

LEVEL 7 ASSESSMENT SPECIFICATION

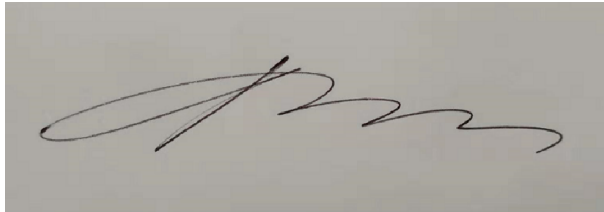
Student name:	Kwok Man Kam, Ken	Student ID number:	1812206
Programme:	MBA		
Module:	Human Resources Management		
Module code:	SBMA7101	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Dr Leo Ho	Internal Verifier:	
Assignment Title:	A report for impacts of robotic to HRM	Word count (or equivalent):	1,500 words and 5-6 PPT
Submission deadline:	14 April 2019 (presentation) 22 April 2019 (Submission deadline)	Return date of provisional marks & written feedback:	6 May 2019
Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark. Penalties for late submission: Up to one week late, maximum mark of 50%. Over one week late, 0%. Only the Extenuating Circumstances Panel may approve a change to submission dates.		
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.		

UWTSD MBA (Nov 2018 intake)
SBMA7101 Human Resources Management

Assignment Title:

A report for impacts of robotic to HRM

“I, Kwok Man Kam, Ken, student ID number 1812206, certify this work is the result of my own investigations, except where otherwise stated. All references have been duly cited”

A handwritten signature in black ink on a light grey background. The signature is stylized, starting with a large loop and ending with a series of horizontal strokes.

Signed:

Date: 21st April 2019

Table of Contents

	<u>Page</u>
1 Introduction and backgrounds	1
2 RPA benefits and impacts	2
2.1 Benefits	2
2.2 Impacts	3
3 HR challenges	4
4 Conclusion and suggestion	5
References	7

1 Introduction and backgrounds

Human resources (HR) is one of the most people-centric business functions and works on attracting, developing and retaining the employees who help the business grow. HR is first defined in the 1960s when the value of labour relations began (Humanresourcesedu.org, 2018), and it used to describe the people who work for a business and the department that responsible for managing resources that related to employees. There are six main areas in human resources management, which including staff recruitment, performance management, compensation and benefits, talent management, training and development, employee relationship.

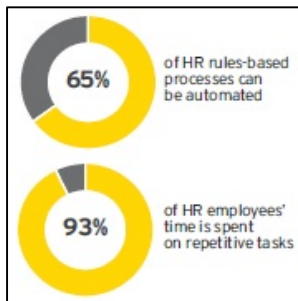


Figure 1 Much of HR can be automated

Source: MUKHERJEE, S. (2018) Robotics in HR: Current Trends and Impact <https://www.tlnt.com/robotics-in-hr-current-trends-and-impact/>

Based on *Figure 1*, most of the HR tasks are rules based, repetitive and standardize, such as recruitment procedures, on-going training for the employees and disciplinary actions. Therefore, in order to achieve for cost effectiveness, digital transformation has been introduced in the HR industry, to lower the cost and enhance the comprehensive performance.

Digital transformation has 6 main key drivers, which including artificial intelligence, robotic, big data, machine learning, block-chain and internet of things. Artificial intelligence is the science and engineering of making intelligent machines, especially intelligent computer programs (Jmc.stanford.edu, 2019). Robotic is the technology that allows anyone to configure computer software. Big data means the use for many data sources to evaluate and enhance practise in different sectors in human resources (Rijmenam, 2019). *"Machine Learning is the science of getting computers to learn and act like humans do, and improve their learning over*

time in autonomous fashion, by feeding them data and information in the form of observations and real-world interactions" (Faggella, 2019). Block-chain is a digital, public ledger that records online transactions, ensures the integrity of a cryptocurrency by encrypting, validating, and permanently recording transactions (Bankrate, 2019). Internet of things is using data that gathered without any help from human, and which is able to track and count everything and greatly reduce waste, loss and cost (Dataversity.net, 2016).

In this report, we are focus on the robotic for its effects and the adoption to HR in the workplace.

2 RPA benefits and impacts

Robotic process automation (RPA) is the application of technology that allows employees in a company to configure computer software or a “robot” to capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems (Irpaii.com, 2019).

2.1 Benefits

First RPA uses the software to utilize the business rules for high repetitive tasks. The HR employees can be free-up due to the elimination or speeding up for the manual process, because the software is help to lower the workload for the employee for processing the job tasks automatically and it runs every minutes, such as the elimination for job applicants. It can help increase the productivity and accuracy since the software is processing the job tasks base on the rules. In the meanwhile, the employees can be more focus on the job tasks require for quality and human based, so the quality for the productivity increase. The cost is lower on the investment compared to the gain from productivity increase.

The second advantage for using RPA in HR sector is the duration and the consistency for processing the job tasks would be improved but still with quality. Employees are human-beings, therefore, mistakes could be happening, when mistakes exist, the time needs to be used for correcting or redoing the job tasks. RPA can shorter the duration for performing the job tasks and be consistency when performing the tasks with lower the probability for the existence of mistake and lower the time cost. For example, ANZ, one of the leader in bank industry of Australia is using RPA to *“radically simplify” its business and processes “to make everything we do for customers easy, intuitive and increasingly automated and real-time”* (Crozier, 2017).

The third advantage for RPA is the reliability and scalability while performing the job tasks. RPA can be used for the rules-based tasks. By implementing RPA for the high routine and time-consuming tasks, such as the applicant selecting, data entry and training activity management, the reliability for the tasks is higher due to the records and activities for the software have been all recorded and which are traceable, and the most important thing is all the activities are based on the rules. Also, it increases the scalability for the company to choose using RPA instead of paying a higher cost to hire temporary labour. For example, the attendance records, the training records and the personal information collections.

2.2 Impacts

Implementing RPA in human resources needs to consider different factors, like economic, technical and acceptancy. The first concern is the monetary expense. The business might not have enough money or it has the budget restriction that cannot afford for the RPA.

The second consideration is the misunderstanding of technical supporting and package backup. For accessing RPA, the users believe that they need to have the significant technical knowledge,

which it takes time for the users to learn how to use the software. Therefore, the human resources employees resist to use the RPA system.

The third concern is the redundancy of RPA. For implement of RPA, part of the job tasks would be done by the software, that would make there have exceed man power, they afraid the main purpose for the RPA is replaced the human workers instead of supporting humans, so they prefer they work by themselves rather than use the RPA system.

3 HR challenges

In order to implementing RPA into human resources department, there are few challenges need to be addressed (Atlasstaffing.net, 2019). The first challenge is the willingness of HR to enhance for the understanding of technology. For the human resource employees, the main job duties to them are human management but not the technical things, if the RPA needs to be introduced, the human resources employees require the training for the software and it takes time for them to learn. And the employees have the usual human resources job tasks to be done while they need to have the training for RPA, the human resources department's willingness for implement the software would be lower because the workload might be more for the employees.

The second challenge is the mode of operation for human resources; in the past time, human resources are human-based, the workforce are mainly human. But if RPA is introduced into the workplace, there would be a merge of the technical and human, the software would act as a supplement tool to human. Therefore, the new mode of operation would be existed and the new workplace would be created. The rearrangement for the labour force and the reallocation for the employees need to be addressed to ensure the RPA is providing supports to the employees

but not the replacement to the workplaces. Many companies experienced reduced productivity and morale during change periods. It needs business owners' or top management support to lead and drive the changes, communicating the benefits of the change to everyone to help HR success.

The last one is the method for workforce training and development would change; with comparison, for example, the employees' on-going training, are mainly designed and provided by the human resources department, and the training records are recorded by the human resources department, but when the software has introduced, the methods might be different and the training sections might be carried out by the software due the programs that set by the company.

4 Conclusion and suggestion

Base on above analysis, RPA caused a huge furore in the HR department. It brings the innovation solutions for HR process that changes significant to its operations. The companies realize how the technology could help to drive-up efficiencies, reduce costs and improve the quality of HR process.

In order to be cost effective for the business, communications need to be done between the technology and human resources department, training for using RPA need to be provided to the human resources employees before the implement of RPA, which could make the employees feel easier and increase their acceptancy to use the software when they have the knowledge and skills for operate the software. Also, the company need to have a good mediation on what job tasks would be done by RPA to lower the workload for the employees but not using the RPA to replace labour force, this can help eliminate the concerns from the human resources

employees. Below *Figure 2* is showing an example of RPA for employee onboarding. Business owner needs to provide enough trainings and communications with all employee levels which could help the RPA be easier implemented into the workplace and help the company achieve cost effectiveness and improve the efficiency of the quality works.

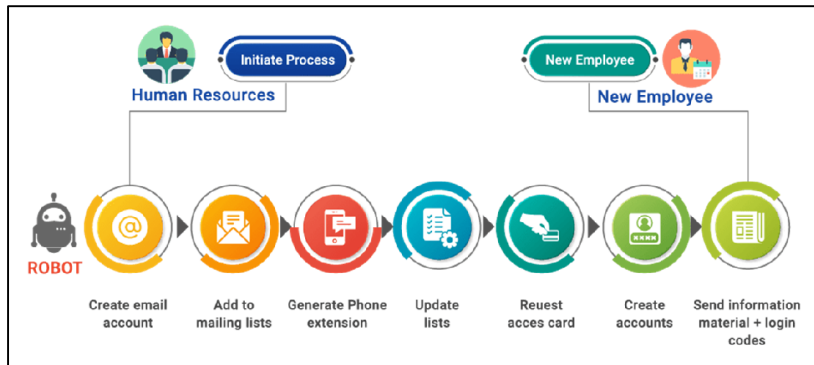


Figure 2 Automation for Employee Onboarding

Source: AutomationEdge.com (2019) Website. <https://automationedge.com/automation-employee-onboarding/>

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Student Self Evaluation Form			
Student name:	Kwok Man Kam, Ken	Student number:	1812206
Programme:	MBA	Year of programme	2018
Assignment Title:	A report for impacts of robotic to HRM		

This section repeats in brief the common assessment criteria detailed on previous pages. The *extent* to which these are demonstrated by you determines your mark. Using these criteria, tick the box that best indicates the level of achievement you feel you have achieved with regard to each of them.

Common Assessment Criteria Applied	Level of Achievement						
	REFER			PASS		DISTINCTION	
	FAIL	FAIL	MARGINAL FAIL	SATISFACTORY	GOOD to VERY GOOD	EXCELLENT	EXCEPTIONAL
1. Engagement with literature	0-29%	30-39%	40-49%	50-59%	60-69%	70-84%	85-100%
	☐	☐	☐	☐	☐	☒	☐
2. Knowledge and Understanding	0-29%	30-39%	40-49%	50-59%	60-69%	70-84%	85-100%
	☐	☐	☐	☐	☐	☒	☐
3. Cognitive and intellectual skills	0-29%	30-39%	40-49%	50-59%	60-69%	70-84%	85-100%
	☐	☐	☐	☐	☒	☐	☐
4. Practical Skills	0-29%	30-39%	40-49%	50-59%	60-69%	70-84%	85-100%
	☐	☐	☐	☐	☒	☐	☐
5. Transferable Skills for Life and Professional Practice	0-29%	30-39%	40-49%	50-59%	60-69%	70-84%	85-100%
	☐	☐	☐	☐	☒	☐	☐

PLEASE COMMENT ON AREAS IN WHICH YOU FEEL THAT YOU HAVE PERFORMED WELL		PLEASE COMMENT ON AREAS YOU FEEL THAT YOU NEED TO DEVELOP	
N/A		Practical Skill	
Student's Name	Kwok Man Kam, Ken	Date	21 st - APRIL - 2019
Student's Signature	