Technology in Human Resources

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Technology has evolved extremely fast over the years. The intention of technology to make things easier for users and give them time to focus on projects technology can not do or projects and passions they are more interested in. Human Resources can embrace technology to make their jobs easier and allow them to work on projects and processes to make the employee's lives better. Companies need to take into consideration what they ultimately want new technology to do. They also need to consider who will be using the technology and the ease of use by all users.

Artificial Intelligence in Human Resources

Artificial Intelligence is a new type of technology that has taken the world by storm. The initial Artificial Intelligence programs allowed users to write papers, answer questions, and do research on an endless number of topics in a matter of seconds. Artificial Intelligence has quickly transformed and has allowed users to do endless amounts of tasks in seconds. There are Artificial Intelligence tools that can create photos, dub voices over scripts, create presentations, write essays and professional memos, create policies, and schedule a user's entire day and that is just a small sample of what Artificial Intelligence can do.

Artificial Intelligence in the Human Resources profession can be a valuable tool to help guide users to create policies, handbooks, schedules, presentations, and spreadsheets. Artificial Intelligence can be as specific or as broad as the user would like. The more detail you add to the prompt, the more detailed the task will be. The speed and accuracy that Artificial Intelligence uses to create products can be invaluable for a busy Human Resources department. It can help guide and highlight topics or thoughts that the team may not have thought of.

"AI can also be used to automate tasks like payroll and benefits administration – but it's being used for so much more, including the rapid creation of new policies, contracts, job descriptions, interview questions, and so on. You can also anticipate and plan for outcomes using predictive analytics and machine learning." (Mackenzie, 2023)

A sample prompt can be "Create a policy for ABC Company that gives Veterans Day off to prior and current military members that work for the company. Include a reason for the policy, who is eligible for the day off, and how Human Resources will verify eligibility." Artificial Intelligence will then crate an entire policy that can be used as it is written, or it can be changed and updated to fit the company's needs. A user can also use the policy to create an Artificial Intelligence created presentation to present to company leadership to decide on whether to adopt the policy.

The use of Artificial Intelligence should not be used exclusively or without review from a legal team or a compliance team. There may be local, state, or national legalities that may be missed by Artificial Intelligence and may cause undue stress or legal troubles for a company.

The Digital Workforce Experience

The digital workforce experience can be an extremely useful tool for a company to embrace. There are several aspects to the digital workforce from onboarding to education, it can be used in a variety of ways to help an employee feel more included in the company's vision and growth. Human Resources can embrace the digital workforce experience by giving employee's the ability to update their own contact information, direct deposits, tax forms, and pay stubs. The ability for an employee to access and change this information can give back valuable time to the Human Resources department.

"A good digital employee experience can translate into an improved customer experience because employees are less apt to feel frustrated due to technology woes and in a better frame of mind to assist customers. This, in turn, can lead to higher sales and profits." (Urwin, 2023)

When a company and Human Resources consider using a digital workforce platform, they need to consider multiple things to find the platform that will work best for them. There should be several meetings that include multiple departments and users that define what options the company wants to have the platform perform. Companies should view demonstrations and work closely with the developer to ensure that the platform will meet all their needs.

Once a platform is decided on, Human Resources should take lead on developing the platform to ensure that it is easy for the end user to perform tasks on and be extensive enough to include all the requirements the company agreed on. The company should find an exciting way to promote the benefits of this platform and provide training to users of all technological levels.

Allowing each employee access to their profiles with the ability to edit basic information and accessing documents, employees take some responsibility away from Human Resources and gives Human Resources the ability to focus on other tasks and issues.

The digital workforce experience can benefit each person in the company by empowering them to make important updates to their files as well as allowing them to take digital courses for self-development.

HR Analytics and the role of HRIS in the process

Human Resources Information Systems are software tools that can be used to enter data and store important documentation. These systems should be able to pull data for Human Resources analyze and create reports and presentations. Human Resources analytics can

be extremely important to a company. Analytics can be used to determine hiring practices, employee data, discipline and review trends, and other important data.

"Using proper HR analytics software allows business managers to rely on actual data to make people-based decisions instead of relying on gut feelings. It can provide analysis of how well an employee is performing as well as insight into where job candidates are falling off of the hiring process. HR analytics measures a broad range of different types of data, but all of it is centered on the people function." (Forbes, 2023)

Human Resources can determine what Human Resources Information System will work best for them by working with the company leadership to determine what information is most important to them. Human Resources may find several Human Resources Information Systems that provide partial information but finding one system that provides multiple data points may be easier for the department and individual users.

Data entry in the Human Resources Information System is extremely important for proper analytics. Many leaders make important business decisions based on the analytics. Human Resources managers should ensure there is proper training for each person who will be entering data into the system. They should also verify that the data that is being pulled is complete and accurate.

Human Resources Information Systems are important for company analytics. Analytics can be used for sales projections, hiring practices, and company demographics. There are several systems that provide a wide variety of information, choosing the best one or more for the company will be important for proper analytics by Human Resources and company leadership.

Working in the Metaverse

The metaverse can be described simply as virtual reality. There are companies that are embracing the concept of virtual reality for recruiting and training. In the metaverse, a company can meet with prospective applicants, give tours of their company, and conduct onboarding and training all from the comfort of the applicant's home.

Employees who already work remotely may feel more engaged in meetings and events. "For employees, the metaverse might affect how they will work in the virtual world, the type of training and support they'll need and how it will be delivered, and how they can be more productive and engaged in their work." (Grensing-Pophal, 2022)

For recruiting, applicants who meet in the metaverse may have a better experience with the interview verses a video call. Their enhanced interview may be the reason they accept a position at the company.

Companies that are interested in the metaverse or virtual reality should consider the type of employees they have and the employees they would like to attract. They should consider the cost of setting up and maintaining their virtual reality and they should decide if the time is right for this type of technology. The company should also consider any security risks that the metaverse may impose on the company.

The Use of Biometric Systems in Managing Employees

Biometrics in the civilian workforce is a newer concept. Many companies are using biometrics to manage employees access to information and payroll. Companies that use new computer systems may use biometrics without even knowing it. Several computer systems use facial recognition and or fingerprints to log into computers.

"Using biometric data has its advantages. It can cut down on paperwork, increase processing speeds, and lower the risk of human error. For example, a fingerprint swipe in lieu of a timecard may reduce the incidence of wage theft. A fingerprint swipe record can also provide helpful rebuttal evidence if an employee alleges that an employer's time records are inaccurate." (Reiter, Taylor, Gotfried, Bleistein, 2021)

The use of biometrics does need to be used with caution. If the company decides to use biometrics, they should consult with their legal team to ensure that there are no laws against employee security and privacy rights. Violations may result in expensive legal issues for the company.

Conclusion

Technology is constantly changing and is designed to make tasks and projects easier for the user. Companies can embrace this technology to make their employees more productive and allow them to focus on important projects and issues. All advantages and disadvantages should be considered when looking for new technology. It is important that companies do their best to keep up with technology to stay relevant in today's society.

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