



How Robotic Technology could improve HR Management

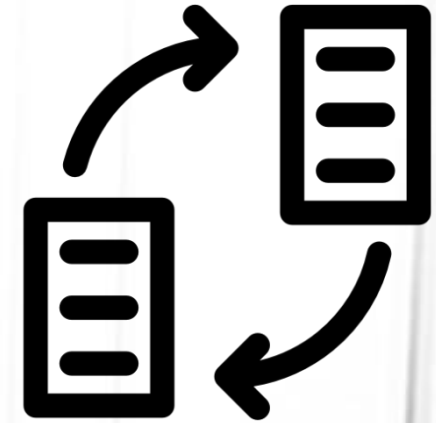
Name: Chan Gi Wing Constance

Student ID: 2133979

Course: HKBM7007 Human Resource Management

What is Robotic Process Automation (RPA)?

- Automated repetitive tasks (normally completed by human) (Lawton, 2021)
- The BOT - Software building with coding (TechTarget, 2021):
 - Record user's action
 - Repeat tasks (with recorded actions) directly in user's interface
- Often confused with machine learning and AI
 - Rule-based and data-based (Comidor, 2021)



Why Robotic Process Automatic?

- Easy to implement
- Improves accuracy – e.g. transferring data, form filling
- Higher productivity - 24/7 working hours
- Flexible to re-arrange work tasks – free up employees
- Lower labour cost

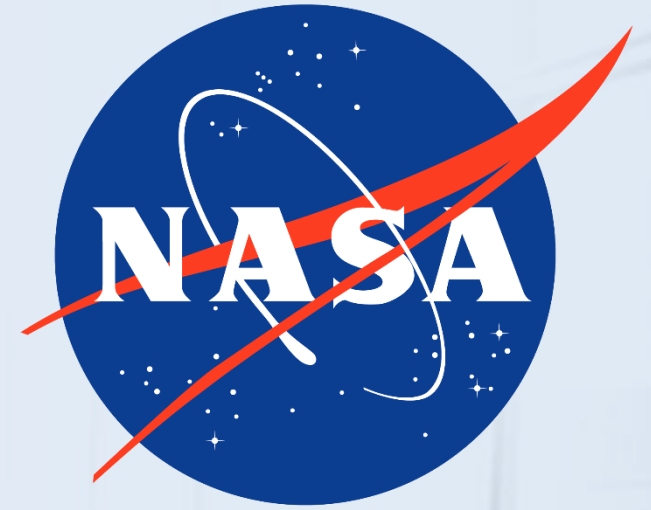
Common RPA Applications in HR

- Automates and sorts resumes
- Generates recruitment offer letter
- Onboarding process
- Make payroll changes
- Consolidate data for the talent review process
- Auto data entry to HR systems
- Generates reports etc.

Challenges to HR of applying RPA

- Communicate with different teams about pros and cons of RPA
- Identify areas where process RPA can reduce labour costs
- Redesign roles and workflows
- Increase demands for latest skills to support higher-value tasks, trainings for employees are needed
- Review and evaluate employees' productivity
- Maintaining a positive corporate culture

Application example - NASA

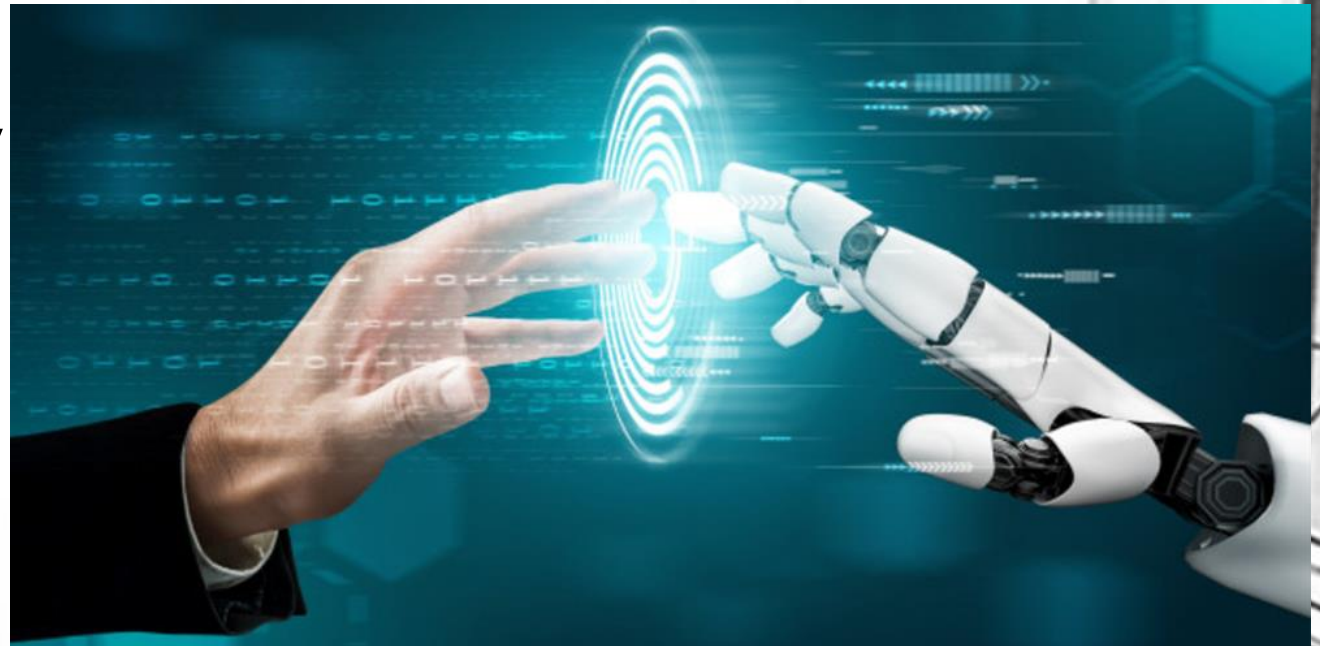


- Cost pressure -> decided to launch 4 RPA projects
- In May 2017 – The first Washington bot (Leonard, 2017)
- For HR, 86% of transactions were completed without human intervention (5 minutes learning, 2021).
- Also saved up around 75% time with applying RPA in workflow in HR department (Zhihu, 2022)
- Up to Jan 2020, there are 40 automations with 8 bots in NASA (Constans, 2020)
- Currently applying higher intelligence level BOT to complete more complex tasks



Conclusion

- More successful examples show how well RPA could help HR and business's growth
- Technology trends are shaping the working way
- Should not think RPA is used to replace human
- RPA fits for every size of business
- Implementing RPA in HR have many positive results



Recommendation

- Appraisal system
- Suitable to apply with RPA technology
- Generate project/sales records of each employee (table or list)
- Calculate total sales amount that have been achieved by each employee
- Shows the past records for evaluation
- Sort out those outstanding appraisal records for GM and managers

Recommendation

- CV screening
- Suitable to apply RPA + Machine Learning technology
- RPA: Sort out suitable candidates with screening the key words in resume
- Machine Learning: image recognition (screening and checking the softcopies of certificates)
- RPA: send out email invitation of interview
- RPA: arrange schedules and time slots



THANK YOU
Q&A Time

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