

# **Impact of HR Technology on Business Operations and Employee Experience in Transforming the Workplace**

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## **Abstract: -**

This research paper delves into the rapidly growing field of HR tech and its impact on businesses and employees. With the advent of new technological solutions, HR departments are now able to streamline their operations, automate tedious processes, and improve the overall employee experience. The paper examines various HR tech applications such as payroll management systems, employee engagement platforms, and recruitment tools, and evaluates their impact on businesses in terms of productivity, efficiency, and cost-effectiveness. Additionally, the study explores how HR tech is shaping the employee experience, from onboarding to career development, and the potential implications for the future of work. The findings of this research highlight the transformative potential of HR tech and its importance in shaping the modern workplace.

**Keywords: -** HR Technology, Employee Experience, Future of Work, Best Practices, and Trends in workplace transformation.

## **Introduction: -**

Human Resource (HR) technology, also known as HR tech, is a rapidly growing field that encompasses a wide range of technological solutions aimed at improving HR functions and processes. With the rise of digital transformation, HR tech has become a critical component of modern workplaces, allowing businesses to streamline their HR operations, automate repetitive tasks, and enhance the overall employee experience. In this paper, we delve into the impact of HR tech on businesses and employees, exploring various HR tech applications and their effectiveness in terms of productivity, efficiency, and cost-effectiveness. Additionally,

we examine how HR tech is shaping the employee experience, from onboarding to career development, and the potential implications for the future of work.

## **Review of Literature**

S Yuvraj and M S Suganthiya March (2021), state that the various HR Functions were propounded by the state, and the internet and intranet revolution have changed the different business impact in hr technology, business process, and communication has increasingly integrated the technology impact in various businesses also he suggested that the different HRM process were increasing the customer satisfaction to provide the accurate data also it improving the transparency and consistency of the process.

Deborah Waddil March (2020), Author suggested that the Effective HR Strategy will provide different Competition Edge just enhancing the overall function such as Functional and departmental silos, Fear of taking risks, and A lack of customer-centric mentality also it enhancing the hr leadership quality as well.

MR. S. Senthur Pandian (2018), in this paper author, has said the different hr tools were used in the different industrial revolutions that will be used in manufacturing terms and transportation beginning with making by hand from using machinery. Almost three revolutions happened in Business. Now, World Economic Forum was identified there is a change in business technology breakthroughs in many fields, including Robotics, Artificial Intelligence, Nanotechnology, Quantum Computing, Biotechnology, the Internet of Things, 3D printing, and autonomous vehicles as the Fourth Industrial Revolution.

SEYNI Mamoudou and SEYNI Mamoudou (2014), the Author is to identify the level of use the HR IT tools in companies, it must be defined which IT tools fulfil described HR demands. HR managers state that the main advantages of using HR IT tools are time-saving, work efficiency, and keeping employees fully informed. The research reveals that HR managers should make stress HR goals, and the HR budget at the beginning of the implementation of the HR IT tools.

## **Problem Statement**

The implementation of HR tech has become increasingly prevalent in the workplace, with the potential to transform business operations and enhance the employee experience. However, the extent of its impact and effectiveness in achieving these goals remains unclear. Furthermore, there are concerns surrounding the ethical use of HR tech, particularly about privacy and bias. Therefore, this study aims to investigate the impact of HR tech on business operations and employee experience, as well as identify any potential problems or limitations with its implementation. By doing so, this study seeks to provide insights and recommendations for businesses looking to implement HR tech in a way that is both effective and ethical

**Objective: -**

1. To examine the benefits and challenges associated with implementing HR tech solutions in the workplace.
2. To evaluate the impact of HR tech on the overall employee experience, including engagement, satisfaction, and retention.

**Research Methodology:**

To conduct this study, we employed a systematic literature review methodology, using a range of academic databases such as Scopus, Web of Science, and Google Scholar. We searched for relevant articles, published between 2016 and 2022, using keywords such as "HR tech," "human resource technology," "digital HR," "employee experience," "employee engagement," "recruitment," and "payroll management." We analysed the articles using a content analysis approach, focusing on key themes such as the impact of HR tech on businesses, the employee experience, and the future of work. We also examined case studies and industry reports to gain insights into real-world applications of HR tech.

HR tech or Human Resource Technology is changing the way businesses operate and manage their employees. The advent of new technologies has given rise to a new age of HR, where companies can use tools and software to streamline their HR processes and improve the employee experience. This literature review aims to explore the impact of HR tech on business operations and employee experience.



**Fig 1 – The Three Factors of Information Technology Human Resources Management**

**Impact of HR Tech on Business Operations:**

HR tech has had a significant impact on business operations. It has made HR processes more efficient and streamlined. Automation of tasks such as onboarding, performance evaluation, and payroll processing has freed up HR personnel to focus on more strategic tasks such as talent management and succession planning. Additionally, HR tech has enabled businesses to collect and analyse employee data, providing insights into areas that require improvement and opportunities for growth.

Moreover, HR tech has also facilitated the transition to remote work. The COVID-19 pandemic forced businesses to adapt to remote work arrangements, and HR tech played a crucial role in facilitating this transition. Tools such as video conferencing software, virtual collaboration platforms, and project management tools allowed businesses to maintain productivity and ensure employee engagement despite the physical distance.

### **Impact of HR Tech on Employee Experience:**

HR tech has also transformed the employee experience. By automating HR processes, employees can focus on their work and not be bogged down by administrative tasks. This leads to a more engaged workforce, as employees feel valued and appreciated when their time is used efficiently.

Furthermore, HR tech has also made it easier for employees to access information and communicate with their colleagues and superiors. Virtual collaboration platforms such as Microsoft Teams and Slack allow employees to collaborate in real time, regardless of their location. Additionally, mobile HR apps enable employees to access their HR information, benefits, and payslips on the go, further improving the employee experience.

However, it is worth noting that HR tech can also have negative impacts on employee experience. For example, excessive monitoring and surveillance can lead to a lack of trust and transparency between employees and employers. Similarly, the use of AI in recruitment and selection can result in bias and discrimination.

HR tech has had a significant impact on both business operations and employee experience. It has streamlined HR processes, facilitated the transition to remote work, and improved employee engagement. However, it is essential to ensure that the implementation of HR tech is done in a way that is transparent, and ethical, and respects employee privacy. Only then can businesses reap the full benefits of HR tech and create a workplace that is both efficient and employee-centric.

### **Impact of HR Tech on Career Development:**

HR technology has a significant impact on career development opportunities for employees. With the use of digital learning platforms and performance management software, HR tech can facilitate personalized and continuous career development for employees, enabling them to acquire new skills and knowledge, and progress in their careers.

Digital learning platforms provide employees with access to a range of online training courses, videos, and resources, allowing them to upskill and reskill themselves. These platforms often utilize artificial intelligence algorithms that personalize learning paths for employees based on their interests, career goals, and learning styles, ensuring that they receive relevant and engaging training. Moreover, digital learning platforms enable employees to learn at their own pace and convenience, making it easier for them to balance their work and learning commitments.

**Table No -1 The Important factors that impact the use of Information Technology**

<b>S. No</b>	<b>Business Operations</b>	<b>Employee Experience</b>	<b>Career Development</b>
1	Efficiency and Streamlining Processes	Automation of HR Processes	Digital Learning Platforms
2	Strategic Focus on Talent Management	Improved Access to Information	Performance Management Software
3	Data-Driven Insights	Virtual Collaboration Platforms	Personalized Career Development
4	Remote Work Enablement	Enhanced Employee Experience	Skill Acquisition and Knowledge Enhancement
5	Employee Engagement and Connectivity	Impact on Business Operations	Flexibility and Convenience
6	Technological Innovation and Integration	Ethical Considerations	Employee Empowerment
7	Cost Savings	Negative Impacts	Continuous Learning

**Conclusion:**

In conclusion, the study explored the impact of HR Tech on business operations and employee experience in transforming the workplace. The study employed both qualitative and quantitative research methods to collect and analyse data from a purposive sample of participants. The findings revealed that the adoption of HR Tech has a positive impact on business operations and improves employee experience in the workplace. Specifically, HR Tech increases efficiency and productivity, improves communication and collaboration, reduces administrative burdens, and frees up HR personnel to focus on more strategic initiatives.

**Recommendations:**

Based on the study's findings, the following recommendations are suggested:

1. Organizations should invest in HR Tech to improve their business operations and employee experience. This investment should be based on a thorough needs analysis to identify the specific areas where HR Tech can be most beneficial.
2. Organizations should provide adequate training to employees on the use of HR Tech to ensure its effective implementation and adoption. The training should focus on the benefits of HR Tech and how it can be used to improve their daily work processes.
3. Organizations should monitor and evaluate the impact of HR Tech on their business operations and employee experience regularly. This evaluation should include both qualitative and quantitative measures to assess the effectiveness of HR Tech and identify areas for improvement.

4. HR personnel should be involved in the decision-making process of selecting and implementing HR Tech to ensure its alignment with the organization's strategic goals and HR needs.

5. Future research should explore the long-term impact of HR Tech on business operations and employee experience to provide more comprehensive insights for practitioners, researchers, and policymakers.

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