

# Significance of IT-Enable Human Resource Management

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## Abstract:

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Human Resources Management also deal with the facilities and requirements the Human Workforce are availing and need for their working process and carrier growth. It used to act as a bidirectional process flow which increase the “Workforce” and “Senior Management” and collaborate everybody’s requirements in a solution space and help to provide a better and value added service or outcome to customer or client of the organization.

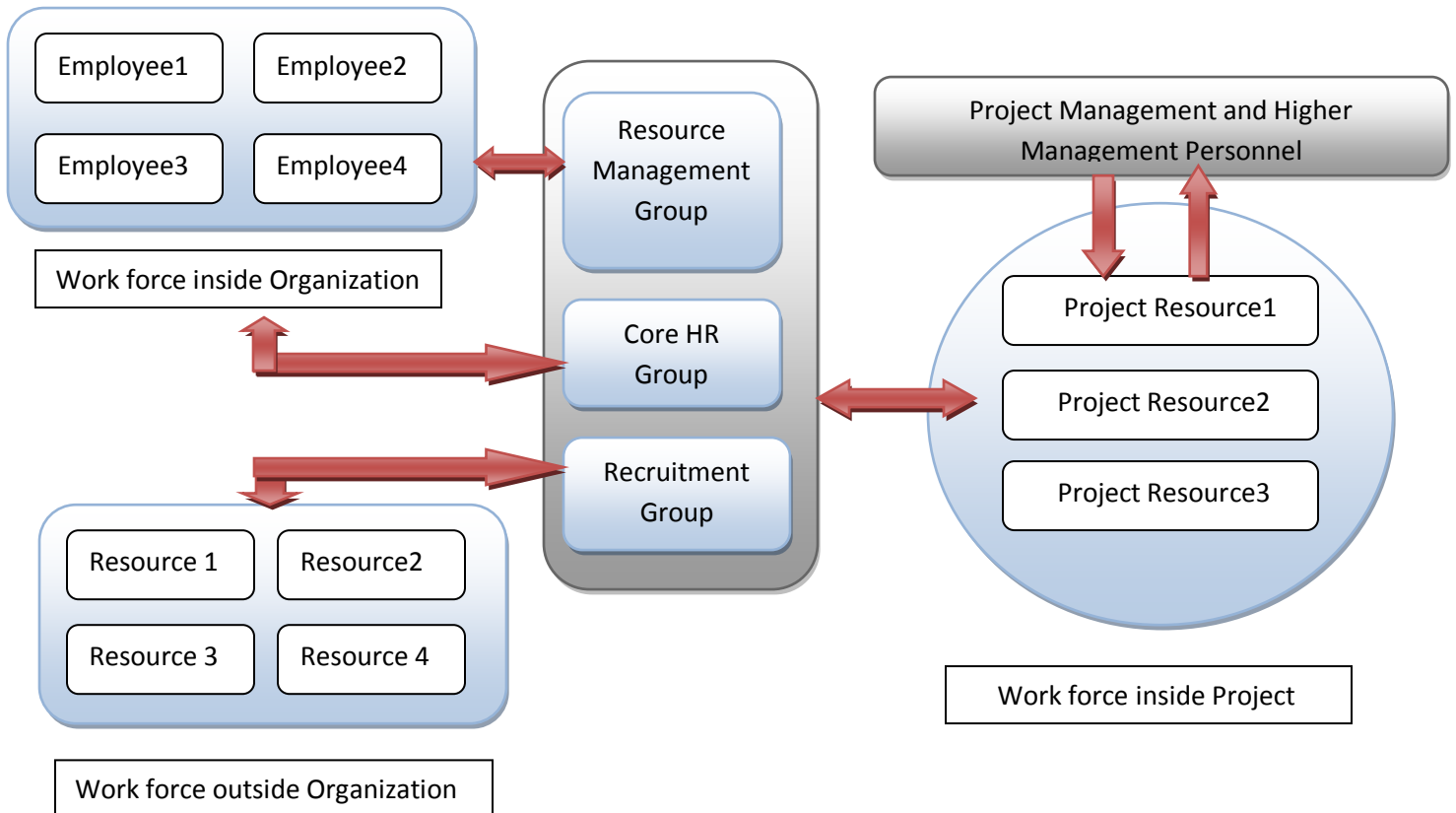
To make a human resource department more effective and efficient new technologies are now being introduced on a regular basis so make things much simpler and more modernized. One of the latest human resource technologies is the introduction of a Human Resources Management System this integrated system is designed to help provide information used in HR decision making such as administration, payroll, recruiting, training, and performance analysis.

## Introduction:

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Human Resource Management provide the optimal ways and proposed the suitable solution towards the needs of organization to manage the “Human Workforce Optimally” and mapped the particular skill set in proper field such as in “Production Field” (such as provide skilled and sufficient human resources developing a product according to market need and market competencies wit in require time limit and quality), “Project Field” (provide skilled and sufficient human resources whose skill sets and competencies are mapping towards client requirement and project technical and other needs), “Service and Operational Field” (provide skilled and sufficient human resources whose skill sets and competencies are mapping towards finding out a solution space and resolve that within time frame for client or customer or for self business need) , “Sales Field”(Such as Promotional Product Branding and finding out the market opportunities and customer interaction and sales dealing)or any other areas inside (such as arrange or maintain required infrastructure for Organizational Operation; “RESOURCE AND FACILITY MANAGEMENT Team or RFM team are the best example in this case) or outside the organization(Such as interact with client or customer and finding out and crystallize their interaction; Consultants are the best example of outside entities whose skill and operation can be mapped and managed by Human Resource Department) .

Human Resources Management also deal with the facilities and requirements the Human Workforce are availing and need for their working process and carrier growth. It used to act as a bidirectional process flow which increase the “Workforce” and “Senior Management” and collaborate everybody’s requirements in a solution space and help to provide a better and value added service or outcome to customer or client of the organization.



The outbound advantages of Human Resource System are:

1. **Human Resource Management System help employee to get “Job Satisfaction”:** Human Resource Management System used to operate on an important criteria i.e. “*Job Satisfaction of Employee*”. This lead Human Resource System to capture any i) *Specific requirements of employee*, ii) *Employee expectation towards organization etc.* This process makes involve “Higher Management” also to discuss the employee requirements which generally reduce the extra pressure from Higher Management and provide a job satisfactory environment to the client.
2. **Human Resource Management used to map proper workforce to proper skill set area:** Most of the organization use “Human Resource Management” to maintain the updated skill of human resources. It is “Human Resource Management” groups’ job to update all “Employee Detail”. For a new project requirement the “Human Resource Management” team will search from the “Employee Record set “ for matching skills. If the skill is not find inside the organization then it will be found out from outside with the help of technical and managerial expertise. To do this job “Human Resource Management” team has different branch such as:

## Need of Automation of “Human Resource Management System”:

Human Resource System has lots of “Process Orientation” that is really tuff for human to track “Status” and “Record” of each request generated by or for any particular employee. Employee are the biggest resource for any organization. The problems with colloquial “Human Resource Management” system were:

| <u>Disadvantages of Manual HR Process</u>  | <u>Description</u>  |
|--|---|
| <b>Difficult To track “Escalation Matrix”:</b>   | A large organization contains a large number of employee. The manual human resource management were unable to manage the request coming from each employee. So, to resolve a request it was taking much more time which let to unsatisfactory working environment.                                  |
| <b>Difficult to manage integrated process flow:</b>  | The manual human resource management requires lots of paper work and people, effort to “Track The Flow of each process” which also increases the cost, ”Control the flow of each process” and “Record and search the flow of each process”.   |
| <b>Unable to get “Bidirectional” and “Deep-dive Hierarchical” Performance management”:</b> | The poor process flow restrict the entire system to do “Bi-directional” such as 360 degree performance management. So, the unsatisfactory work environment for employee were increasing and management were unaware about their own flows.  |
| <b>Difficult to implement the “Career Plan” and Training Program”</b>                      | Since less interaction with “Supervisor” and poor flow of information employee were unable to find and fix career plan and training program which is best suited for his/her.   |
| <b>Poor “Document Management System” and Massaging Services:</b>                           | the document the employee used to submit manually and if anyone such as “Supervisor” want to see these they has to go to HR department. If department lost the document employee again has to submit that. The employee never get any alert for any emergency or any “Process State Related” alert. |

Some of the advantages of IT enable HRMS are:

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|---|--|
| <b>1] Optimize Resources:</b> “Human Resource Management” software generate optimal staffing solutions to meet both project and corporate objectives such as which resource is fit for the particular project.  | <b>5] Cost Effective:</b> HRMS reduces costs by automating many of the administrative tasks related to benefits and payroll administration and decreases the need to create and maintain customized carrier interfaces and integrations.                       |
| <b>2] Anticipate Supply and Demand:</b> “Human Resource Management” software predict resource utilization for future efforts with forecasting tools. Depending on the criticality of a project the a resource can be marked as “Critical” or “Non-Critical” resource. | <b>6] Effective Payroll:</b> HRMS Payroll delivers a rules-based payroll management system that improves accuracy, timeliness, and financial controls by providing consolidate disparate payroll operations for multiple countries by using a single database. |
| <b>3] Out of the Box Integration:</b> HRMS can be integrate t with many 3rd party human resources applications, like “Competency Management”, to leverage employee information and skills development functionality.  | <b>7] Self Service:</b> HRMS “Employee Self Service and Management Self Service” provides employee and supervisor a scale of interactive services and isolate country-specific regulations, processes  |
| <b>4]Job Satisfaction:</b> Human Resource Management System used to operate on an important criteria i.e. “ <i>Job Satisfaction of Employee</i> ” with i) <i>Specific requirements of employee</i> , ii) <i>Employee expectation towards organization etc.</i>        | <b>8] Time Management:</b> HRMS “Time Management” provides a flexible way to use a robust absence management engine to manage the most common leave types and automate the leave accrual balance process   |

## Module of Human Resource Management Software and its significance:

The “Human Resource Management” system contains lots of module and for convenience of customer this modules can be purchased alone without purchasing the entire solution package. This modules have great flexibility that according to business need it can be customaries and “Rule base modeling “can also be implemented. More over these modules can be publish and integrated through web. For example, many organization now a day maintaining their portal

through any “Portal Collaboration” software such as “SharePoint”, “File Net” etc. the HRMS software such as “PeopleSoft”, SAP HRMS or the modules can be integrated with the Portals. A general “Human Resource Management” contains the following modules:

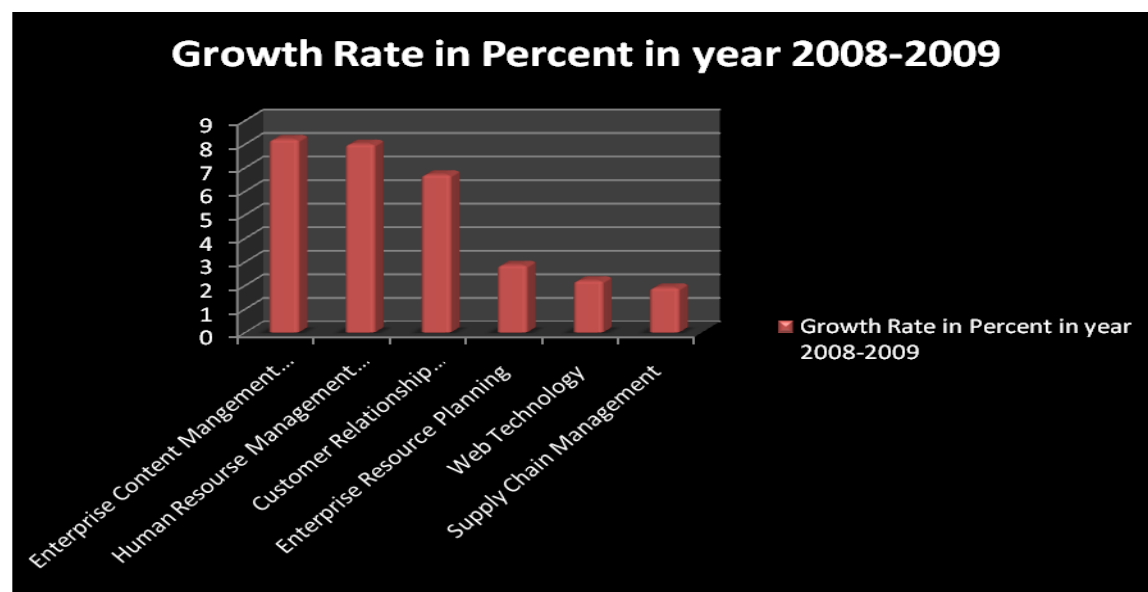
| <u>Modules of HRMS</u>   | <u>Description</u>   |
|--|--|
| <b>Organization Management:</b>  | HRMS can able to structured the organization such as Company, Location, Department, Designations, Employee Group and Organization Change such as Resignation, Termination, Transfer, Promotion etc.  |
| <b>Security Management:</b>  | HRMS also provides the security for user by using “Roles management”, “Users Management”, “Menu Authentication and Authorization” etc. The “Role Management” designed some user or group as Administrator with the full control of module and others will be the “End User” might be with some add-ins facilities. It also provide the provision to add or delete the “User/Group  |
| <b>Time Management and Absent Management:</b>  | HRMS also provides integrated “Attendance Machine Module”, “Manual Attendance Facilities”, “Overtime Application and approval”, “Shifts Management on duty application and Approval” ,”Leave types”, “leave application and approval”, “Manual approval, “Yearly and monthly processing of leave”, “Leave rules” etc.  |
| <b>Employee Information Management:</b>  | HRMS used to store all information of an employee such as employee master, academic information, organization information, past experiences, employee leave information, JD's, Training information, pay structure information(on demand), passport details(on demand), nominee details(on demand), Complete Bank Details, Details to Configure “Reporting Tool”.  |
| <b>Payroll Management:</b>   | HRMS payroll management can configure up to N number of elements, single pay structure assignment to multiple persons, formula based pay structure designing(dependent and independent element wise), Bonus, Gratuity, Super annotation, pay structure revision depending on Performance management system, pay arrears, loans and advances, reimbursement elements, full and final settlement, pay adjustment, employee message, all the statutory reports, Reports according to factory laws, GLWF, ESIC, Provident Fund Configuration, Taxes configuration, TDS--Form 16, overtime payment, leave encashment, pay run and authorization. Change pay process, pay check list, post earning.  |
| <b>Recruitment or Staffing:</b>  | Candidate information form at entry level, advanced level, whole recruitment cycle-- <b>MPR (Man Power Request) Or Staff Requisition, Man Power planning</b> according to estimated budget, Man approval at different levels, recruitment expenses, consultant interface(on demand).   |
| <b>Performance Management and Man Power Development Or Training:</b>                     | <p>Depending on performance of an employee the changed that will be happened in employees’ profile will be reflected across the system even in different module such as “Employee Detail”, “Payroll Management”, ”Insurance Management” etc. The performance management can de different type such as: 1] 360 degree: The evolution based on comments of “Supervisor”, ”Client”, “Group” and some time external entities.2] 180 degree: The evolution based on comments of “Supervisor” and Client.</p> <p>The “Training Management” module contains the following step which use to execute as work flow: 1] Training budget 2] Training Application and approval 3] Training programs 4] Training evaluation 5] Training Attendance.</p> |
| <b>Employee Self Services and Manager Self Services and Organization Climate Survey:</b> | <p>In <b>Employee Self Service</b> employee can put all the services which the employee can make use. By using “Employee Self Service” employee can manage the followings: 1] HR Help Desk 2] Employee Document 3] Job Information.</p> <p><b>Managerial Self Service</b> employee can put all the services which the manager can use for employee. By using “Managerial Self Service” employee can manage the followings: 1] Career Planning 2] Reportees Information 3] Separation</p>   |
| <b>Employee Help Desk/Suggestions and Opinion Polls</b>                                  | Through this module employee can escalate any issue or queries to “Human Resource” department.   |

# Market condition of “Human Resource Management Software”

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The market for “Human Resource Management Software is growing very fast. This decade every organization are trying to implement an effective and integrated “Human Resource Management System”. The Survey report says that the rate of growth of “Human Resource Market” around 3% in 2006, around 5.6% in 2007 and in 2008-2009 it grows to more than 8 percent. The total market capitals for HRMS are around \$80 billion.

| Technology/Tool                      | Growth Rate in Percent in year 2008-2009 |
|--------------------------------------|--|
| Enterprise Content Management System | 8.2                                      |
| Human Resource Management Software   | 8  |
| Customer Relationship Management     | 6.7                                      |
| Enterprise Resource Planning         | 2.86                                     |
| Web Technology                       | 2.2                                      |
| Supply Chain Management              | 1.9                                      |



## Conclusion:

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The Human Resources Management (HRM) function includes a variety of activities, and key among them is deciding what staffing needs you have and whether to use independent contractors or hire employees to fill these needs, recruiting and training the best employees, ensuring they are high performers, dealing with performance issues, and ensuring your personnel and management practices conform to various regulations. Activities also include managing your approach to employee benefits and compensation, employee records and personnel policies. Usually small businesses (for-profit or nonprofit) have to carry out these activities themselves because they can't yet afford part- or full-time help. However, they should always ensure that employees have -- and are aware of -- personnel policies which conform to current regulations. These policies are often in the form of employee manuals, which all employees have.

# Research Methodology:

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We have work with the sales team in USTGlobal which is one of the leading IT and ITES services provider of India and a subsidiary of Comcraft Group. Here we spoke to Mr. Sundar Singh (Expert of Process Management). Here we come to know why IT industries are interested to implement “IT enable HRMS” to face the global changes in service providing areas and compete with other firms. How the IT/ITES industries are mapping them with the changing happening through “Integrated Supply Chain Management”.

During this period we also came to know what process are use to “Human Resource Management” and what tools are being used. What are the phases of “Human Resource Management. Our References are from *Asian Paint, PeopleSoft, Nissan Middle East, ABB AG etc.*

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- **Articles Published Online Ahead of Print**  
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