

Human resources problems

Business, Human Resources



Human Resources Share one HR function that you would automate and explain why. What value would that automation bring to the HR department as well as to the business from a strategic standpoint? Be thorough in your validation to automate.

Employee training is that HR function which I would automate. Automating this particular function will be especially helpful for restaurants because this will help them in context of smooth functioning and reduction in expensive errors. Many costly errors are made by the element of human involvement in this function.

2- HRIS applications are a fact of life for most HR offices, so it's important to understand the impact of automation on each area of HR. The tough decision is what to automate and what not to automate. For the most part, I am a fan of automating applicant tracking, performance reviews, open enrollment for benefit plans, and repetitive training. I am not a fan of trying to automate change management, employee relations, leadership development, or compliance. Your thoughts?

I champion automation of payroll, employee development, and government reporting because these are the kind of functions which can be wrapped up in a very time-efficient manner by relying on automation. Human involvement in these areas only turns out to be painstakingly time-consuming often. However, automating other functions like employee relations and compliance is a very bad idea. Automation should be used to gain more valuable time to invest in developing employee relations for the better.

3-What are some pitfalls of empowering employees too early (say with

Employee Self Service)? What is your reasoning?

Empowering employees too early can yield a variety of disadvantages from arrogance to quality issues to deteriorating employer-employee relation.

Employee self-service (ESS) can potentially increase the likelihood of errors and waste a lot of valuable time due to lack of experience.

4-Based on your text and supplemental readings, what are some of the potential problems associated with employee self-service? After sharing some problems facing self-service, how would you address those problems? What is your professional opinion related to management self-service, where managers have access to more employee information through HRIS systems?

In a self-service system like ESS, many errors remain covered for a long time which negatively interferes with the quality process. Though employee satisfaction is increased by use of ESS, many ESS softwares used by companies have many disadvantages like costs associated with its maintenance, functionality issues, and poor performance. These problems can be rectified by using an ESS software which is specifically designed to meet an organization's needs.

5-Does the web present problems for employee self-service applications?

Find an article on this subject and provide a summary of the article, including the web address.

Many web self-service pitfalls have been reported. The web creates problems for ESS applications because every bit of employees' interaction with employers is automated. There is no human interaction because all applications normally received by telephone-based teams are automated. All

those teams specialized to handle applications are eliminated (eGain Corporation, 2013).

6-In today's technology-driven age, would the lack of HR automation be frowned upon? Does technology always mean "better"? Please give an example of when technology helps or hurts an HR department.

Technology is always better and lack of HR automation will seriously affect many organizations in terms of time of costs. Automation of HR functions has relieved the HR professionals from much of the burden because much of the tasks assigned to them by managers and employees can be now handled by themselves by use of ESS and management self-service.

Reference:

eGain Corporation. (2013). 5 Web Self-Service Pitfalls. Retrieved from [http://hd.egain.](http://hd.egain.com/wp-content/uploads/2012/11/egain_whitepaper_selfservice_5_pitfalls.pdf)

[com/wp-content/uploads/2012/11/egain_whitepaper_selfservice_5_pitfalls.pdf](http://hd.egain.com/wp-content/uploads/2012/11/egain_whitepaper_selfservice_5_pitfalls.pdf)