



LEVEL 7 ASSESSMENT SPECIFICATION

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Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.		

Human Resources Management Report

The IoT trends into training shape the productivity

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INTRODUCTION

The training is always one of the main task of Human Resources Management as all employees need to continue enhancing their skills, be kept updated of the latest regulation requirements and stay competitive in the market. However, the traditional trainings are usually organized by individual team, time & location restricted and may require additional travelling expense but the effectiveness is not easily be measured and satisfied the needs of our modern workplace.

The IoT (Internet of Things) is one of the rapidly booming digital transformation tool across business and technology as commented from Hung (2017) because one billions of IoT devices have been produced in 2015 and is expecting 20 billion by 2020. The IoT can help the organization reshape the Human Resources function by connecting devices and people with instant communication. All process data are stored online, can be evaluated and improved as result in highly efficiency and employees and customer's engagement (El-Koury, 2017; SHRM India, 2018).

Rimon (2017) and Vivekananth (2016) expressed that digital transformation would be an opportunity for the Human Resource to promote employee well-being, organization culture and engagement. The new transformation of learning training method would be one of the surprising truth impact and become more digitize training format with portable device and on-demand learning.

1.0 TRAINING IS IMPORTANT

According to Larkin (2017) and Strack et al. (2015), a learning organization is one of the particularly critical HR challenges that the company will be facing in the future. The organization should develop a learning culture by training with custom design & programs. These can fit in the needs of fast pace environment today. The program should be able to train the employees with up-to-date skills and knowledge. Those national education scheme are failure to keep in pace.

Here are the traditional and New IoT Approach:

1.1 Traditional Approach

The training in organization are usually delivered into two formats: 1) the traditional classroom or trained by a mentor. 2) Self-learning online internet web training. The courses are usually assigned by Supervisor or line Manager, minimum of participants required, cost of travelling involved and no training records in centralized storage and time consuming for evaluation.

	Locations	Training process status	Training result	Overall training evaluation
Traditional Classroom based	Single location only	limited feedback from one location	Manually record	Collect feedback manually
IoT	All around the world with internet connection	Instant feedback	Automatic record at server system	Collect data easily

Figure 1 - The difference between Traditional and IoT training

Note: Figure 1 is drawn by Kyle Wong

1.2 New IoT Approach

The IoT training process network contains four elements: hardware, transmit, people and evaluation. During the training, each step has been recorded, sorted, evaluated, and improvement simultaneously (Hung, 2017; Bersin, J., Mariani, J. and Monahan, K., 2016). Refer to Figure 2 - The IoT training process network.

1.2.1 Hardware

As stated by Bodi (2016) and Willer (2016), the mobile phone and touch pad are central hubs in IoT and can be programmed as training course material APP (application) and front camera to capture the trainee face motion, voice tone, stress level and each step of training process. In additional, the smart wristband is also used to collect location, team activate and response time.

The others sensors are also functioned together, such as training equipment (if applied), room temperature, humidity etc.

1.2.2 Transmit

The live video and audio training data between the trainer and trainee are to be transmitted by internet connect. .

1.2.3 People

The trainer and trainees can be located at the different regions and not limited to classroom location.

1.2.4 Evaluation

The training process data are to be collected, processed, calculated and evaluated.

The trainer would be able to achieve the training result immediately and do the corrective action accordingly.

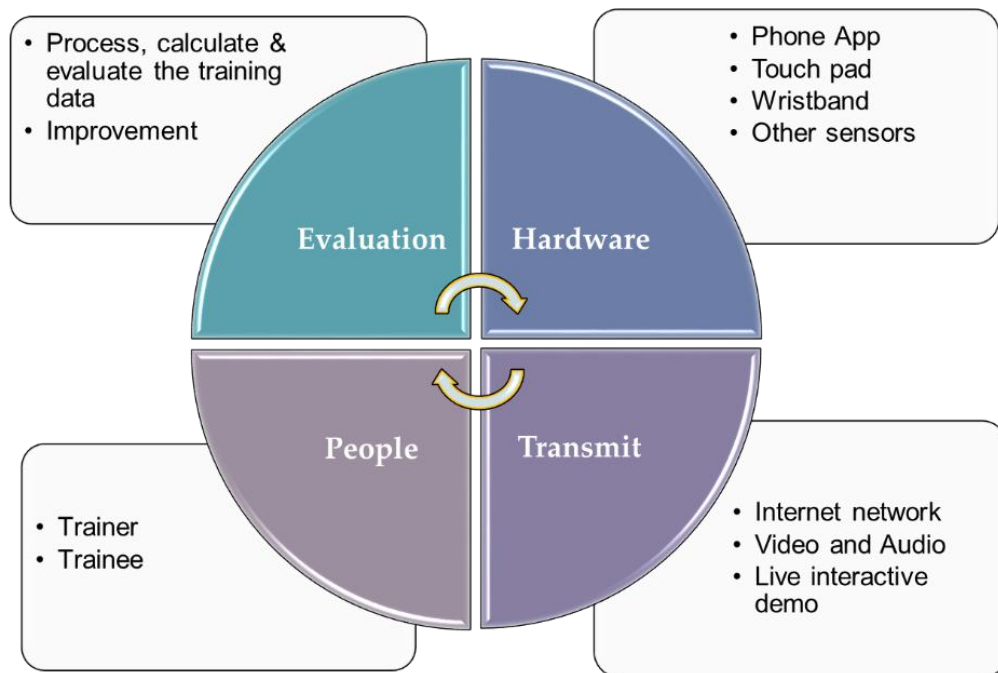


Figure 2- The IoT Training Process Network

Note: Figure 2 is drawn by Kyle Wong

2.0 CASE EXAMPLE

In 2016, Deloitte Canada has already applied IoT at work and assigned a group of volunteers to collect the daily activities data at work by wearing the sociometric badges. It is an electronic device that can collect data of people interaction, location, voice tone, stress level, time and moments (Bersin, J., Mariani, J. and Monahan, K., 2016) for analysis purpose.

The study has found that employees enjoy working in a smaller group with higher productivity, cross-disciplinary teams can achieve higher performance than the same team. Moreover, employees feel happiness in a larger working space with more light by the window.

3.0 POSITIVE AND NEGATIVE IMPACTS OF TRAINING IN IOT

The positive of the training in IoT is that all training courses can be stored on server that enable us to retrieve data easily. Through the data, it provides efficiency for live interaction and evaluation while training.

The trainer can ensure quality work delivered by adjusting the training speed and contexts. The training location can be anywhere with internet connection and would result in high attendance.

In additional, it would be more benefit to the organization in the long-term as it would reduce the traveling cost & time as compared to the tradition classroom training.

It would be better solution for Human Resource and Manager to organize any globe trainings and keep all new and current employees updated of the latest organization changes and guideline (Amladi, 2017)

However, the negative of training in IoT involves the massive investment of the new IoT hardware, software and corporate security system. These should be a long-term corporate plan and the security system must be well-designed and protected.

The employee may feel unsecure about the new hardware with tracking feature, as the personal privacy data to be recorded and it also takes time to adapt the new digital transformation training format (Human Resources, 2016).

4.0 CONCLUSION

Strack et al. (2015) recommended that a detailed training plan and fully supported by the top management are essential but the study showed that the human resources can actually obtain one-third of support from the top management. The training plan should be considered by the return of investment, training objective and outcome. Therefore, no productivity will be increased if the simple training is delivered.

The training in IoT is a new digital transformation that can deliver the training materials via online with full live interaction and the collected data can be easily evaluated & improved. It helps the Human Resource and Management develop a training plan that can align with the business objective and be able to measure the effectiveness of the quality training delivered.

However, the major drawback is the personal privacy data. Once data has been collected and must be stored carefully as each country has different data protection and privacy law. The online serve network security would have to be well-protected from cyber-attack and internet connection should be stable at all time. (SHRM India, 2018).

5.0 RECOMMENDATIONS

How can we bring IoT into training to be more interesting, adoptive and productivity?

As we know that most people can access internet at anywhere and anytime, online training enables employees perform with their own personal devices like phone, desktop computer and touch pad easily.

The training programs should not be too traditional format and should bring different kind of elements into it in order to motivate employee to learn.

- 1 Data analyze can enable Human Resource to provide recommendation for the senior management for strategic and goal. Therefore, it can restructure the Human Resource into a strategic role.
- 2 The IoT training should be priority for the most critical, important, costly and multi-location and routine training.
- 3 Game element into training can make employee more engagement and enjoyable.
- 4 Case study can be drawn into training that can help employee develop decision-making skills and team works.
- 5 Self-assessment can let employee be aware of their strength and weakness. Human resources can strengthen the skills of employees with line manager by retrieving the data and improve the trainings accordingly

The total cost of ownership is another concern for the company. The IoT is more economical as a long-term investment into training compared to the traditional one which involves huge travel expenses, time consuming and materials costs. These costs can be waived while IOT is applied.

The IoT has become more deeply in our day-to-day at work. It clearly offers huge benefit to our employees as they are the most valuable asset of the company.

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