job details, staffing and selection, individual & professional improvement, corporate structure, process of employments, performance appraisal, organizing, personnel planning etc. & these data can be used for many purpose.

1.2. e-HRM (ELECTRONIC HUMAN RESOURCE MANAGEMENT)

Electronic Human Resource Management is an Information Technology software/application for connecting or supporting more than two peoples or a team that participating in Human Resource activities. Now-a-days human resource information system is easily accessible with the help of internet for those who are not present in organization. Or we can say that eHRM is a human resource information system that can easily accessible by any employee via internet.

2. OTHER PROCESS SUPPORTED BY INFORMATION TECHNOLOGY

The application of Information Technology in human resource functions create a new application, that applications are virtual recruitment, e-learning or e-training, new types of working and self-service human resource & portal applications (Figure).

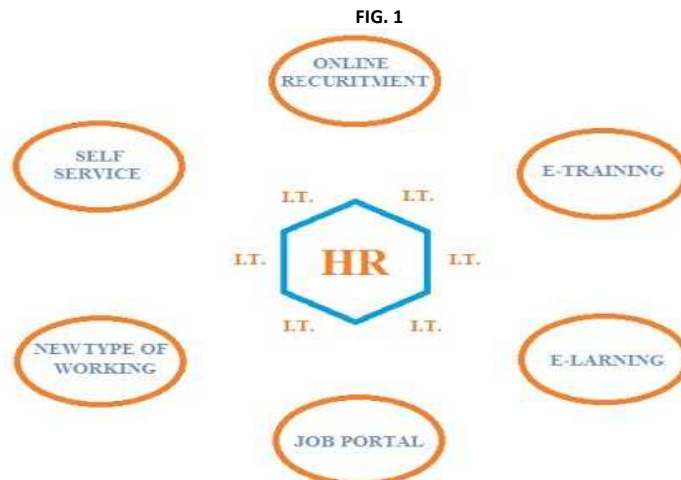


FIGURE : HR WITH I.T.

- **VIRTUAL RECRUITMENT**

Such type of recruitment is quite different from traditional recruitment. Virtual recruitment is totally based on internet while in traditionally recruitment process based on physical appearance. In this recruitment many IT tools and applications are used to perform many task such as, virtual interview, on line psychological test, CV searching, & online job advertisement. Web based recruitment have changed and fastest process of recruitment. These IT tools and applications also reduce the problem facing by the recruiter during the physical appearance of candidates.

- **e-LEARNING & e-TRAINING**

E-learning & e-training also known as internet based training. Internet based training or learning growing human resource software or application. Information technology tools or applications can be used for informal and formal education activities. There are a lots of tools of IT which support learning in an organization such as: dash board, email, web pages, mail lists, short message systems, media applications, online offices, online courses etc.

- **NEW TYPE OF WORKING**

In the current scenario, there is a development in informational technology and communication technology that creates a different type of working such as project based work and teleworking. The teleworking concept changes the working process means, moving the Work to workers not worker to work.

By this way, information tools collect the information, interest as well as enhance skills of employees to perform a task perfectly. IT applications or tools also helps to improve the productivity, helps to increase economy growth and reduce operating accidents etc.

- **SELF-SERVICE HUMAN RESOURCE & PORTAL APPLICATIONS**

Employees can take part and perform some of their own human resource activities by the mean of accessing human resource information system. And this is known as self-service human resource. Self-service software application can perform a lots of tasks for all Human Resource activities.

Employees who use HR self-services applications can easily verify & update personal information, also updated with internal vacancies within organization, receive information regarding training programs and can access corporate handbooks. HR manager can easily maintain attendance, analyse employee profiles, monitor absentees, and design salary models. Beside this career development and performance appraisal can be managed. It can also enhance the quality of Human Resource Services within the organization or outside from the particular organization.

While Human Resource Portal is a complex part of information technology. It provides a wide chance for every individual user to customize or arrange data according to individual's job responsibility.

3. ADVANTAGES OR BENEFITS OF IT (INFORMATION TECHNOLOGY)

Ant technology affects organization, employee's relation and work relations in an organization by controlling and enabling to access information & to join personnel electronically via virtualization or internet. Information Technology based Human Resource system i.e. Human Resource Information System (HRIS) totally changes traditional Human Resource process and also provide a functional unit, objectives and pre determines goals. There are some benefits discussed below:

1. **Time saving:** Information Technology tools allows the HR Professionals to spend less time on regular work or tasks and collect information & circulate notices easily within organization.
2. **Reduce cost:** it is an universal truth that traditional HR process needs a large amount of money to complete a recruitment process but effect of Information Technology on Human Resource costs appear in several ways, i.e. IT reduce cost of process and work methods. For example, advertisement cost, postal cost, application form cost, data processing cost etc. also self-service HR allows employees to perform their task directly.
3. **Enable collaboration and communication:** Today there is a wide range of IT tools for effective communication and collaboration. Messaging, e-mails, videoconferencing, group discussion, virtual teams, telecommunication and e-workgroups have changed nature of communication and collusion within the organization. It also allows the persons to take part in the process while he or she is not physically present. Information technology also helps to improve the skills of employees for accessing information, collaborating and decision making. IT helps to enhance the managerial skill at every level of management i.e. Top Level, Middle level & Lower Level Management.

Knowledge Management: Knowledge Management is a systematic process of creating, capturing, acquiring, learning synthesizing and experience to enhance decision making (Ardichvili, 2002).

Knowledge management system is a natural tool of human resources information system & HR development.

4. HR COMPETENCY

Competency may be defined as an individual's knowledge, abilities or skills. Competencies are personal characteristics about people, what they are, what they know & what they do, or personal characteristics cause superior performance. In this context development of technology in organizations, internet & web based IT have a very important impact on human resource professionals & their functions. Information technology play a very important role to develop new skills.

TECHNOLOGICAL COMPETENCY: In today's scenario, there is a need of computer literacy to get a job or to perform a common goal of a particular organization. IT skills became a prerequisite job skill in human resource. All organizations want HR professionals to keep up with development in Human Resource Information System (HRIS). The organizations who already adopt information technology moving in the way of success.

BUSINESS KNOWLEDGE: Electronic HR plays an important role for Human Resource Professionals to focus on strategic planning. Some of the HR Professionals can be unsuccessful to use technology to business still they know HR Technology. IT also responsible for a drastic change in the business process, means with the use of internet and web applications it is possible to business beyond boundaries i.e. Globalization is successful with IT world. And this a new face of business.

CHANGE IN MANAGEMENT: After use of information technology in any business or organization there is wide change in the management. The process of tasks has changed. The manual operations shift to automation.

5. ASSESSMENT

Beside Information Technology is a most important tool for realization of human resource functions, generally use of IT in HR functions influence Human Resource Management in many conditions such as:

- 5.1.1. **Advance HR Process:** with the help of IT tools there are many functions of HR change their process i.e. self-service HR, e-recruitment & e-learning and these are only possible with the help of IT. These new advance processes reduce cost, save time of recruitment as comparison to traditional HR process.
- 5.1.2. **Change in working style:** Also with the help of IT applications and tools the style of working changed in the organizations, such as: teleworking & web based project etc.
- 5.1.3. **Traditional Human Resource Functions:** With the help of IT in HR functions, increase effectiveness & efficiency of HR practices and decrease in cost & time. IT also distribute the information along the organization hierarchy, it also enhances the decision making & knowledge management within the organization.

6. CONCLUSION

Information Technology as a basic factor and instrument transforms architect of business process, organization & communication and increasingly integrated into human resource management. When IT has impact on HR, for the same time managers, Customer, employees and suppliers increase their expectation for human resource functions. The importance of human capital and knowledge make extra suppression on human resource functions and new competencies for HR professionals are expected. In this research paper, the impacts of information technology on human resource practices and competencies of human resource professionals are studied.

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