

HUMAN RESOURCES TECHNOLOGY

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Abstract:

In recent years, technology has a deep effect on the process and human resources practices. The purpose of the research document is to represent a review of the role of technology in human resources management. How technology plays a crucial role in human resources management. The need for technology arises the due number of limitation associated with the traditional method of human resources management, such as a) using a form of communication b) The human resources system is impersonal and liabilities c) does not always allow interpersonal interaction d) Often creates artificial distance

The use of technology has caused a dramatic change in human resources management. How technology helps through automatic repetitive tasks, which allows decision making promoted by data through employee data analysis, simplifies the recruitment process, employee performance management and facilitates communication and collaboration. Ultimately, allowing human resources professionals to focus on a more strategic initiative and improve the general efficiency of the workforce. Artificial intelligence is being used to satisfy the need for employees and the application through the evolution of the talent supply applicant. The available tools and technologies for human resources can eliminate the transition and tactic load of human resources managers.

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Methodology:

Research design: The study is of a descriptive nature.

Research Methodology: The study is secondary in the content of the nature of the research work that has been collected from several sources, such as magazines, books and website of the Internet.

Literature Review-

- 1) Dr. Priya - Role of Artificial Intelligence in Human Resources Management in her research paper she states about how the Artificial intelligence in more useful for various function of HR management. AI help not only boost the efficiency but also burden of HR managers. (Assistant Professor, Institute of Management Science University of Lucknow U.P)
- 2) Dr. B. Thayumanavar & Yashoda (2022)-A study on Role of Artificial Intelligence in Human Resources Management in their research paper they state that Role of AI in various function such as Recruitment, selection, improving efficiency, reducing burden etc.
- 3) Dr. S Yuvraj and M.S Suganthiya -Impact of Technology on Human Resource Management in their research

they state they how Technology Help in HR process more flexible and more perfect in various activities and also state same challenges of AI. (Department of commerce University of Madras)

Introduction:

The human being is not simply considered salary work, but an asset an intentional organizational resource. The rapid change in technology and economy is experiencing. Today recent scenario of the liberalization of the economy and the globalization process increases the important of human resources by collectors. The more stress receives the development of human resources, since the effective development of human resources becomes essential. The entire government or non -governmental business organization depends on people who are human resources for their operation. People are vital elements in any organization. A series of conclusions based on studies and research experiences suggest a way of treating people and motivating them to obtain greater performance. Technology has become a spine for each organization to remain in the market. There is no industry now, which can avoid the impact of technology for its growth and livelihood, but the degree of adoption varies between the organization. We all know that the rhythm of technological innovation will continue to accelerate. HR has taken advantage of these changes by automating the human resources process and being more effective to communicate with its internal client. However, since the approach has always been the efficiency and cost savings, the leverage of technology is limited to supporting the basic function, such as human resources, payroll, compensation and benefit management data. With the help of AI HR, you can appreciate human resources because the organization realizes that human resources are the most productive and most versatile resources of the organization that can produce a greater result than the sum of its parts. Artificial intelligence is being used to meet need of employees and applicants through talent sourcing, applicant evaluation and selection, employee training and development, automating HR processes and communicating with employees using RPA (Robotic Process Automation) application. The AI tools and technologies available for HR Can eliminating the transactional and tactical burden of HR managers.

AI is changing your HR department

AI's productivity gains mean HR professionals need to upskill to stay relevant

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In the pre-AI era, business services provider Quora Corp's HR department was bogged down with time-consuming tasks like running surveys and conducting exit interviews. A single employee feedback conversation would take about 30 minutes, says Ruchi Ahluwalia, group chief business resources officer for Quora Corp. Now, with Nikki - Quora's AI chatbot that performs sentiment analysis, categorising feedback as positive, negative, or neutral - that same process takes only five minutes. "The AI handles the initial data collection and analysis, presenting it on a dashboard for quick review. To put this into perspective, Ruchi says they have about 8,000 conversations with their employees yearly, which without Nikki, would have taken a staggering 1,600 days. "With Nikki, we've cut that down to just 332 days. This efficiency boost has transformed our Human Resources Business Partners (HRBPs) from data collectors into strategic decision makers. They now focus on actionable insights, innovative initiatives, and creating a more people-centric company culture."

Boosting productivity by significant amounts is the chief reason why AI is taking our world by storm, says Vikram Ahuja, co-founder of ANSH & CEO of TalentIQ. "Which beyond paperwork, understand how HR uses data from AI tools to identify talent needs and design recruitment strategies that hit the bullseye."

For campus hiring, we use AI-integrated gamified assessments to evaluate candidates more effectively. One of the notable advantages of deploying these tools is their ability to remove the influence of unconscious biases, which can sometimes inadvertently affect human decision-making. Overall, it helps in saving time, enhances the quality of candidates, and fosters an inclusive work culture. "Priyanka Anand | was a senior, corporate HR executive and now, emcee."

To stay relevant in the age of AI, HR professionals should focus on developing a combination of technical and soft skills. This includes learning about data analysis, machine learning, and how to interpret AI-generated insights. Secondly, develop skills in managing and implementing AI tools. Although the form of administration is changing as technology and HR automation are increased, administrative tasks remain a major part of the HR role. This involves understanding how to integrate AI with existing HR systems. "Sakshidharman Rameshramppan | an ex-tech, ex-consultant."

I believe that much like it was a CEO's responsibility, and the internet, with Google and Facebook, became the CEO's game, Generative AI will fall squarely in the CHRO's camp. This is because GenAI is primarily a powerful tool to ramp up employee productivity and efficiency. For example, in HR, you can recruit faster, on-board more efficiently with personalised plans, have a better performance management system, reduce bias and increase the flow for DEI and automate routine HR functions. "Anandh Sundar | Founder, Tech Ventures."

unprecedented advantages too. "There have been a lot of AI-fueled efficiency gains in the resumes, hiring outcomes scored as well. Where they once averaged one successful hire per day, AI support empowered them to consistently bring on ten to fifteen recruits daily." - Rongeshash Nair, senior engineering leader of data science at Altimetrik, says that sifting and filtering resumes with AI has had

understand the output of AI tools. It doesn't mean that HR professionals need to become AI experts, but they should understand the capabilities and limitations of AI tools. HR professionals need to become more business savvy, says Vikram Ahuja, co-founder of ANSH & CEO of TalentIQ. "Which beyond paperwork, understand how HR uses data from AI tools to identify talent needs and design recruitment strategies that hit the bullseye."

Challenges to deploying AI. Deepreet Bhindra, founder of Tech Whisperer, says that one of the biggest challenges in deploying AI in HR operations relates to instilling an AI culture within the organisation, which is data-driven, has ethical guardrails, but within which employees are allowed to be curious and experiment eagerly with emerging new Gen AI tools. "Only when every employee eagerly experiments and works with this powerful and democratic technology, will it move the needle for an organisation in terms of productivity and efficiency - that will be HR's responsibility."

The AI era comes with its own challenges as well, which are more commonly associated with deploying Gen AI platforms at scale - like data privacy, security, bias, cost and the fact that employees still have to be extensively trained to use these AI tools. These are deal breakers though, says Anandh Sundar, founder of APAC products for APTA US-based private equity firm. "AI is a disruptive technology that will change the way we work, but it won't replace human jobs. It will augment human capabilities by design process that enhances the quality of work, transparency, bias, and accuracy of our decisions. The AI tools are not going to replace human jobs."

Strivastava says they have also implemented AI tools within the company's HR function. "We are working with Microsoft to create a separate ChatGPT instance for the HR team, allowing us to use the technology more actively while maintaining data security."

Our recent Future of Pay in India Report 2024 revealed that the majority of organisations in India (59%) are considering GenAI for HR processes. In this workplace shift, it is important for HR professionals to embrace AI as a tool, alongside honed data literacy and critical thinking. Those who possess these skills can proficiently interpret reports, comprehend data models and algorithms, and transform findings into actionable strategies. "Srinivas Kondamudi | CEO & VP, HR PRODUCTS, ADP."

Gen AI has been a major game changer for HR with its potential to transform workplace productivity, increase growth opportunities and achieve better employee satisfaction. It not only speeds up completing daily mundane tasks in less time, but also supports in better decision making and enhancing employee experiences. With GenAI, HR teams today can streamline processes, such as hiring, talent management, career development, and service delivery. "Shashank Singh | Senior Director, Applications, Oracle India."

Those role holders may require reskilling or upskilling programs to help transition to new roles." - says Jayesh Kumar, chief people officer for Titan Company.

To stay relevant, Vision AI's talent digital transformation and operations leader at TV Global Factory Services (CDS), says having the ability to understand and trial GenAI is crucial now. "HR professionals should be able to use data analytics to make informed decisions and to

Source-Times of India July 12, 2024 New Delhi

Role of technology in human resources management :

1. Human resources planning and Technology

Planning is a predetermined course of action. It is a process to determine the organizational objectives and the formulation of policies and programs to achieve them. Therefore, the planning is oriented to the future concerned with clearly drawing the desired direction of commercial activities in the future. Human resources planning is a process to evaluate the human resources needs of the organization in the light of the objectives of the organization and the condition of change and make plans to ensure that the competent and motivated workforce is used. The technology plays a crucial role in the human resources management planning function by improving decision -making, improving efficiency and predicting future workforce trends. Technology plays a crucial role in planning by improving efficiency, precision and decision making. There are various types of tools used by firm such as Effy, Juicebox, textio, PandoIQ etc. These are the key benefits of the use of technology in planning. Such as

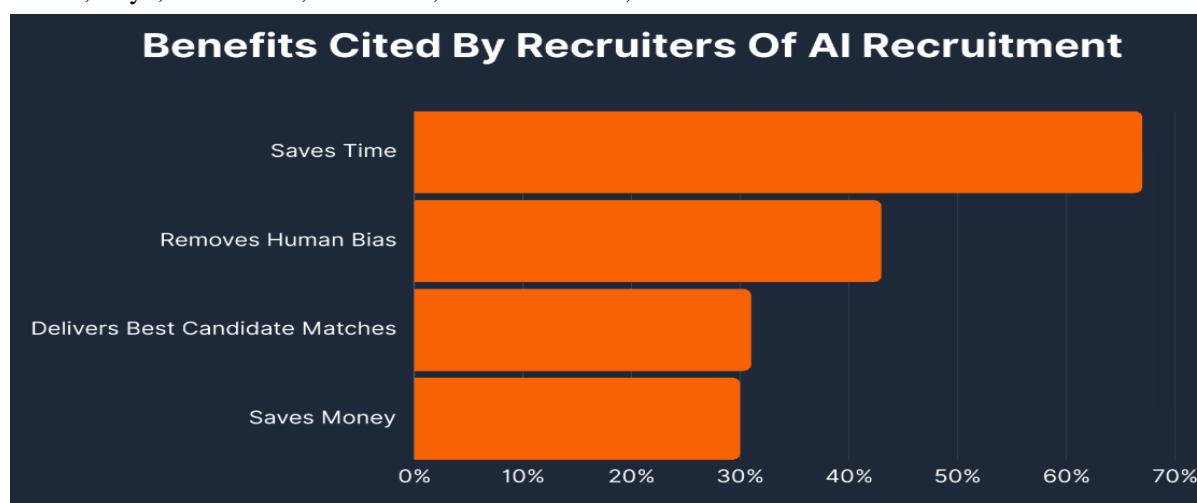
- a. Improvement of decision making**
- b. Greater efficiency and automation**
- c. Improved collaboration**
- d. Better resource management**
- e. Risk Management and Mitigation**
- f. Cost savings**

2. Selection, Recruitment and Technology

Human Resource Management (HRM) plays a critical role in the success of organizations by attracting, engaging, retaining, and developing a talented workforce. The recruitment process is a crucial aspect of HRM as it helps organizations to find and hire the best candidates for open positions. So that the right people can be selected. AI can help in the scientific selection of candidates based on job analysis, sourcing candidates, screening resumes, conducting initial interviews, assessing candidate fit, making a job offer, completing joining formalities, creating engagement opportunities, retention and finally managing the exit formalities.

Technology has transformed HR and the recruitment industry, remodelling traditional practices and introducing new efficiencies. The AI helps automate the collection and data analysis, allowing recruiters to efficiently process large volumes of information and identify possible red flags or discrepancies. This has significantly reduced rental time and has improved the quality of employees. By focusing on the objective criteria, technology provides a more complete and fair evaluation of the background of a candidate. This has led to more diverse and inclusive workplaces, which are known for promoting innovation and promoting commercial performance. In addition, technology has revolutionized the stages of supply and preselection of candidates of the recruitment process. The tools with AI can examine thousands of curriculums in a fraction of the time that a human recruiter would take to identify the most appropriate candidates based on the work requirements. This optimizes the recruitment process, and guarantees that any potential candidate is not

overlooked. AI is also transforming the way recruiters get involved with candidates. Chatbots with AI, for example, can provide real -time responses to candidate consultations, improving the candidate's experience and freeing recruiters to focus on more strategic tasks. In general, AI is playing a fundamental role in the modernization of recruitment practices, promoting efficiency, reducing bias and improving the general quality of employees. As AI technology continues to evolve, its impact on the recruitment industry will grow, offering exciting possibilities for the future. Using AI in recruitment offers numerous benefits for both employers and job seekers. Such as Improved Candidate, Screening Enhanced Efficiency, Wider Candidate Reach, Reduced Bias Faster Hiring Times, Enhanced Candidate Experience, Data-Driven Decision Making, Access to Diverse Talent Pools etc. There are various types of tools used by firm such as Fetcher, Seekout, Findem, Arya, Hiredscore, Turbohire, iSmartRecruite, HireEz etc.



3. Training, development and Technology:

These HRM activities focus on improving the performance of individuals and groups in the organization. These activities aim to help employees learn new skills or refine existing skills. Human resources managers should decide what skills or areas of knowledge need development and what more effective in helping employees acquire skills and knowledge. The next Chinese proverb highlights the importance of employee training.

“Give a man a fish and you have given him food. Teach man's fishing, and you have given him a live hood ” Technology is transforming training and development by making learning more personalized, efficient and data based. Paper of technology in training and development. Technology has become the key element for the success of any organization and helps in each field of life or organization. Today, people have become more advanced and want a more comfortable environment in the workplace. In training now, technology plays an important role. When adopting the different methods and advancement in training, employees are satisfied and easily understand the training purpose. Create value for the student; Due to the new technology, people can easily collaborate and easily understand their reason. Now, the human resources consultant is

focusing on the latest training methods, such as online collaboration through these. people can easily interact with each other anywhere, this technology is more beneficial for multinational companies, a training meeting and different people from different countries can collaborate. There are different management components in HRH (Human resources technology) that play an important role such as Learning Management Systems Learning Apps, Virtual Reality (VR) and Augmented Reality Artificial Intelligence, Gamification, Video Conferencing etc. There are various types of tools used by firm such as Lingo, Course Box, Knowing+, QStream, Pymatrics etc

4. Performance management and Technology:

Performance management ensures that workers are aligned with the objectives and purposes of the company. HRM shows clear performance expectations, provides regular feedback and performs performance evaluations. Technology in HRM helps people maximize their potential and donate to the general success of the organization and making triumphs and management of areas more progressive. Employees feel more aligned with the vision and mission of the company. With the correct performance management platform, employees can add their own objectives to the software aligned with organizational objectives, based on a discussion with management. Over time, they can track their own progress against these objectives through the software. When employees can see the purpose and priorities of organizations, this creates a feeling of unity with the broader vision and mission of the company, which greatly contributes to developing loyalty and productivity of organisation. There are various types of tools used by firm such as peoplebox.ai, lattice, 15five, Leena ai etc.

- **Better communication on expectations**
- **Ability to become agile**
- **Analysis to reflect the real -time performance of the organization**
- **Free time for strategic thinking in performance management**

5. Commitment and retention of employees:

HRM focuses on creating a positive work environment that involves and inspires workers. When executing initiatives such as employee recognition programs, equipment construction activities and opportunities for growth, human resources professionals improve labour delight and promotion loyalty. These efforts contribute to higher employee withholding rates, reducing rotation and associated costs. Contemporary digital technologies and tools have caused numerous changes in the way people work, which has an impact on their commitment. It is true that current trends in remote work, flexible hours, balance between work and life and work tasks increasingly challenging and complex will continue to be attractive in the future of work. While digital technologies and tools allow employees to choose where, when and how they work, they also present challenges such as providing appropriate working conditions, labour conflicts, the absence of direct interaction and communication with colleagues, and a deeper connection with the organization and its values. The deep understanding of the implications mentioned above of the digital era in the concept of employee commitment is essential for the success, development and long -term growth of organizations.

Key benefits of human resources technology:

Human resources technology provides several advantages that can help human resources teams to operate more efficiently. The key benefits include:

- **Greater efficiency:** automates repetitive tasks of human resources such as payroll processing, benefit management and candidate detection, the time to release strategic initiatives.
- **Improvement of decision making:** Use data and ideas analysis promoted by AI to help RR leaders. HH.
- **Improved employee experience:** provides easy to use tools so that employees can access human resources services, manage benefits and interact with the company.
- **Better compliance and security:** guarantees compliance with labour laws and data privacy regulations through incorporated compliance characteristics.
- **Stronger talent management:** admits hiring, performance management and employee development through integrated human resources technology solutions.

Deprivation of technology in human resources management:

- **Cost:** Implement and maintain IT systems can be expensive, especially for smaller organizations.
- **Security risks:** Human resources data stored in IT systems can be vulnerable to security violations, leading to possible privacy and confidentiality problems.
- **Training needs:** Human Resources personnel may require training to effectively use new IT systems, which can take a long time and expensive.
- **Depersonalization:** Excessive dependence of IT can lead to a lack of personal interaction in human resources processes, which can affect employee satisfaction.
- **Complexity:** some IT systems can be complex, leading to possible difficulties in integration and use.

Conclusion:

However, the introduction of technology to human management activities is usually driven by potential improvement such as in speed and efficiency of process, cost saving, enhance customer satisfaction, increased accuracy of data, improved transparency and consistency of process, increase availability of information. These technological advancements have facilitated the streamlining of recruitment, training, performance management, and employee engagement, ultimately enhancing organizational productivity and competitiveness. However, amidst the benefits brought forth by technology, significant challenges have emerged. The integration of new technologies often requires substantial investments in infrastructure, training, and talent acquisition. Moreover, concerns regarding data privacy, security, and the potential for job displacement loom large, necessitating careful consideration and proactive measures by HR professionals and organization leader.

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