

**B.J.Vanijya Mahavidyalaya,  
Vallabh Vidyanagar**

**B.B.A (General) Semester- IV**

**Course Code: UM04CBBA71**

**Title of the Course:**

**Human Resource Management-II**

**Faculty: Shri H. D. Patel**

## Unit-4: HRM in Global Scenario

- Challenges of HRM
- Impact of Globalization on HRM
- Human Resource Information System (HRIS):  
Concept, Uses, Design,

## **Challenges of HRM**

Employees are the backbone of any organisation as they drive growth and revenue through their expertise. The key to an organisation performing well is happy and satisfied employees.. Issues between employers and employees or within departments can negatively impact employees and the company's work culture. The following is a list of the most common challenges in HRM:

# 1. Change Management:-

As they say, change is inevitable in every sphere of life. In the business sector, changes are constantly happening, whether in the form of new competition in the market, new leadership, merger or acquisition of a company, changes in organisational culture, or implementation of new technology. Unfortunately, many employees have a tough time adapting to the changes in the workplace, which eventually impacts their productivity and work efficiency. It also disturbs communication in a workplace, increases employee resistance, and stagnates an organisation's growth. Some of the best strategies for change management in HRM include conveying clear goals to the employees and explaining the reasons for various changes, improving communication with employees, and asking for feedback and suggestions.

## **2. Staff Training and Development:**

It is quintessential for companies to constantly up skill their employees to stay ahead of competitors and increase revenues. Also, from an employee's perspective, working professionals today are focusing more on growth, learning opportunities and job satisfaction. However, many organisations often struggle to develop practical training strategies or adequate employee training and development resources. Some organisations also consider training and development exercises as a waste of resources.

So, up skilling the workforce is a daunting task in HRM that negatively impacts an organisation's growth. HRs should analyze employees' performance to understand their strengths and weaknesses and help them accordingly.

### **3. Attracting Top Talent:-**

Recruiting is a crucial but challenging HRM task. HRs put in much effort to hire candidates with the right skills and attitude, teamwork mindset, and someone capable of fitting in with the organisational culture.

The key for organisations to overcome this challenge is to focus on talent building and not solely on talent hiring. For example, HRs can consider hiring employees with base skills whose interests align with the company's culture and provide training and development after hiring them instead of searching for candidates based entirely on skills. Also, HRs should clearly convey the company's missions and values while hiring employees and set clear job descriptions.



## **4. Talent Retention:-**

Once HRs hire suitable candidates, talent retention becomes another tough challenge. Decreased employee engagement is one of the biggest reasons employees leave an organisation. Also, thanks to the huge market competition, people are constantly looking for better growth opportunities and higher salaries. So, they often switch to jobs that promise better growth and earning opportunities. The best way to retain talent at the workplace is to provide them with adequate perks or incentives to increase motivation and work satisfaction. The most efficient strategies for talent retention are creating flexible working conditions, providing financial incentives, aligning industry-relevant upskilling programs, etc. Some other methods that HRs adopt to increase employee engagement include providing skill development opportunities to employees, encouraging them to suggest new ideas or processes for projects, and conducting regular surveys or asking for regular employee feedback.

## **5. Ensuring Employees' Physical and Mental Well being:-**

Making workplaces safe for employees is one of the biggest challenges in human resources. It is a moral duty and a legal responsibility of employers to take adequate precautions to make offices safe. There are numerous labour laws and legal compliances that organisations must follow to help their employees. For instance, companies can have an open-door policy so that employees can freely discuss stress or anxiety issues. Several companies even encourage their employees to go for therapy to deal with work-related stress and offer to pay for the same.



## **6. Ensuring Diversity and Inclusion:-**

HRs must constantly strive to make the workplace diverse and inclusive because it facilitates enhanced work culture while increasing the efficiency and growth of the organisation. However, ensuring diversity and inclusion is not as easy as it seems. Communication and language barriers, misunderstandings due to cultural gaps, differences in perspectives among employees, and discrimination are the most common obstacles that HRs often encounter while making workplaces more diverse and inclusive.

HRs can deal with these challenges by organizing support groups and promoting mentoring initiatives, standardizing interview procedures, conducting regular analyses or audits of inclusion strategies, partnering with a resource group, and encouraging employee collaboration.

# **Impact of globalisation on human resource management**

Today, as the world becomes more connected thanks to globalisation, the duties of HRM, too, have changed. Today, as the world becomes more connected thanks to globalisation, the duties of HRM, too, have changed. Globalisation in HRM means that the HR team manages resources across the world. A Global HRM expert helps an organisation manage their diverse workforce, with knowledge of the country's regulations and laws, and ensures they provide employees with opportunities to grow.

## **1) Attract and integrate employees from around the world:**

Thanks to globalisation, as an organisation gets bigger, it's likely to catch the attention of people across the world. To this end, an increasing number of employees will come from different parts of the world and have different cultures and customs they adhere to.

**2) Navigate local customs and laws, as well as international ones:** As mentioned earlier, most employees come from different cultures and backgrounds and thus it's the duty of HRM to ensure that the organisation does not offend the sentiments of employees or make them feel

### **3) Handle the shortage of top talent due to global competition:**

Today, as the world experiences globalisation on an unprecedented scale, it's natural that there's stiff competition amongst corporations for the best talent. To this end, it's the responsibility of HRM to ensure that they find the best minds for the organisation and ensure that said talent remains satisfied with the way things run at work.

### **4) Manage a diverse workforce:**

As companies continue to experience vast growth, HRM will find themselves managing a heterogeneous workforce with different physical and mental abilities, cultural backgrounds, races, ages, genders, religions, and sexual orientations. They must hold a positive attitude towards these differences, be able to adjust to the different behaviors, and respect cultural differences.

## **5) Meet global social responsibility requirements:**

It's also up to the global HRM team to conduct their practices in an ethical way, such as when outsourcing to countries that offer a lower wage or hiring candidates to fill a certain quota.

## **6) Employment and Tax Laws:**

Global expansion is also affected by varying tax and labor laws. HR departments need to be prepared to deal with different tax rates, benefit requirements or labor and environmental regulations. These requirements may be in addition to or even in conflict with current corporate policies, so adjustments to maintain compliance with local governments are necessary.



## 7) Long-Distance Communication Challenges:

In a small, local business, the HR manager can ask an employee to stop by the HR office to sign a form, discuss an issue with their paycheck or to handle a policy-related issue. Globalization in human resource management means you'll be managing employees over great distances and perhaps in several sites spread around the globe. For this, HR departments face a bigger challenge in communicating with their employees. Often, they must rely on technology such as email or conference calling to relay information, thereby eliminating some of the more direct human elements of interaction.



# **Human Resource Information System (HRIS): Concept, Uses, Design, Advantages & Disadvantages:**

HRIS, or human resources information system, is software designed to help businesses meet core HR needs and improve the productivity of both managers and employees. This is in large part possible because of automation and synchronized data, which may reduce costly redundancies and provide a trusted source of decision-making, respectively.

HRIS stands for human resources information system. It's related to human resources management system (HRMS) and human capital management . HRIS helps businesses use technology to enhance their people processes and make both HR and their organization as a whole more efficient. As a result, they may be better able to keep pace with evolving workplace trends.

## Uses HRIS

Businesses who need assistance managing the complexity of an evolving workforce tend to use an HRIS. This is especially true of enterprises that are seeking to grow, expand geographically or pursue mergers and acquisitions.

HRIS software offers personalized HR tools and scalable solutions that can help businesses tackle challenges as they grow. Some of the more common HRIS features include:

1. **Recruitment and onboarding:** HRIS helps recruiters scan resumes, perform preliminary candidate screenings and conduct background checks.

## **2. Payroll:**

In many cases, an HRIS will automatically deduct taxes and benefits from employee wages, which saves time and helps reduce the risk of error. Some systems also offer flexible pay options.

## **3. Time, attendance and scheduling:**

Time tracking in an HRIS often supports many types of workers and communicates directly with payroll to help improve accuracy.

## **4. Benefits administration:**

HRIS typically has broad capabilities to manage employer-offered benefits, such as health insurance and retirement savings plans, as well as voluntary benefits.

**5. Compliance:** Some HRIS have the ability to stay current with changes in tax laws and employment regulations as they occur.

**6. Reports and analytics:** A centralized data set for all HR metrics is sometimes available with HRIS. More sophisticated providers make data accessible on-demand and proactively push reports, alerts or actions to stakeholders.

**7. Integrations:** HRIS may integrate payroll, benefits and time tracking into a unified system. Some can also sync with other enterprise systems or allow end users to create custom integrations.

## Some examples of HRIS systems

There are many examples of HRIS software available to organizations today. ADP, for instance, offers the following options based on business size:

### **ADP Workforce Now<sup>®</sup>**

Designed for mid-sized businesses, ADP Workforce Now provides an all-in-one platform to manage payroll, talent, benefits, time, people, analytics and more.

### **ADP Vantage HCM<sup>®</sup>**

Large, multinational companies based in the United States can manage their workforces and make strategic decisions on key growth drivers, like labor costs and turnover, with the aid of ADP Vantage HCM<sup>®</sup>.

## **ADP Next Gen HCM**

Businesses that are expanding can rely on ADP Next Gen HCM to help them adapt to rapidly changing environments and people requirements.

## **Designing of HRIS**

The realization that there cannot be good plan without good data and there cannot be good data without a good plan to collect it, underlines the need for designing a good HRIS in the organisation. The following steps are involved in designing a sound HRIS.

:



## **1. Determination of Information Needs:**

Data and information are basic inputs for decision making activity. Managers at different levels may need different types of information. Hence, identification of information needed by the managers becomes the first step in designing HRIS. This involves a perspicacious study of the activities carried out in the organisation. Work patterns, their relationship and constraints affecting the HRIS also need to be analyzed. Yes, these factors may differ from organisation to organisation and from industry to industry and even from time to time in case of the same organisation and industry.



**5. Compliance:** Some HRIS have the ability to stay current with changes in tax laws and employment regulations as they occur.

**6. Reports and analytics:** A centralized data set for all HR metrics is sometimes available with HRIS. More sophisticated providers make data accessible on-demand and proactively push reports, alerts or actions to stakeholders.

**7. Integrations:** HRIS may integrate payroll, benefits and time tracking into a unified system. Some can also sync with other enterprise systems or allow end users to create custom integrations.

## **2. Designing the System:**

At this stage, the flow of information is structured in such a manner that it is economical and matches with the information needs of managers. It is important to mention that HRIS as a sub-system of Management Information System (MIS) does not require a separate design. However, designing HRIS may require developing preferred processing techniques for desired data set by managers at different levels.

### **3. Implementation:**

This is the stage when the HRIS is actually set up. In order to handle the system effectively, employees are imparted the necessary skill through orientation and training programmes. Besides, facilities are increased and upgraded, procedures are properly streamlined with an objective to integrate the HRIS with various organisational components in existence at the time.

## 4. Monitoring and Evaluation:

It involves measuring the performance, or say, contribution of the system to the overall human resource management of the organisation. By doing so, gaps are identified and corrective steps are taken to ensure its smooth operation. The system is evaluated on a regular basis so that it is evaluated in the light of changes taking place from time to time within and outside the organisation,

**MODULES of HRIS**

## **1. The Payroll Module**

automates the pay process by rally data on employee time and attendance, calculating various deductions and taxes, and generating periodic pay cheques and employee tax reports. Data is generally fed from the human resources and time keeping modules to calculate automatic deposit and manual cheque writing capabilities. This module can encompass all employee-related transactions as well as integrate with existing financial management systems.



## **2. The Time and Attendance module**

together standardized time and work regard efforts. The most progress modules supply broad flexibility in data collection system, labor allocation capabilities and data analysis features. Cost analysis and capability metrics are the first functions.

## **3. The Benefits administration module**

supply a system for organizations to administer and track employee involvement in benefits programs. These typically create insurance, repayment, profit sharing and retirement.

#### 4. The HR management module

is a component covering many other HR aspects from application to retirement. The system records basic demographic and address data, selection, training and development, capabilities and skills management, compensation planning records and other related activities. Leading edge systems provide the ability to "read" applications and enter relevant data to applicable database fields, notify employers and provide position management and position control. Human resource management function involves the recruitment, placement, evaluation, compensation and development of the employees of an organization. The significant cost incurred in maintaining an organized recruitment effort, cross-posting within and across general or industry-specific job boards and maintaining a competitive exposure of availabilities has given rise to the development of a dedicated applicant tracking system, or 'ATS', module.

## 5. The training module

provides a system for organizations to administer and track employee training and development efforts. The system, normally called a "learning management system" (LMS) if a standalone product, allows HR to track education, qualifications and skills of the employees, as well as outlining what training courses, books, CDs, web based learning or materials are available to develop which skills. Courses can then be offered in date specific sessions, with delegates and training resources being mapped and managed within the same system. Sophisticated LMS allow managers to approve training, budgets and calendars alongside performance management and appraisal metrics.

