

# 3) technology according to a recent survey

[Business](#), [Management](#)



3) Technology According to a recent survey by the society for Human Resource Management (SHRM, 2002) technology is considered the primary driver of change in the 21st century.

Ulrich in 1997 noted about that technology was a major challenge of the HR function (Ulrich, 1997). The new technologies, particularly in the areas of electronic communication and information dissemination, have dramatically changed the business setting. Satellite communications, computers and networking systems, and other devices have all facilitated change in the ways in which businesses interact with each other and their workers.

Telecommuting has become a very popular option for many workers, and HRM professionals have had to develop new strategies. 4) Globalisation

Globalisation was defined as, the process by which businesses or other organizations develop international influence or start operating on an

international scale' (Oxford, 2015). (Torrington et al, 2014; Ulrich, 1997)

have talked about the effects and impact of the globalisation on the future of the HR function. This phenomenon has served to increase competition for both customers and jobs.

The latter development enabled some businesses to demand higher performances from their employees while holding the line on compensation.

Other factors that have changed the nature of HRM in recent years include new management, rapidly changing demographics, and federal and state employment legislation. Conclusion The HR functions revealed a change of

pattern from traditional personal functions such as selection, recruitment, training and development, performance appraisals, performance

improvements and appraisals, rewards to consultative strategic business

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issues and policy formulations at some point two decades ago. The HR activities scope improved in the 90s, with HR professionals participating in role regarding strategic business partners, administrative experts, change and evolution experts, and employee champions. In the early parts of 21st century, Ulrich gave HR professionals new roles such as functional experts, strategy partners, employee advocates, HR leaders and capital developers with various activities as mentioned.

The simplification of HR functions tasks can be attributed to introduction of new technology tools, communications technology, and renovated applications software, hence more time can be spent on framework of policies, strategic planning and other issues. Introduction of use of computer and its tools has ensured adequate management of HR functions. The recruitment functions, employee management and selection and planning of workforce, are controlled and managed through data warehouses, web portals, internet, video conferencing, performance maintenance and evaluation of performance, feedback, employee turnover, management and planning functions from internet/intranet, employee portals and company portals.

It is evident that the part technology plays in HR management is likely to increase in coming years. The implication HR function in organisations has increased rapidly in last 20 years. Some new roles added include, competency mapping, talent acquisition, new appraisal systems, contractual labour, retention, compensation, employee management, rewards etc. The new technological tools and software will support HR professionals in addition

of new assignments; however, it is once again evident that HR has become more of a challenge in organisations.