

# Innovations in the Field of Human Resources Management

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## ABSTRACT

The Indian economy was forced to adopt a structural adjustment program in the beginning of 1991. The structural adjustment program or liberalization initiated the process of the opening of an otherwise closed economy of India. It created a hyper-competitive environment and to respond to this turbulence. Indian organizations adopted innovative changes in their HRM practices. Current research shows that HRM practices are important for enhanced corporate performance but little has been reported on the effect of HRM practices and corporate performance in the context of economic liberalization of India. This paper tried to understand the role of innovative HRM practices and specifically questions how HRM practices, like the role of HR department, recruitment, retraining, redeployment, performance appraisal and compensation enhance corporate performance during the change process. A multiple-respondent survey of 69 Indian organizations was undertaken to study the impact of innovative SHRM practices on firm performance. The survey found that the innovative recruitment and compensation practices have a positive significant relationship with firm performance. It was observed that recruitment, role of the HR department and compensation practices seem to be significantly changing within the Indian firms in the context of India and economic liberalization. The synergy between innovative HRM practices was not significant in enhancing corporate performance during the liberalization process.

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## 1. Introduction

Human Resource is one of those industries which does not quite make its way into science fiction books, and no kid grows up thinking of revolutionizing the technology inside this particular market. Traditionally, HR was always viewed as a paper-intensive, non-innovative area, where salary decisions are made, people get hired or fired and where team building sessions are organized. But behind the scenes, the industry is changing and incorporating technology at a rapid pace<sup>2</sup>, even if it wasn't designed for HR to start with.

In its 2015 report in collaboration with Global force, The Society for Human Resource Management identified employee engagement, talent retention, competitive compensation, and developing the organizational leaders for tomorrow as major human capital challenges.

These challenges have sparked innovation inside HR departments across the world. It is already known that social media is used in recruitment, and it seems 92% of recruiters turn to these channels to identify and validate candidates. But what is maybe less visible and more relevant to the human resource innovation conversation, is the 3% of recruiters, which moved beyond LinkedIn, Facebook and Twitter and are piloting Snapchat as a recruitment tool. Instead of asking themselves if it's worth pursuing this channel, they engaged the upcoming working generations on their own "ground". Therefore, a good question might be: what are the technological innovations that will drive human resource technology trends in the future?

### *Virtual and augmented reality*

While virtual reality has been around for a few years, consumer applications are barely making strides in the market.

Meanwhile, virtual and augmented reality will continue to mature and find its way into the workplace environment. For example, Microsoft is preparing the launch of the Hololens headset which will likely be embraced by human resource professionals in the not-so-distant future.

This type of technology is primed for disrupting talent management and productivity. We can envision the potential of virtual reality in enterprise training and learning, where employees can use it for anything ranging from off-site assignments to corporate training. Furthermore, in industries looking to enhance tasks on the job, this will become the new normal, as digital information will be superimposed on the physical reality. Onboarding and training in industrial environments can be transformed by adding virtual instructions on top of machinery and tools, as employees engage with the environment.

### *Advanced Machine Learning*

Machine learning is automated data analysis through algorithms that automatically create analytical models. Using algorithms, machine learning programs iteratively learn from large sources of data-building patterns and identify insights without being explicitly instructed and programmed to look for answers. It basically allows for machines to not only collect information from corporate environments, but also learn from it.

This technology can improve the efficiency of the initial analysis that humans can do, allowing people to look at higher level results and focus on more complex analysis as a result. To date, machine learning applications in the human resource space are mainly focused on predictive analysis and talent relationship, mostly in the recruitment process.

## **The Internet of Things:**

Gartner studies show that Internet of Things platforms suffer from fragmentation, leading to inefficiencies in terms of data access. Even so, these platforms will follow a trend of integration throughout the next 5 years, which will lead to more data being available and accessible throughout enterprise environments.

Companies will continue to adopt cloud computing and HR is actually ahead of the curve, with more time being spent on using cloud solutions to efficiently increase workforce productivity than other industries. The increase in use of these tools comes with availability of information, which will push HR expertise into middle management ranks freeing up human resource departments from training middle tier leadership. Part of HR's functions will be taken over by line managers, while the role of HR will shift to business performance and execution.

We can already see that time-consuming tasks such as keeping track of employees' time, preferences and work patterns are being automated, freeing up HR to focus on engagement challenges, increasing productivity and aligning the human side of the organization with business goals. HR managers gain more strength at a boardroom level, as their departments move away from cost centres to revenue centres. As systems and objects become more connected, it falls on HR to manage performance.

## **Wearables:**

In 2020 we will see more companies turning to the wearables industry, and as consumer markets start to take off, new entrants will look at enterprises for business models. Wearable devices, outfitted with sensors focused mainly on applications in health and fitness, will gain a foothold in the enterprise market.

The enterprise wearables market is expected to reach 18Bn by 2019, visibly impacting the human resources department. While tracking workplace wellness through wearables is most likely the simplest and most straightforward use, applications can vary. Stress management and monitoring can become the norm, especially in environments where it impacts retention. But moving besides health, wearable devices are also enhancing other areas of productivity and employee management.

## **I. Shift Scheduling Software Reduces Confusion, Stress, and Misunderstandings:**

The design, development, and delivery of employee shift scheduling software is a revelation for you and your employees. This software innovation makes it simple for employees to check their schedule via through their company's laptops and tablets. Employees can simply log in to their account and check their next shift before returning to their regularly scheduled tasks. Previously, the same employee might have needed to visit HR or send an email that causes small delays that can add up for the HR representative and the employee.

Additional benefits of this scheduling innovation include:

- Helps ease the strain of more complex scheduling tasks that may include overtime, personal time, and vacations.
- Creates an interactive atmosphere that encourages camaraderie, inspiring employees to trade shifts due to illness or other factors. This type of team approach can free up invaluable time and resources for your HR team.
- Allows you to adjust certain labour levels, according to demand.

## **II. The Use of Smartphones, Tablets and Laptops Makes Mobile Workforce Management Run Smoothly:**

Physical workplace dynamics frequently change in the 21st century. Working from home has become an increasingly popular trend, making mobile workforce management apps essential. Your organization may adhere to a BYOD policy, or you may supply employees with devices. Either way, a mobile device is essential for anyone working off-site. MWM software simply makes it easier for you to connect with your employees regarding time tracking, productivity management, logging, and communications.

## **III. Employee Self-Service Software Provides a Continuous Free Flow of Information and Engagement:**

Most HRIS (human resource information system) platforms now feature employee self-service software. This software reduces much of your HR team's daily work load by providing employees with electronic access to human resource-related tasks. A few of the job-related tasks employees may tap into include:

- Personal information, such as address, contact information, and banking information is accessible. While authorization is sometimes needed, the process still saves time and energy when everyone stays readily responsive.
- Submit requests for time off and receive a HR team member's approval. This innovation sets out to help save time and reduce costs of your HR team while encouraging engagement in your employees

## **IV. Technology Continues to Improve the Recruitment Process:**

Between social media platforms like LinkedIn and job boards like Indeed.com, there are several ways to narrow down the initial phase of a candidate search. Additional benefits include the inclusion of online applications, resume and cover letter submission web pages, and pre-employment screening tests.

Digitalist notes how important technology continues to become in the training process. You can also offer training sessions to benefit remote teams and provide urgent in-house sessions to quickly adapt to new processes.

## **V. Available Storage Space and Security Are a Breeze in the Cloud:**

Entrepreneur cites several benefits to using cloud storage for your HR needs.

- The cloud allows you quick and easy access to employee information without having to dig into old files. After a certain time, organizations often need to store employee records off-site, but with the cloud, that information is always at your fingertips.
- With the right hosting, your sensitive confidential information will stay safe in the cloud

## 2. Conclusion

These developments will free office spaces from the cable stigma, and will allow organizations to redesign the workplace

experience, improving the employee experience and thus retention and engagement rates.

The future of any human resource team is being connected to technological development and challenging it offers rooms for innovators inside and outside the industry to adapt new developments to create and redesign the workplace and employee experience. I believe the future will showcase that HR can take a role in the science fiction novels, and innovation in the field will continue to grow as human resource professionals will find new ways to embrace and model the technological development.

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