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ASSIGNMENT ON ADVANCED AND
EMERGING TECHNOLOGICAL ISSUES IN
HRM AND IHRM

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1. INTRODUCTION

HRM procedures have changed over the last five decades because of the impact of technology on the way work is done. However, the importance of human resources and functions is recognised as essential to any organisation. The video presentation highlighted the advanced features of HRM technologies.

1.1 ORGANISATION'S PROFILE

Amey is one of the leading providers of full life-cycle engineering from concept of design to project delivery, operations and decarbonisation solutions for infrastructure and complex facilities range for road, rail, public sector, defence, education, aviation and health for the past 100 years.

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2. VIDEO LINK (PRESENTATION)

[Video Presentation-Updated.mp4](#)

3. AUDIO/TEXT SCRIPT

Hi, I'm Samuel Dhinakaran. My student ID is 2416236.

I'm going to talk about the functions of human resource management, trends and challenges for the assignment work.

Generally, the HRM functions are different from the companies to companies. For instance, a pen manufacturing company may have a different strategy than the manufacturing of dairy products or any other products. But the similarity between the strategies and the policies aligned with the company's vision and mission. So that will not change. But the functions of the HRM may differ among the companies because of the business and its operation environment. Currently, there are a lot of tech advancement made the HRM functions easy, but at same time, it looks very complex. Or I can say it's complex to understand the hidden things behind this technology. Now I'm going to give overview on the technology, how that HRM functions evolved from the, maybe 40 years from. 40 years. It's like I can say it's from 1980s to till now. So initial days there were a lot of clerical works or maybe that record maintenance were happening in the HR department. For example, when the person is joining, so there are a lot of formalities and all the details or all the things were recorded in the records or maybe filed

in head office or maybe the branch office. I can remember when I was in, so when I visited companies, so they had a separate room where they had full of files. So when we asked about those files, they said that there are very important documents about the employees and the bank details and other important details. They showed it for many years. Even I can say it is more than 30 years or 40 years. It is a huge file collection. So, when I consider that a few that a collection of files or records, nowadays it is not easy because it's a space constraint. And apart from that, nowadays that data driven or maybe the technology is made a little bit of easy in the human resource functionality. When I say this, because now it is a strategic and data driven, we cannot imagine all the details or in our fingerprints or in hand. So when I want to get my pay slip or when I want to claim my medicals and everything. So I can do it from my app or maybe some simply logging the credentials in the website or the page with the third party or maybe the tie up with that companies. So technology, the trend has been changed from the time of introduced, maybe it's 1990s or 2000. Now it is different scenario. So The technology also helps the human resource functions from the recruiting to till retention. It is in a huge way. For example, collection of databases or job portals, is not easy nowadays. For example, when I'm applying jobs, so I need to look for LinkedIn. I need to look for Indeed and maybe other job portals or even I can Google it to where that right opportunity is available. Same scenario if the HR is sitting in front of the system and spending three hours, four hours for a candidate selection, so the rest of the works will be hampered. So the selection of the candidates or maybe the CV selection or shortlisting the skills or talents in the available pool, so that is easy nowadays. The AI driven or maybe some sort of technology or maybe with that particular skills or maybe the experience, is shot out and give the only selected list of data. So apart from that, when I say that some performance analysis or maybe the onboarding formalities and giving the benefits to the employees after the retirement or maybe after employment, so that will be a huge challenge. But these are the things are addressed by the technology or maybe the apps. or tools, I can say it. So how this evolved? So 1960s or 70s, lot of historical way of maintaining the manual records, typewriting. So even I can say that's a big, big hand typewriting missions I could see, or even some movies I can see it. So the same scenario has changed after the revolution of some sort of software. It's like a human resource information software. So where I can see the time of attendance or maybe there's some medical claim tracking some of the things I lodged in the HR or even if it is maybe the working hours I can calculate, can manage the trainings or deputation, all the details, it comes in the information systems or some of the softwares. One example I can give you when I was in an organization, so I was about to claim my medical support for my daughter hospitalization. So that was pretty easy. So when I approached the help desk, so they have given some sort of application. So I just I filled it. So all the background data or maybe the information got it from my employer and they process my bills and everything. So that looks very easy because of the tools that is HR information systems. Then text-off. Definitely it's helped a lot of ways to typing, maybe various tools using, presentation, all those things. So when it enters in the 2000 or 2000, just some sort of web based portals for ERP systems like SAP, Oracle and other advanced technologies. And still now we can say that Oracle is the best or

maybe there's some countries preferring the SAP because of the usage or the user friendly or maybe that they're good at in the... technology-oriented because even if I'm from various countries even I can work in the other part of the world in the same company and I can claim the benefits I can claim all the things for example if the deputation if the person is going from UK to US so the same company they don't want to have other paperwork or maybe the formalities to on boarding or maybe the induction like that so before he travels from UK for all the necessary paperwork or maybe all the trainings that can be completed via this SAP, Oracle and maybe the other training portals. Today, there are a lot of talk on the AI, machine learning and cloud based things. So definitely this will bring a lot of revolution in the human resource functional functions in the organization. So when I talk about the artificial intelligence, so lot of concept, a lot of information is available in the Google around the world where we live. And this thing is giving the better ideas about how this technology will driven the human resource function. Like what I have mentioned earlier, may screening the candidates. So self-service like a chat board. So recently when I applied for a McDonald jobs. initially, There was a chat board, so it gave all the options. I need to fill it out. so final stage only, it came the confirmation through me. So I don't want to have any look on the opportunities. Just I need when I enter that my name or maybe they're looking for the job. So it automatically gives option. So what type of job it's like a permanent job or part time job, temporary, how many hours you can work or where you live, how far from that work location. And how this job starts, in between, there is a small type of test that test you regarding the suitability of the particular job. So this system definitely reduce the clerical work or the clerical work and other works related administrative. And cloud-based is definitely decentralized. We can work anywhere remotely. And they can operate. And they can access anything like. Workday, BambooHR, a lot of things are available. And when it comes for the data analytics, so this is a huge topic. So we can have a number of data, and that is representation in the picture and maybe that other forms. So that will give immediate response or maybe attention to the things what went wrong or what needs to be focused on these things. For example, in January, a lot of recruitment happened and end of February, it's a lot of people are going out. So there may be a trend we can say it maybe some pay and perks or maybe something is not good. That's why they are moving in the end of the calendar year. They're looking for the opportunities in the next companies or other thing. then automation when it comes for the automation payroll onboarding formalities everything it's smooth as possible. So this will give a better user friendly atmosphere and environment to thrive it. And definitely due to the COVID and other impact. So now we can switch over to the remote work like via Zoom, Slack, micro teams or whatever the things we can do at our work. And even we can say it's a productivity was good because in office we work five hours, maybe eight hours, 10 hours, but when it's in the remote. So always looking for the messages in the Slack or maybe the teams. So we don't know what time we will be having a call or as per the availability of the persons across the time zone or things. So that will give that. So I can give that some sort of a comparison like record how it happened. It's a manual screening. Now it is AI based screening. So on board or maybe it's like a paper based. It was very slow and maybe

taken time for maybe one or two days need to visit office. But now, automated workflows with some sort of apps in the mobile so we can finish it off as when we want. And performance review, definitely it will not be a bias based because some sort of real time driven or maybe there's some achievements will be calculated in the account. Employment support, definitely like what I mentioned is a chat board or chat boards or 24 to 7 support in the website or maybe the helpline or 12 free numbers so that will be giving a good employment support. So really this advancement is good or bad. So your coin has two sides. So likewise it has a good and it has a bad as well. This is good means so we can use the technology to thrive it but the bad in the sense we don't have much information so that may lead into other consequences. For example I can give you some when we visit some website or maybe some it asks some sort of policy or maybe we need to agree it or maybe the consent to provide our data without reading all the information, click it, so it will go. So this is happening. It's practically, even I have done it so many times. But we know it. So these are the things we cannot spend the time to read all those terms and conditions or policies or whatever it is. So this will definitely will be the other challenges. And so how this challenges can be reduced by that AI based or maybe the data privacy. Now that things needs to be reviewed periodically or maybe some sort of ISO 27000 for that information technology audits and other thing needs to be done frequently. Then only this evidence or maybe that trustworthiness will come. So that will create awareness, some sort of training. So all these things needed for progressing in this advanced technologies in HR field. So Some sort of, maybe some companies, take it as a A-based or maybe other type of recruitment is easy or result oriented, but others are may think that it's not adequate or maybe not suiting to their requirement. So it is a case like Amazon versus Unilever. So I don't know much about the concept of what are the technology or what are the concepts behind that, their requirement and other thing, but simply just got an idea about it and I'm saying it here, some ethical. Definitely ethical consideration need to be considered, legal consideration that is not having much information among the employees or maybe the general public. So that needs to be promoted to be much awareness of the transparency in a decision or maybe the data collection consent and automatic auditing and other things needs to be done. So how this strategic HR will help? a strategic HR partner will help in the AI with the future technology or maybe the future trend. So definitely the employee sentiments or maybe the bias based and feedbacks and other things will be valued, predicted, recommended, assisted and optimized for any better services for the organization. again, recommendations for the HR leaders, definitely it's needed not only for the HR leaders, employees as well. So they need to focus much more on the technology oriented, but should not neglect that human interactions. Sometimes some persons need to talk with the HR, some sort of getting some sort of comfortableness instead of using the chat board or maybe that website or maybe link or what sort of person or what type of feeling you have. So maybe some sort of counselling or the things we need a human interaction so that HR leaders needs to concentrate. As I mentioned, the audit for the AI tools or maybe the bias related things needs to be addressed. Implement robust data governance and

the technology, very good cybersecurity technologies needs to be implemented, ensure the data protection employee as well as the company all. Thank you.

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