

## Information Technology's Impact on Human Resource Management

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### ABSTRACT

Numerous advancements in information technology have had a significant impact on many facets of human existence. Many company duties have altered since the 1990s with the introduction of the Internet. Many firms have focused on finding a better approach to evaluate their human resource management after overcoming difficulties with accounting, investments, and marketing. The administration of human resources has been automated in many firms, replacing traditional labour techniques. Computers have simplified the work of human resources' massive volumes of data analysis. Businesses may advertise human resource information more effectively and conveniently thanks to hardware, software, and databases. The administration of human resources has been automated in many firms, replacing traditional labour techniques. Computers have simplified the work of human resources' massive volumes of data analysis. Organizations may advertise human resource information more effectively and conveniently thanks to hardware, software, and databases. We need better, quicker, stronger, and more creative human resource management solutions in order to save administrative expenses and accelerate service delivery in light of the enormous changes in the corporate world today. For a long time, human resource management was confined to routine administrative tasks like hiring, selecting, and training that consumed all of the time and effort of human resource specialists. Frequently, human resource departments are so busy with tasks that they are unable to do value-added tasks for the company, such organizational learning, culture management, review, and strategic reorganisation. For a very long time, organisational duties of second-class status have been done by human resource management, and Ineffective management of organisational activities and procedures, lack of evaluation of value-added and pointless work, and improper use of new technology in the company round out the list. The responsibilities of human resource management have also been impacted by the extensive changes in every aspect of the business brought about by the usage of information technology. Information technology systems are often used inside the firm or even outside of it to facilitate communication between experts in human resources and other disciplines. The human resources departments of corporations are undergoing significant changes as a result of widespread computerised human resource services.

### Keywords

Information Technology, Human Resource Information System, Electronic Human Resource Management, Human Resource.

### INTRODUCTION

The utilization of human resource information systems, which at first had a fairly basic structure, has a significant influence of information technology on human resource management duties. Human resource information systems are what these programmes are called. The organization's units and system users are the only ones who are human resources experts in their respective fields. Although it is also feasible to enhance commercial services provided by the firm, the goal of such systems is to

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enhance the procedure in the human resources division. The introduction of information technology and its widespread use in the 1990s had a significant impact on human resource management, as well as many other aspects of the company. The introduction of the human resources portal, a repository of data on human resources including information on incentives, benefits, training opportunities, strategic leadership, and lifelong improvement, has contributed to the growth and impact of Internet use. The required data concerning human resources may be accessed online by workers via these portals. Self-service services for human resources have developed thanks to these portals. In this approach, a lot of the routine duties associated with human resource management have been delegated to staff members, and paper games, the engagement of human resources professionals in routine administrative chores, and the occurrence of protracted delays have all been avoided. There were more modifications made to human resource management. The objectives, efficacy, and performance of this discipline have been significantly altered by the advent of new ideas like ehuman resource management. While HR professionals may accomplish their duties with the aid of human resource information systems, e-HRM supports managers and workers in carrying out their daily duties while facilitating organisational growth and transformation. In order to save costs, improve efficiency, and enable managers and people to execute their jobs to the best of their abilities, information technology may be used to manage human resources in a macro-strategy of strategic human resource management. However, despite the fact that using information technology to support human resource management costs money, businesses stand to benefit from a number of possibilities if they choose to ignore those costs. To build e-HRM, several models have been put forward, each of which places emphasis on a different area of HRM. For instance, the O'Brien-Palás and Bowman frameworks were the basis of the Tamlin model, which concentrated on the problem of human resource planning. The idea developed by Tomilino, Palás, Alexnis, and their associates forms the foundation of the e-HRM framework. Using the function of information technology in this industry as a guide, this model is intended to pinpoint key aspects of human resource planning. Human resource information systems are used in e-human resource management, which is thought of as the basis for putting human resource plans, policies, and activities into practise inside the business. These systems consist of databases, hardware, and software that are used to offer data for selection, analysis, and assessment in the field of human resources.

### REVIEW OF LITERATURE

According to Kamal, Ashish Kumar (2020), information technology is increasingly integrated into human capital management as a structural element and tool that influences the design of organizations, business processes and communications. Even as IT impacts HR, employees, customers and suppliers have higher expectations of HR operations. By focusing on strategic HR rather than management and people management, IT is expected to improve HR performance.

Information technology is crucial to the development of companies in general as well as to the efficiency and productivity of human resources. because a company's most valuable asset and most important strategic asset is its people resources. However, in the modern world, a country's standing in the hierarchy of world divisions is now determined by its access to high-quality human resources that are highly productive, possessing innovative and cutting-edge knowledge and procedures, and possessing information technology capabilities. When human resource training has as its mission the success and expansion of companies.(Nzari, 2020)

Use of IT in the Nigerian banking industry, according to Adewoye J.O. and Obasan Kehinde A (2021) have had a major impact on HRM practice. Create surveys using systematic questionnaires and primary data. After introducing and continuously improving the usage of IT, the efficiency of activities

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such as the efficiency of human resource management activities and procedures, employee communication and engagement, and the roles and skills of human resource managers have increased significantly.

The information age has been used to describe the contemporary era. Information technology has changed how people think and act in this day and age, affecting many facets of daily life. Additionally, as organisations are among the ideas and institutions that have been significantly impacted by information technology, it is difficult to envisage a modern organisation without technology and its use. In reality, firms need to use information technology if they want to exist. This implies that companies must be structured in order to achieve productivity and development, and they also require effective human resources. (Qaraqina 2021 )

### **RATIONALE OF THE STUDY**

Particularly in the service sector, where workers may be thought of as a combination of the 4Ms of management—Man, Machinery, Material Management—human resources are a highly important asset for any organisation. Due to the importance of human resources, all HR-related tasks must be handled carefully. It is crucial to manage employees well if you want to fully capitalise on their productivity and efficiency. When an employee isn't doing effectively in his current job or function within the organisation, he or she may nevertheless be a crucial component of the business. Additionally, firms are impacted by an excessive shortage of workers. By estimating the workforce size and job descriptions, human resource planning helps the firm overcome these obstacles. The HRIS supports this by assessing the employee's commitment to his job and his orderliness in the company. Performance evaluations, which are the top motivating elements in businesses, also need to be handled effectively. The importance of IT and HRM in this dynamic situation cannot be disregarded. The function that information technology plays in many organisational domains is the main topic of this research work.

### **METHODOLOGY**

This study utilizes methodological application since it evaluates the effects of information technology on human resource management while taking into account the conceptual framework for the study and the variables taken from the literature. On the other hand, this study is also descriptive in the sense that it outlines the connections between the different factors. So, to sum up, this study is both descriptive and applied.

#### **Data Collection Method**

It is a qualitative study that is focused on secondary data. The researchers tray was used to determine the Information Technology Impact on Human Resource Management, as well as papers, textbooks, the internet, theses, and archives as secondary sources for acquiring information and data for this study.

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##### **Technology**

Technology is an essential component of contemporary human existence. Technology has generated reliance and transformed life in numerous ways such as mobile phones, the Internet, tablets, and so on. As a result, just comprehending the notion of technology will cause us to reconsider our conduct. Technology is the process and method of creating and using tools, gadgets, materials, and processes to address human issues. In other words, since technology is a human activity, it is older than

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knowledge and engineering. The United Nations has accepted technology as a collection of knowledge, skills, procedures, and tools required to develop and utilise the goods or services required.

Technology, in the eyes of technologists, is a tool or method used to create superior goods. For scientists, however, technology is the final output of study, or technological and information expertise that may be commercialised.

### **Information Technology**

In its most basic form, information technology refers to the science of employing a collection of tools for processing, storing, collecting, storing, disseminating, transporting, and securing information. This concept is quite straightforward and transparent for individuals who wish to get familiar with IT knowledge. Humans get knowledge and insight from information, and the goal of employing information technology is to promote human awareness and order in implementation. Hardware, software, and thinking software are the three fundamental axis of information technology (knowledge management). In general, with the birth of this sector, the computer field has experienced significant transformation, while information technology is the dominant field of computer and has a totally autonomous position. Today, information technology is rapidly transforming the globe, and these changes can be seen in all economic, social, and cultural sectors. Information technology, on the other hand, is still in its infancy.

It may not be bad to know that the world's most profitable employment are in the area of information technology, usually known as IT for short. Information technology is one of the most well-liked and exciting subjects you can study. You can certainly confirm this for yourself by looking at the list of the world's wealthiest individuals, therefore it is not surprising that so many people are drawn to this line of work.

It is quickly evolving into an information society due to the widespread use of information and communication technologies across all industries and aspects of global human existence. All human cultures may now access the Internet and utilise information resources, and thanks to the variety of infrastructures developed, each society makes use of the advantages of information and communication technology. In this respect, efforts have been undertaken in the areas of communication, legal infrastructure, and worker familiarisation with information and communication technology.

Like the application of new technologies, the use of information technology in organisations has an impact on all economic sectors. Information technology is employed in production not only as an additional conventional form of capital but also as a replacement to other inputs, resulting in increased output and factor of production productivity.

Information technology has several characteristics with knowledge, such as its noncompetitive nature and limitless potential for growth. Three categories distinguish the effects of technology on an organization's expansion and productivity: In the first instance, technology had an influence on embodied capital products, which raised capital productivity. In the second scenario, information technology boosts workforce expansion and productivity in businesses. In the third scenario, total productivity technology is viewed as neutral Hicks technology since it doesn't always boost capital or labour productivity in businesses.

In certain developing nations, the expansion of organisations and the development of information technology happened at the same time beginning in the late 1980s and early 1990s. In terms of how

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information technology affects organisational efficiency, varied outcomes have been seen across different sectors (positive or negative). Information technology, however, has a favourable effect on the productivity and expansion of businesses, and studies looking at its effects at the enterprise level have shown that it is more effective than other forms of capital in businesses. The usage of information and communication technology influences how information technology impacts the performance of industrial companies, hence it is crucial to look at how this relationship plays out. Because many academics have not yet come to an agreement on the return on such investments based on company performance, despite the significant investment being made to extend the use of information and communication technology. Some experts claim that new technology is perplexing, seldom improves performance or productivity, and that because of the burdensome quantity of data it places on users, the workforce at work often shrinks.

Another problem is that, in addition to other effects on companies, information technology has significantly boosted such organisations' economic development. Traditionally, organisations expand in order to lower transaction costs. Information technology has the capacity to lower expenses to a certain extent, move the cost curve inward, and enable revenue growth without expanding or contracting in size. Information technology may lower the cost of internal management, and agency theory contends that individuals who are more concerned with their own interests than with organisational cohesiveness and financial forecasts are in charge of the company as a collection of contracts. appoints workers to carry out the task on his behalf.

Employees must be constantly managed and observed because, if not, they will prioritise their own interests above those of the business owners.

Agency costs or coordination costs rise when firms become bigger and take on more responsibility for a wider range of tasks, and owners have to work more to oversee and manage personnel. Information technology makes it easier for management to keep an eye on more personnel, which lowers the cost of acquiring and analysing information, allowing the firm to cut agency expenses. Traditionally, the cost of representation rises with an organization's size and complexity. Information technology reduces and moves the agency's cost curve to the right, enabling the firm to grow while incurring reduced agency expenses.

### **Information Technology impact on Human Resource Management**

The management of human resources, like other aspects of the company, was significantly impacted by the introduction and proliferation of information technology in the 1990s. This has prevented paperwork, employee engagement in administrative and everyday responsibilities related to human resources, and many delays in the completion of tasks by delegating many of the daily tasks of human resource management to workers. While assisting managers and staff in carrying out their routine duties, electronic human resource management also speeds up organisational development and transformation. As much as we can say, human resource management techniques are evolving as a result of the introduction of information technology in the workplace. If we first determine the tasks that information technology is capable of doing and give the foundation for these tasks, this transition may be successful. Human resource management has subsequently gotten accustomed to the changing circumstances in order to enhance the effectiveness of the organization's human resources by using the capabilities that information technology may provide. The following are some outcomes of using information technology in different human resource management roles.

- Careful execution
- Performance velocity

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- System transparency
- Understanding of system design
- Internet-based widespread and timely notification
- Quick and accurate assessment
- Express timely criticism
- The use of hardware systems to carry out repetitive activities
- Invisible monitoring and assessment
- Create justice
- Create more order

### CONCLUSION

Rising client standards and the development of information technology over the last ten years have forced businesses to be adaptable in their hunt for performance solutions. One of every organization's most important inputs is information. The dependability and stability of the organization's human resources are increased through valuable information. Information technology is being used in companies to gather, process, and store information. In the past, there have been more papers with information accessible. As a result, it could only be disclosed and supplied to a certain individual at one location. Since planning, organising, leading, and controlling are managerial tasks that are essential to an organization's success, and carrying out these tasks effectively also requires access to the right information, an organisation cannot advance without information tools and without developing the skills required to use information technology. Additionally, it is difficult to educate staff members, supervisors, and clients so they are empowered in executive and current affairs. Theorists in management science concur that efficient information technology utilisation boosts the efficiency of human resources and accelerates organisational expansion. This clarifies roles and holds human resources responsible for supporting and delivering improved services. Human resource managers may utilise fewer staff members and contribute more valuably to the business thanks to increased and improved office productivity and the usage of different forms of technology. Eventually, it can be said that the immense process of information technology necessitates new human resource management methods that necessitate individuals to be informed about information systems and how to best utilise them. Additionally, as information technologies adapt to new and flexible structures, the environment will experience significant changes in their existing institutions.

### RECOMMENDATIONS

Research is a continuous process because as each study is conducted, new questions are created that need to be investigated. The following proposals are given in light of prior debates and the research's findings:

1. Because this study focused on the growth and efficacy impacts of information technology on human resource management, it would be reasonable to do a comparable study on information technology practitioners.
2. The eradication of unfavourable information technology attitudes that have an influence on the development and effectiveness of organisations using human resources in the public sphere of

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employment and work via cultural planning by public and private organisations

3. Motivating society's and companies' human resources to take advantage of ongoing education in the area of information technology and how it may help boost productivity and development in businesses.
4. Appropriate cultural and social environment for altering society's and organisations' attitudes toward the adoption of information technology via governmental planning and the private sector through the media, education, and other professions.
5. Making organisations, social institutions, and the media aware of the unique location and the role that information technology has played in the development of the company.

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