

O. Andrushko

Research supervisor: T.I. BURLAYENKO,

Candidate of Pedagogical Sciences,

Associate Professor

State Higher Educational Institution

UNIVERSITY OF EDUCATIONAL MANAGEMENT

National Academy of Educational Sciences of Ukraine

E-HRM RESEARCH AND PRACTICE IN MODERN UKRAINE

TRENDS IN HR AND TECHNOLOGY

Technology is moving at “warp speed” and HR must keep up! Technology will continue to be integral to all business functions, and HR must use technology to continually redefine their services toward driving productivity. Some of the emerging trends that will have a significant impact on HR and on its ability to deliver strategic HR services are emerging technologies, the influence of outsourcing, and the increased focus on determining HR’s effectiveness. HR will be required to ensure that the organization is aware of the advantages of these tools and provide training and education to ease the transition. These new tools will enable employees to access their own information as opposed to going to HR. So a manager who has a problem first will try and solve it using the tools available on his or her desktop before calling HR. Greater access to technology. This increase will require HR to ensure that the appropriate security measures are in place and to be highly diligent in terms of the types of access and who gets access. Continued optimization of current systems. This will mean that HR must Contingency planning. HR will be involved in ensuring that plans are in place to deal with disasters, including getting employees back to work and providing them with the appropriate emotional support. Heightened awareness of HR data privacy. Government privacy legislation will continue to increase. To be effective, HR will be required to develop business knowledge with respect to the key drivers of organizational productivity, become cognizant of costs associated with

enhancing the efficiency and effectiveness of the workforce, and be capable of selecting the appropriate technology to conduct HR administration.

HR technology has evolved from paper and pencil to PCs to electronic databases to being integrated with company-wide enterprise systems. Web-based technology has been an important development in enabling HR to reduce transactional activities and increase customer and strategic services. The main components of HRIS systems are employee administration, recruitment, time and attendance, training and development, pension administration, employment equity, performance evaluation, compensation and benefits administration, organizational management, health and safety, labour relations, and payroll interface.

The main functions of HRIS are creating and maintaining employee records, compliance reporting, HR planning and forecasting, talent management, strategic alignment, and enhancing decision making.

The role of the HR professional has changed fundamentally as a result of technology. The core competencies that have developed are mastery of HR technology, strategic contribution, personal credibility, HR delivery, and business knowledge.

To choose an HRIS, organizations engage in a three-step process. The first step is the adoption phase, whereby organizations carry out a needs analysis to determine requirements. The second step is the implementation phase, where project teams are created, the software is tested, and privacy and security concerns are addressed. The third step is the institutionalization phase, where training and change management activities are highlighted.

The more popular Web-based self-service applications are employee self-service (ESS) and manager self-service (MSS). Some benefits derived from these applications are a reduction in administrative costs, reduction in process steps, enhanced HR service delivery, and increased employee satisfaction.

Current technology trends that will impact HR are outsourcing, advances in technology, and a continued focus on measuring the value that HR brings to the organization. Digital technologies facilitate greater integration and flexibility, thus

allowing employees to have great voice and share their work experience. Technology is poised to disrupt HR and redefine the future of human resource department. As HR continues to adopt the change, the enterprise will become smarter. Employee engagement and culture management drives HR in ever-changing landscape.

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