Adaptability Of Automation In HRM – A Review

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Abstract
In day–to-day life we started to use the automated products from smart phones to smart boards. For any kind of business, the changes of Automation will start only in the Human Resource Management Process. The term "Automation" in this study is about the reduction of repetitive tasks, not the reduction of Human resource power. This is strongly emphasized due to any automation it needs the human intervention for the proper execution. The Automation in HRM means increasing the potentiality of the HR department and it is possible for the nature of repeatedly occurring activities, or for standard procedures etc., which in turn reduces the cost and time spent on manual process. Added to this flavor, the pandemic situation prevailing in the country, also forced every sector to go / travel with the automation process. The automation in the HRM is also inevitable due to its significance. The main intention of this study is to analyze the opinion brought by previous reviewers about how suitable and how the society is going forward with this unexpected change. Most of the views have been updated with the help of various available sources of journals, articles and the information updated is till 2021.

KEYWORDS: E-HRM, advantages and disadvantages, Concept of HARM, Challenges of E-HRM, Impact of Automation

E-HRM –An introduction
Automation in HRM means relieving the HR professionals from performing the repetitive tasks and indulging them in innovative and strategic decision making. By the inception of automation in HRM it will be useful towards the organization as cost cutting factor and also effective tasks can be performed within the stipulated time.

HR processes for Automation
✓ **Employee on- boarding**
It is the most manual HR process which includes the verification of documents for new on boarding employees, requesting for device and providing access to perform their job. With the help of automation all these jobs can be clubbed in single on-boarding app.
✓ **Employee timesheets**
With the help of automated timesheet app it will be trouble-free procedure for tracking the workforce records up to date with no efforts and in a very efficient manner. This in turn provides faster, reliable and accurate data.
✓ **Leave requests**
In manual process the approval of leave requests involves tedious process such as checking the leave balance and waiting for the manager's approval will be a delayed process. With the help of automation this process can be processed through an app in no time.
✓ **Performance management**
In this process HR professionals appraise the employee's performance by tracking, measuring and analyzing along with their accomplishment of organizational goals. With the help of introducing a software app it will sustain the records accurately with preconceived notion free one.
✓ **Exit interviews**
It plays a major part in employee commitment towards the organization. A software app can discover impending problems and reclaim the actionable data for withholding of employees without much paperwork.
✓ **Employee benefits**

With the help of E-HRM the following benefit options can be automated without complex process
- ✓ Benefit eligibility
- ✓ Benefit education and training.
- ✓ Benefit modification for life-changing events.
- ✓ Open enrollment.
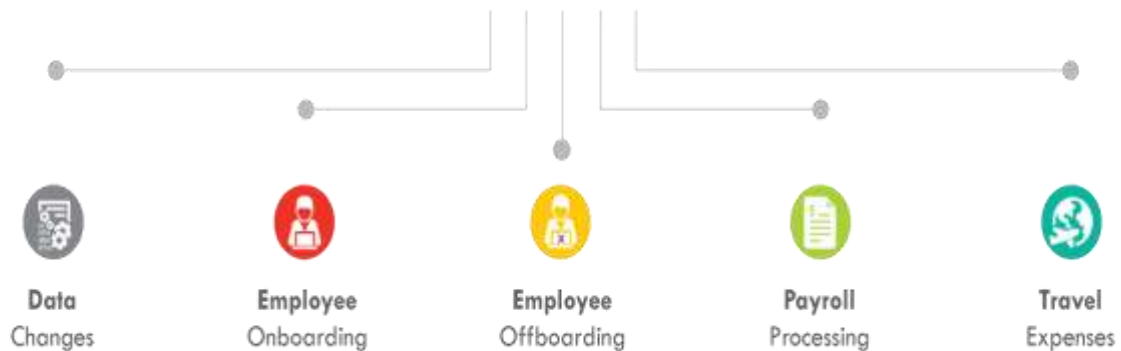- ✓ Benefit on-boarding.
- ✓ **Conduction of meetings**

Scheduling a meeting for employees and arrangement of space required will be a tricky for HR professionals. Once the organization has introduced with automation in HRM it will be a very easy task for the Managers in handling additional and mass number of associates under one roof.

Statistics
- 47% of companies will use AI-based solutions in human resources by 2022.
- 57% of those using AI in HR are looking to improve their employee experience.
- 41% attribute the success of their HR software to a close relationship between IT and HR.
- 51% look to AI to save costs with HR.

Source: https://www.netsuite.com/portal/resource/articles/human-resources/hr-statistics.shtml

HR PROCESS AUTOMATION

| Data | Employee | Employee | Payroll | Travel |
| Changes | Onboarding | Offboarding | Processing | Expenses |

Source : https://automationedge.com/hr-automation/

I. ADVANTAGES AND DISADVANTAGES OF E-HRM

Parveen Kaur, (2013) in this journal the author emphasizes that change would be inevitable in the society, but the acceptability or adaptability; perceptions might be different from an individual in the society. In this he brought an overview about the advantages and disadvantages of E-HRM ; a technological shift model was created in which the initial plan and strategies, organizational implementation, employees acceptance and the outcome towards the society are analyzed; formulating the objectives towards the implementation of E-HRM.

"E-HRM costs money, but ignoring e-HRM costs a fortune. Modern technology can be helpful in creating a strategic HRM-policy, reducing costs, higher productivity, increasing quality of your labor force and more responsibility of managers and employees in the execution of HRM-tasks. Your organization cannot miss this surplus value."- (EHRM; 2006)

II. SECOND MACHINE AGE – CONCEPT OF HARM

In this the author brings out the new concept of human automation resource management as a machine age- II and tried to explore the congestion between human and the machine. He emphasizes that without people as well as people's knowledge the automation would be a vein.

He explained this through the combination of automation of machine with human resource management and emerged with the result as human automation resource management.

Another aspect related to change in the communication pattern with the adaptability of E-HRM. This can be illustrated with the below diagram:

In the Organizations where digitalization is adopted, the human resource will control and command the machines for their expected outcomes with the help of proper training given to the human resource.
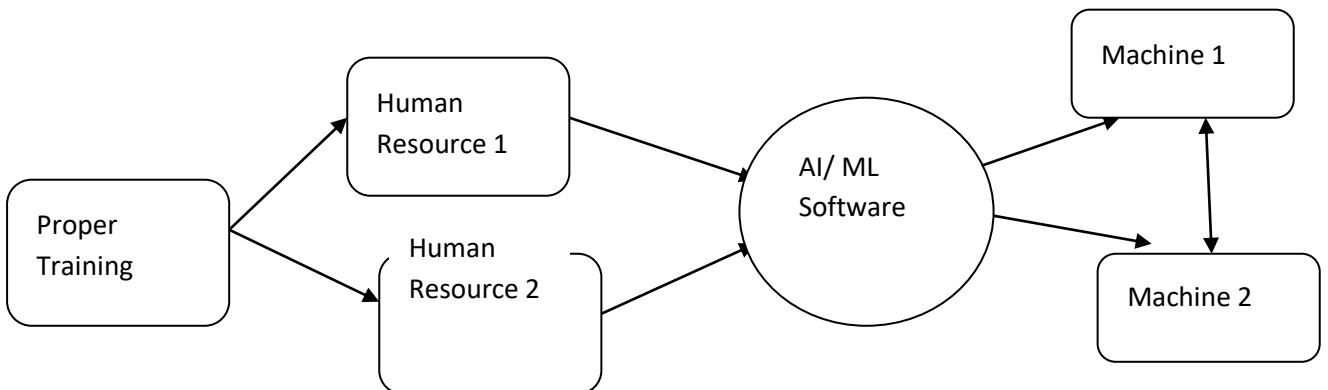
*AI= Artificial Intelligence ; ML= Machine Learning

So, in this conceptual outline, I would like to throw a light upon the further development of technology application or software for the purpose of less human intervention for the repetitive task. This advancement in technology will lead to that machine will teach the human and it processes the information to other machine without human intervention for subsequent actions.

III.   IMPACT OF AUTOMATION

The authors reviewed about the basic concepts, benefits of automation and conducted the qualitative direct interview survey of 30 HR level respondents of different organizations. They found that the automation is inevitable for the prevailing situation not only for speeding up the process but it will increase the functional efficiency in the organization and also they suggested that the availability of capitalization is sufficient to adapt automation in HRM. These authors formulated some question based analysis for this literature review.

➢   Whether automation helps HR

In this the authors have identified the various benefit aspects of automation in HRM. The various benefits are:
- The automation includes the functions from recruitment to retirement
- The repetitive tasks can be done with the help of E-HRM which in turn saves time.
- The HR personnel's can contribute more time towards strengthening the employees' relationship and accuracy of the work can be increased.
- The progress of the organization can be tracked and forecasting about the future trends is also possible.
- It helps to maintain a large part of database management which would be useful for data analysis, data retrieval, data storage and transfer.

➢   Human connect reduced with the intervention of HR automation

The author wanted to analyze whether the HR automation surpasses the human knowledge and found the result through the survey that around 77% human relation lost due to this automation throughout the world. Even though with minor drawbacks they have opined some positive key points towards the automation in the organization which can be implemented in mere future without discrepancy in the minds of the employees.
- Biased decision making can be removed with the help of AI.
- The job satisfaction can be increased by reducing the redundant activities by adopting Automation in HRM.
- Human driven interventions such as emotions, encouragement, mentoring etc., cannot be replaced with AI.

Summary:

✎   After reviewing the journal we can have an idea that the author favored the adoption of E- HRM towards the employees, organization and society. It is better to follow technology adaptation in HRM from administrative expert to strategic policy decision making an employee champion in the changing world.

✎   In this literature the author identified the next stage of automation process in HRM as a combination of the new term HARM and the new communication pattern among the humans with the machine. Here they made a comparison with past and future expectations in automation and it was propounded that this sort of automation in HRM is possible only for the smart working industries that were capable of accommodating new software costs/ knowledge.

✎   In this review the authors compiled the various challenges and tried to integrate these aspects with the information technology based industries and also about the cross national boundaries.

✎   In this literature they identified that there were many positive impacts towards the employees and the employers, but the human connection lost will be a threat towards the future workforce. At the same time, they failed to make an emphasize about the capital outlay for such change in the workforce environment from top to bottom.

Research gaps:

➢   Only positive and negative aspects had been indicated but there was an absence of considering about the adaptability on the basis of nature/size of the business.
➢   Automation is considered only for smart industries.
➢   The authors failed to support other non technology based industries their challenges of adapting the E-HRM and they have insisted their viewpoints with only to MNCs.

Conclusion

It is clearly detectable that most of the countries were stared to acclimatize the automation of HRM practices with lots of benefits in it. Even though the introduction of industry 5.0 there is a need for some clear terms for the combination of machine and human work with a predetermined programs which will be a threat to work force. Hence, the adaptation of HRM will be prolific for the smart industries as well as the diminution of cyclical tasks performed by HR professionals. Application of E-HRM to all sorts of industries is still an investigated one.

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