

A Study on Human Resources in the era of Digital Transformation

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Abstract

The digital transformation in human resources refers to the changes that are happening in the human resources departments including digital technology. It can be seen in recruitment, performance management, compensation, onboarding, training and development, etc. It also includes artificial intelligence and machine learning to improve the organization's efficiency. The topic of this research is "A Study on Human Resources in the era of Digital Transformation". In this research, a researcher focuses on the benefits, challenges and possible ways to overcome challenges in the era of digital transformation on human resources. This research is descriptive in nature and secondary data has been used. A researcher found that, human resources focus on more strategic tasks that require human decision making and interaction by ensuring that the human touch remains central. Also it is concluded that, human resources make flexible and healthy work culture with the help of digital technology in the era of digital transformation.

Keywords – Human Resources, Digital Transformation

Introduction

Human resources are the set of people who make up the workforce of an organization, business sector, industry or economy. Human resources is the division of an organization that is responsible for recruiting, screening, hiring and training new employees as well as administering employee benefits.

Digital transformation is the incorporation of computer based technologies into an organization's products, processes and strategies.

The human resource digital transformation is the methodology of updating the human resources processes using automation, data and cloud technology to improve people operation.

"Human Resources and Digital Transformation" the combination of these two creates magic. As machines can replace humans in almost every task and can do better and faster but it also gives us the humans, an opportunity to focus on what makes us human. Digital transformation enables human resources to connect its employees with modern tools for better understanding.

Artificial intelligence is increasingly being used in human resources to help drive decisions about hiring, retention and employee development. It can also be used to automate task like payroll and benefits administration but it is being used for so much more including the rapid creation of new policies, contracts, job descriptions, interviewing questions and so on.

Benefits for Human Resources in the era of Digital Transformation

Automation

Automation eliminates traditional tasks such as data entry and filling out forms. Instead, human resources focus on more important matters by saving time through automation.

Artificial Intelligence (AI) based Recruitments

Human resources (HR) professionals face in talent recruitment is the time and effort required to review the hundreds of resumes and portfolios they receive thoroughly. With the help of artificial intelligence based recruitment technique, they can now focus on other essential tasks.

Virtual Onboarding

Human resources (HR) must ensure that the process helps the new hires understand the organization and its culture as much as the traditional onboarding does.

HR Chat bots

By using HR chat bots, users can access the information as and when needed and get their questions answered in real time.

Enhance Workplace Learning

Cloud efficiency solutions such as Microsoft 365 can help employees to work and collaborate at uttermost ability without worsening time by generating a more rationalized working environment. Digital transformation such as artificial intelligence tools can also help human resources function to make career development requiring different learning and development programs, that will lift employee efficiency and job satisfaction; bring down work-stress level and employee turnover and many other benefits.

Challenges for Human Resources in the era of Digital Transformation

Resistance to Change

Technology is not the projectile that will magically liberate us of all the issues it can't solve any problem unless we alter the basic mindsets People normally don't inspire change unless and until it is important.

Getting the Right Talent

One of the vital things to encourage digital transformation is the co-operation of interdepartmental employees. Don't let the division to damage the system and for that safeguard the right technical advantage at right place which helps to bridge the gap between the developer and communicator.

Developing Leadership

The role of leadership is crucial to ensure teams perform their best. Leaders help teams do their job, make improvements and develop their skills. But many employees leave their jobs because of a poor relationship with their leaders.

Possible Ways to Overcome Challenges on Human Resources in the era of Digital Transformation

- There are several digital tools for hiring, training, wellness and employee engagement.
- Manual tasks like updating data, sending reminders and securing sensitive documents now can automate.
- Digital tools can capture all human resources data in one central and secure location i.e. cloud based.
- Self service tools like communication and scheduling apps for employees can increase in productivity.
- Human resources can lead the digital transformation with a growth mindset to deal with the challenges it brings.
- Human resources will have to be always making sure to get the appropriate human resources technology.

Literature Reviews

- **Ms. A. N. Amrin Fathima and Mrs. U. Karthigai Selvi (2022)**, conducted a research on “**Digital Transformation on Human Resources**”. It was concluded that human resources has a vital role to play in leading the digital transformation. Human resources teams that embrace digital platforms to take on the twin task of reforming human resources operations on the one hand and altering the workforce and the way people work on the other will be game changers in the coming years.
- **Tanvi Rana (2019)**, conducted a research on “**Digitization of Human Resource Practices - An Emerging Trend**” about need, current role, working and fruitful execution of digital transformation in the human resource management practices in India. The findings of this evaluation appeared to indicate that lots of the studies targeted on the relevance e-human resources for the human resource department and personnel.
- **Neeraj (2018)**, conducted a research on “**Role of Digitization in Human Resource Management**”. It was concluded that reviewing the literature yields three main areas that might be briefly labeled as ‘digital employees’, ‘digital work’ and ‘digital employee management’.
- **Hazel Davies (2018)**, in a article titled “**Innovations in Human Resource Management**” stated some very interesting innovative human resource practices used by human resource

managers like: Recruitment chat bots (Chat bots are helping recruiters focus on other administrative tasks, asking screening questions, answering frequently asked questions (FAQs) and streamlining the process), Employee engagement software (E.g. software like Culture Cloud, a suite of apps and services designed to work together to help people thrive at work), Peer-to-peer recognition (With 'Thanks box', for example, employees can give special thanks, nominate others for awards), mental health coaching, etc.

Research Objectives

- To study on the human resources in the era of digital transformation.
- To identify the benefits of digital transformation for human resources.
- To study on the challenges of digital transformation on human resources.
- To identify the possible ways to overcome challenges on human resources in the era of digital transformation.

Research Methodology

The study is descriptive in nature and secondary data has been used. Secondary data relating to the study were collected from research journals, e-magazine, research articles and websites.

Findings

The main purpose of this research paper was to find out the meaning of human resources in the era of digital transformation. There were various challenges that faced by the human resources due to digital transformation but also there were possible ways to overcome it. In today's digital transformation era, human resources uses virtual assistance, utilizing continuous technology modernization and highly interchangeable technology. It was also found that, human resources focus on more strategic tasks that require human decision making and interaction by ensuring that the human touch remains central.

Conclusion

In the era of digital transformation, human resources are more focuses on digital tools and platforms to enhance recruitment, employee engagement, training and decision making. With the help of digital transformation, human resources make flexible and healthy work culture for a success of the organization.

References

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