A Study on Advantages and Disadvantages of ICT in Human Resource Department

Asst. Glena D'Silva and Gupta Neha Nagendra Chandrakala
Department of Commerce
Nirmala College of Commerce, Mumbai
glena.sirvel18@gmail.com and nehagupta458@gmail.com

Abstract: *The diversity of the workforce in terms of culture, gender, ethnicity, education, and other factors presents challenges for human resource managers in their day-to-day tasks. HR managers are evaluating various approaches to overcoming those obstacles. HR managers are receiving assistance from information technologies in overcoming day-to-day obstacles. ICT has emerged as a crucial instrument for organizational decision-making and management of various managerial functions. Data advances have changed the whole round of overseeing business. Yet, there are a few unfortunate results of involving ICT in business, particularly on workers. The purpose of this paper is to determine the positive and negative effects of using ICT, as well as the extent to which ICT has assisted in addressing human resources-related issues. Secondary data from published journals and articles serve as the basis for the study. The paper reasons that association shouldn't rely just upon ICT particularly when the association is managing workers.*

Keywords: HRIS, Information and Communication Technology, Human Resource Management

I. INTRODUCTION

Human resources are any business or organization's lifeblood. Recently, business has realized the significance of human resources. In the current era, HR managers face significant obstacles related to workforce diversity in terms of culture, gender, age, and other factors. Those difficulties are difficult to address for HR departments. HR directors are thinking of new imaginative strategies like TQM, Business Interaction Re designing or more all utilization of ICT. Many HR executives and managers are too preoccupied with their day-to-day responsibilities to address the real issues. In the new past Data Innovations played an imperative part in association. Because of communication and processes, it has evolved into the structural elements of businesses and organizations. Human resource management has become increasingly intertwined with information and communications technology (ICT). The consolidation of ICT has changed the whole gamete of HR capabilities. However, does it really alter HR functions? Only resources with soul and mind are human resources. They have the close to home twist of psyche. In contrast to systems, which always have a predefined result based on a specific algorithm and instruction given by the developer at the time of development, dealing with people always requires a personal touch for better results. In order to determine whether the incorporation of ICT in HR has been beneficial or detrimental to HR functions, this paper conducted a bibliographic analysis of published research papers and articles from various online and offline journals.

II. LITERATURE STUDY

The benefits of utilizing ICT in the HR field are the primary focus of literature in this field. Vohra, Shrivastava, Premi and David (2015) in their paper named Effect of Data and Correspondence Innovation in HRM expressed that ICT upgrade proficiency of the association through the superior execution of the representatives. In their study titled "The Impact of Information Technology in Human Resources Management," Mamoudou and Joshi (2014) mentioned the possibilities of utilizing IT in HR through HRIS. According to Mishra and Akman (2010)'s study, IT has a significant impact on various HRM aspects, but organizations are not properly utilizing it to reap the benefits. Mukherjee, Bhattacharya and Bera (2014) in their concentrate on Job of Data Innovation in Human Asset The board of SME: A study on the utilization of applicant tracking systems (ATS) suggested a human resource information system (HRIS)

model in relation to an application tracking system in a small business. According to Miller and Cardy's research, although IT and other forms of modernization have unquestionably improved the organization's operations, the organization must keep in mind the fundamental principles that employees or human resources believe in organizational goals and shared value, which cannot be replaced by machines. In their study on the role of HRM and ICT complementarities in firm innovation, Bourke and Crowley (2015):

Organization innovation performance is influenced by the use of ICT in HRM practices, according to transition economics evidence. In a similar vein, Hajipour, Naderi, and Reza (2014) discovered a significant connection between the impact of ICT and creativity. In the course of the Academy of Management annual meeting, Sandra mentioned that ICT might have an adverse effect on users. Techno stress has been given its own name by researchers to describe its effects. According to Wihan and Eileen (2016)'s study, the quantity of communication increased while the quality of the conversation decreased, indicating that the positive effects of ICT outweigh the negative ones. Aria, Stephanie and Laura (2012) uncovered in their review that ICT requests were related with expanded pressure, strain and burnout.

Hypothetical Structure

Meaning OF HRIS As indicated by Kettley P and Reilly (2003), a mechanized Human Asset Data Framework (CHRIS) comprise of "a completely coordinated, association wide organization of Human Asset related information, data administrations, data sets, instruments and exchanges". In a similar vein, the Human Resource Information System (HRIS) was defined by Chamaru De Alwis (2010) as a computerized system that is used to collect, record, store, analyze, and retrieve data pertaining to an organization's human resources. Kavanagh and others, (1990) characterized it as a situation used to secure, store, control, examine, recover, and disperse data with respect to an association's HR.

III. THE OBJECTIVES OF USING ICT IN HR

The purpose of using ICT in HR is to provide service to the system's "clients" in the form of timely and accurate information. As there are an assortment clients of HR data, it very well might be utilized for vital, strategic, and functional direction (e.g., to make arrangements for required representatives in a consolidation); to keep away from case (e.g., to recognize separation issues in employing); to assess projects, strategies, or practices (e.g., to assess the viability of a preparation program); Payroll management, for instance, is concerned with the financial aspects of an employee's salary, including allowances, deductions, gross pay, net pay, and so forth. and the production of pay slips for a specific time period) and/or to support day-to-day operations (such as assisting managers in keeping tabs on employee attendance and time spent at work). The "client" must be able to comprehend how to use the information, and all of these uses necessitate that data and reports derived from bulk data be accurate and up-to-date.

The Scope of E-HRM

The ICT helps the organization cut costs. Information technologies serve as a conduit for ICT in order to facilitate the organization's intellectual capital acquisition, development, and deployment. ICT makes it possible to have a solution for real-time HR management. Information that is necessary for quickly making decisions and managing the organization's human resources can be accessed, altered, and viewed by managers, employees, and HR professionals thanks to ICT. Human resource professionals can now better serve all of their stakeholders (such as applicants, employees, and managers) thanks to the new systems, which can also ease the field's administrative burden. Also, it is extremely practical. Swaroop, Reddi, (2012). ICT help in execution of Human Asset systems, strategies, and practices in associations through a consistent and coordinated help by full utilization of web-innovation based channels and organizations. Human resources professionals and executive managers who require assistance in managing the workforce, monitoring changes, gathering the information required for decision-making and controlling them, and coordinating the organization's employees all benefit from ICT. Simultaneously it empowers all workers to take part all the while

IV. STRATEGY

The technique utilized for this paper is illustrative examination. Research papers, articles, and other materials from various online and offline journals are used to compile the data. Data collection also makes use of the EBSCO database.
.

V. OBJECTIVE OF THE RESEARCH

Is there a positive or negative impact on employees and HRM functions from ICT? .

 Examination The Utilization of innovation and Data frameworks have been a surprisingly good turn of events in making the business processes more viable and productive, alongside saving expenses and making the undertakings more precise and less tedious.

The majority of modern businesses prefer to utilize cutting-edge technological infrastructure and applications. Although organizations have benefited from technological advancements, the easily accessible data that can be collected without authorization and used improperly can be disastrous. Additionally, rigid mentalities can significantly hinder the utilization of ICT in HRM at times. Consequently the attitudes of workers and line supervisors should be transformed, they need to appreciate and perceive the value of ICT and its instruments.

Following the study on the impact of ICT on HRM, in addition to numerous positive areas, numerous negative areas were identified.

Little interpersonal interaction: Because it makes it easier for managers to interact with employees, the use of ICT can alienate members of staff who require individual support. Inappropriate use as a result of rigid mindsets: Because many people still have certain inhibitions regarding the use of technology in certain facets of their profession, it becomes very important for the staff to change their mindsets in order to make proper use of ICT. On the off chance that this change in innovation isn't synchronized with change in the outlook and culture of the association it can prompt a monetary disaster.

Unauthorized Access: The fact that strategic information can be accessed by anyone and used in any way without authorization is one of the primary drawbacks of utilizing ICT. Corruption, data loss, and hacking are all possibilities.

Specialized Expertise: One of the benefits of information and communications technology (ICT) is that it may assist the organization in lowering the cost of human resources personnel; however, it may also raise the demand for technical staff with specific technology and functional area knowledge.

Information Section Mistakes: ICT is only as good as the people who use it and program it. Threat to HR as a Whole: Human resources are viewed as an asset and capital that can be used to achieve organizational objectives and fulfill the company's mission and vision because of the tendency to be reliant on technology. As a result, this poses a significant risk to the fundamental foundation of HR.

VI. CONCLUSION

For the organization to continue growing, human resources are very important. Care should be taken when handling this asset. In order to keep good employees, proper appraisals, like the right training, must be done. ICT has the potential to improve effectiveness and efficiency, but it has some limitations due to the fact that systems always operate in accordance with the instruction set at the time of development. Human resource management should not solely be based on instruction; To distinguish between employees and machines, there must be some human touch. It is not necessary to be solely dependent on the system to create a value for human resources; interaction with them is also required. Despite having heaps of positive effect of ICT on HRM it very well may be suggested the all the association shouldn't rely just upon innovative instruments yet in addition think about human collaboration. The human being and the machine are never the same.

REFERENCES:

[1]. Vohra, Shrivastava, et al. International Journal of Computer Science and Information Technology Research, "Impact of Information and Communication Technology in HRM," pp. 511-516

[2]. Joshi Mamoudou. "Impact of Information Technology in Human Resources Management," Global Journal of Business Management and Information Technology, Vol. 4, No. 1, pages 33-41 [3] A. Mishra; what's more,

Akhman I, 2010, "Data Innovation in Human Asset The board: An Observational Evaluation", Public Staff The board, Vol. 39, No. 3, pages 271-290

[3]. A. Mukherjee; Bhattacharya, S; furthermore, Bera, R, 2014, "Job of Data Innovation in Human Asset The executives of SME: A Concentrate on the utilization of Candidate Global positioning framework", IBMRD's Diary of The executives and Exploration, Vol. 3 No. 1, pages 1 to 22

[4]. Miller, J; also, Cardy, R, 2014 "Innovation and Overseeing Individuals: Keeping Human Resources "Human," Journal of Labor Research, Vol. Pages XXI, No. 3 447-461

[5]. Bernik, M., J. Florjancic, D. Crnigoj, and I. Bernik (2007), "Using Information Technology for Human Resource Management Decisions," in Proceedings of the 8th WSEAS International Conference 130-133, Vancouver, Canada, Conference on Mathematics and Computers in Business and Economics, June 19-21.

[6]. Hussain Z., Wallace J., Cornelius N. E. (2007), 'The Utilization and Effect of Human Asset Data Frameworks on Human Asset The board Experts", Data and The executives, 44, 74-89

[7]. Khandelwal and Gottschalk (2003), "Data Innovation Backing for Bury hierarchical Information Move: An Empirical Investigation of Law Firms in Norway and Australia," Information Resources Management Journal, Volume 16, Number 1, January-Mar., pp. 14-23