

Impact of ICT on Human Resource Management Practices with Reference to the Manufacturing Industries in Western Zone

Asst. Hamza Usmani and Rai Sakshi Vinod Mahima

Department of Commerce,

Nirmala College of Commerce, Mumbai

usmaniamerhamza@gmail.com

Abstract: *Every element of human life has been impacted by technology. The impact of ICT has spread to every industry. It also has a significant impact on the commercial and private sectors. It offers tremendous chances to cut costs and speed up the development of businesses. The face of human resources has completely altered nowadays from conventional HR procedures to technology-based HRM procedures. All industries are in competition with one another and are working to increase their services and decrease their costs in order to gain market share. This paper examines how information and communication technology has affected HRM practises in a few Western Zone manufacturing sectors. The use of ICT has been found to have a good impact on HRM procedures by lowering costs and time, improving transparency, ease of use, and safety and security of all Western Zone industries.*

Keywords: Western Zone, cost and time, transparency, ease of operation, safety and security, and information and communication technology

I. INTRODUCTION

ICT development has changed how we see the world today. Every corporate organisation is aware of how important ICT is to the success of their enterprise in the current economic climate. The majority of businesses use ICT to improve their HRM procedures so that they may work more quickly, easily, accurately, efficiently, save time, and make decisions that are transparent. ICT offers decision-makers with accurate and sufficient information that aids in getting the correct information at the right time for making any type of strategic decisions. Various HRM techniques Human resource planning, employee payroll and compensation, training and development, performance evaluation, and so forth. ICT helped the company reach a greater level of communication and productivity. IT decreased the cost and duration of operation while increasing the efficacy and efficiency of human resource practises (Mete and Una, Khadim et al. 2012). HRIS is particularly helpful for HRM practises that are both operational and functional (Saleem, 2012). Electronic technology improves HR practises' productivity and effectiveness (Geetha and Sheriff, 2011). According to Moomal and Masrom (2015), ICT improves HRM strategies and has a favourable effect on e-business. IT consistently satisfies the goals set by the firm, improves productivity, and raises the value of human capital (Mamoudou and Joshi, 2014).

According to Ali and Shanfari (2019), ICT improves HRM's competitiveness and develops all facets of the human resource department. The innovation process in every organisation depends on the creation of new technologies. ICT has a significant impact on company and increases productivity.

The industries of western Zone employ ICT for HRM practises in this context to improve their operations and effective management and to survive in this cutthroat economic environment. Western Zone is still in the development stage, however many manufacturing industries have just opened up shop.

II. LITERATURE REVIEW

HRIS assist HRP, payroll, benefit management, decision-making, placement, and pension plans, according to Gerardine De Sanctis (1986). Bukley, et al. (2004) investigated the use of HRIS at US universities and discovered that its

implementation can reduce personnel costs and employee turnover while also improving the effectiveness of the recruitment and selection process. In their 2012 study, Kundu and Kadian looked at how HRIS was used in Indian organisations. They discovered that HRIS was mostly used for technical, strategic, and performance-related HRM operations, as well as reward management. They also demonstrated that in India, "employee record" and "payroll" are the two HRIS applications that are used the most frequently. HRIS is particularly beneficial in training and development, applicant monitoring in recruitment and selection, manpower planning, succession planning, and other useful intrastategic operations of HR people, according to Khera&Gulati's (2012) study of the subject. Vohra et al. (2015) researched the effect of ICT on HRM performance using experts from various private organisations in Indore, Madhya Pradesh, and discovered that ICT increases employee productivity, efficiency, and innovation while also shortening workdays. The use of ICT in selection and recruitment, training and development, human resource planning, evaluation, and compensation, as well as it enhances human resource management efficiency, according to a study by Piabuo et al. (2017) on the impact of ICT on the efficiency of human resource management in the Cameroon mobile telecommunication sector. Olajide (2015) investigated how ICT affected HRM in south-western Nigerian manufacturing firms. He discovered that ICT and HRM performance in manufacturing businesses have a good association. In order to improve their HRM performance and raise productivity and competitiveness, he advised managers to give ICT appropriate attention. Elhazzam, (2015). He examines the impact of ICT on HRM practises in his article, "The Effect of ICT on Human Resources Management Practises (Case of Several Organisations in Southwest Algeria: Bechar City)." Information and communication technology (ICT) increases productivity; innovation shortens processing times and facilitates easier organisational operation. The employee's performance is enhanced. It facilitates a reduction in work hours. Muriithi, et al. (2014) explore the factors influencing the success of HRIS adoption in the listed companies at the Nairobi Securities Exchange and how the use of HRIS strategically and favourably impacts on firm performance in their paper titled "Effects of Human Resource Management Practises and firm performance in listed commercial Banks at Nairobi Securities Exchange."

III. CONCLUSION

The data analysis showed that there is a significant positive impact of ICT on the practises of human resource management in the industries of Western Zone because ICT can lower costs, use less time, increase transparency in the workplace, enhance safety and security, and simplify operations. The use of ICT has been found to have a good impact on HRM procedures by lowering costs and time, improving transparency, ease of use, and safety and security of all Western Zone industries. The face of human resources has completely altered nowadays from conventional HR procedures to technology-based HRM procedures.

ICT can always improve operations in an efficient and effective manner. To achieve this, every organisation must successfully implement ICT.

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