THE PRACTICES OF INFORMATION TECHNOLOGY TOWARDS HUMAN RESOURCES MANAGEMENT FOR ORGANIZATION ENDRESULT

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The report is submitted in partial fulfilment of the

requirement for the award of Bachelor's Degree of

Technology Management (Innovation) with Honours.

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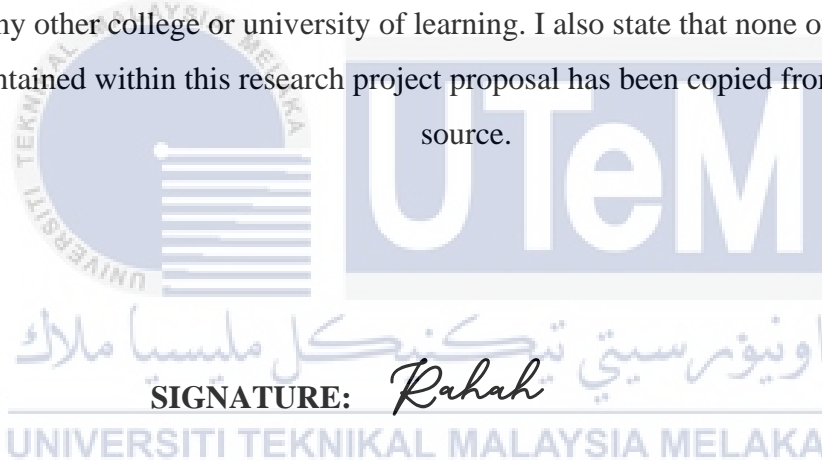
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DEDICATION

This work is the results of innumerable and laborious sacrifices, and it would not exist without them. This work, which was produced as a result of the efforts of the researchers, is sincerely and proudly dedicated to the individuals who have been an inspiration. Everyone from my parents to my classmates and my inner circle of friends came together to provide a hand while I was struggling with issues related to this task.

ACKNOWLEDGEMENT

ABSTARCT

Over the last several years, research has been focusing an increasing amount of attention on information technology. The goal of the research is to properly assess human resource practices in IT and to identify the issues that human resource practices in IT encounter in businesses. Additionally, the study will highlight the challenges that organizations face. Investigating the effects that different human resource strategies have on information technology is another objective of this research project. According to this survey, the issues that human resource practices in information technology encounter in organizations include a shortage of qualified labor, fast changing technologies, employee orientation, work culture, security concerns, and high cost. The effects of human resource practices in information technology include a decrease in the cost of processes and administration, an improvement in efficiency, the encouragement of communication and collaboration, the management of competence, and the management of knowledge. Additionally, it does not presuppose that there is a non-probability connection between the variables that are independent and the variable that is dependent.

Keywords: Human resource, information technology

ABSTRAK

Sejak beberapa tahun kebelakangan ini, penyelidikan telah menumpukan perhatian yang semakin meningkat pada teknologi maklumat. Matlamat penyelidikan adalah untuk menilai dengan betul amalan sumber manusia dalam IT dan mengenal pasti isu yang dihadapi oleh amalan sumber manusia dalam IT dalam perniagaan. Selain itu, kajian ini akan menyerlahkan cabaran yang dihadapi oleh organisasi. Menyiasat kesan strategi sumber manusia yang berbeza terhadap teknologi maklumat adalah satu lagi objektif projek penyelidikan ini. Menurut tinjauan ini, isu yang diamalkan oleh sumber manusia dalam teknologi maklumat yang dihadapi dalam organisasi termasuk kekurangan tenaga buruh yang berkelayakan, teknologi yang cepat berubah, orientasi pekerja, budaya kerja, kebimbangan keselamatan dan kos yang tinggi. Kesan amalan sumber manusia dalam teknologi maklumat termasuk penurunan dalam kos proses dan pentadbiran, peningkatan kecekapan, galakan komunikasi dan kerjasama, pengurusan kecekapan, dan pengurusan pengetahuan. Selain itu, ia tidak mengandaikan bahawa terdapat hubungan bukan kebarangkalian antara pembolehubah yang bebas dan pembolehubah yang bergantung.

Kata kunci: Sumber manusia, teknologi maklumat

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter presents a summary of the research. It starts with a review of the research's background, then moves on to the problem statement. The aim and objectives of the research, as well as the primary research questions and scope of the study, are then described in detail. It finishes with a discussion of the study's significance and a chapter summary.

1.1 RESEARCH BACKGROUND

Human resource management (HRM), according to the 15th edition (2020) of Armstrong's Handbook of Human Resource Management Practice by Michael Armstrong and Stephen Taylor, is concerned with the employment, management, and development of people inside organisations. The HR-system, which operates inside the HR architecture's framework, provides HRM. Human resource management (HRM) refers to the policies and practises involved in carrying out the "human resource" (HR) aspects of a management position, including, but not limited to, human resource planning, job analysis, recruitment, selection, orientation, compensation, performance appraisal, training and development, and labour relations. Human resource management (HRM) is the subject of a substantial amount of study due to its significance in organisational management and its significant impact on organisational performance. Human resource management (HRM) has become a prominent area of study among academics and business professionals, in part because an organization's overall success is contingent on the performance of its personnel.

Human resource management practises including job analysis, recruitment and selection, training and development, work environment,

and performance evaluation may assist workers in becoming more competent and achieving greater levels of performance. The operational success is determined not only by interactions with technology and procedures, but also by connections with departmental staff and the synergy of such efficient collaboration. To achieve greater outputs as a whole, the working group must participate in effective synergistic interaction. Human resource management (HRM) consists of the regulations, processes, and systems that influence the behaviour, attitude, and performance of employees. Individuals inside an organisation must see beyond their individual and workgroup levels and connect themselves with the organization's goals in order to effectively contribute to the production of enduring and high-quality results.

According to a 2019 report by Nasscom, Surat and Ahmedabad are positioning themselves on the country's information technology map, and the new information technology policy will focus on, among other things, making human resources available to IT set-ups, developing infrastructure for the IT industry, streamlining the process of establishing new businesses, and reducing land prices. Gujarat is home to over one thousand information and communication technology (ICT) and business process outsourcing (BPO) firms. 127 new firm registrations have been received by the Commissionerate of Information Technology. Europe, the Middle East, and Africa are among the regions in which information technology corporations are growing their operations. 14 Special Economic Zones (SEZs) have been specially allocated for information and communications technologies (IT).

Due to the fact that competent employees are the source of competitive advantage in many organisations, human resources are considered to be the lifeblood of the information technology sector. When it comes to the environment, the information technology business is regarded to be the liveliest since it incorporates cutting-edge ways of work culture, such as virtual offices and virtual migration, that are not accessible in other industries. There is a high attrition rate in the sector, as well as poor work satisfaction, frequent job switching, and employees who seek flexibility

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and individualization, all of which are extremely prevalent occurrences in the industry, and which are a big cause of worry for the IT companies. Human resource development and employer sourcing operations in Indian information technology (IT) organisations vary significantly from those in manufacturing and other service sector organisations.

In the contemporary business world, the recruitment and selecting process is seen as a tool for achieving strategic goals and objectives. Recommendations from current employees, realistic work previews, and the establishment of clear selection criteria are a few of the prevalent recruiting strategies in use today. Every organisation must spend in organisational development and training to guarantee its long-term success. Employers that invest in employee training and development enable their workers to acquire the crucial knowledge, skills, and abilities for enhancing the bottom-line performance of their organisations. The importance of India's business training curricula is growing due to the rapid evolution of both society and technology. To combat this tendency, businesses have made training and skill development programmes a continual focus and incorporated them into their overall business objectives.

The majority of the time, IT refers to Information Technology. IT-enabled services is an acronym for IT-enabled services. Information technology is the study of the design, management, development, implementation, and maintenance of computer-based information systems, which generally consist of computer hardware and application software. The categories of information technology are information systems design and information systems development. ICT is a subcategory of IT. In the subject of information technology services, outsourced services that have emerged as a consequence of engagement in a variety of information technology fields, such as banking and finance, business process outsourcing, and contact centres, are researched. The purpose of this research is to examine the current working setting of Malaysia's expertise on information technology (IT) practises in human resource management

(HRM). Respondents will be needed to complete a questionnaire in order to provide the necessary data.

1.2 PROBLEM STATEMENT

In Malaysia, the old school method is still prominent in the majority of organisations. Despite this, they continue to collect and record data in a manual manner. As a consequence, there was a lack of efficiency inside the organisation. According to what Brian McKenna reported in 2019, Felicity Burch, head of digital and innovation for the CBI, claimed that many people would believe that it is simple for major companies to implement new technology given the resources that are available to them. However, a plethora of difficulties, including ageing legacy systems, risks to cyber security, and dynamic new competitor enterprises, may make effective innovation seem like striking a shifting target. So, smaller organisations that are just getting started are more likely to adopt new technology, whereas large organizations that have been around for more than 15 years are the least likely to do so. In order to successfully implement information technology, companies encountered a great deal of difficulty. As a result, the emphasis of this research will be placed on the difficulties organizations have when attempting to adopt information technology into their human resource management systems.

Therefore, according to Suganthiya Ms. in the year 2021, technology has developed into an essential component of the modern world, and human resource management all over the globe has been influenced in a variety of ways as a result of the adoption and use of technology. The use of technology may have a significant influence on Human Resource Management. The transformation brought about by the internet and intranets has revolutionised the way business is done all around the globe. Therefore, fast technological change benefits the major players in the development and effectiveness of organisations over the long term. The extent of the impact that technology has on the many aspects of human resource management is the topic of this particular research.

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1.3 RESEARCH QUESTION

This study aims to answer the following questions;

i. What is information technology (IT) in human resource management (HRM)?

ii. What are the challenges of information technology (IT) practices in human resource management (HRM) faced in organizations?

iii. What are the implications of information technology (IT) practises for human resource management (HRM)?

iv. What are the drawbacks of information technology (IT) approaches in human resource management (HRM)?

v. What measures that must be made to address difficulties in the use of information technology (IT) to human resource management (HRM)?

1.4 RESEARCH OBJECTIVES

This study's main goal is to;

i. To determine the information technology (IT) practices in human resource management (HRM) accurately.

ii. To identify the challenges that information technology practices in human resource management faced in organizations.

iii. To examine the benefits of information technology (IT) practices for human resource management (HRM).

iv. To evaluate the drawbacks of information technology (IT) approaches in human resource management (HRM).

v. To determine exactly the measures that must be made to address difficulties in the use of information technology (IT) to human resource management (HRM).

1.5 SCOPE OF THE STUDY

This study was carried out to identify the challenges in implementing information technology practises in human resource management, the aftereffects of the implementation, and the measures that must be implemented to address the difficulties in the use of information technology in human resource management. The study will be done internally with the help of chosen respondents and will include some of the companies in Senai, Johor Bahru.

Malaysia's organisation has various executive departments, and students from universities will be chosen at random using simple random sampling to participate in this questioning session. Through Google Form online surveys, questionnaires will be sent to various departments and university students. The link between the challenges of information technology practises in human resource management and the measures based on the downsides of information technology practises in human resource management may be thoroughly explored by conducting this study.

1.6 SIGNIFICANCE OF THE STUDY

This research would be beneficial to both the students and the company since it would help them to better grasp the consequences of information technology practices in human resource management department. In addition to providing a better knowledge of existing IT procedures at the organisation, this study will also benefit the students and the company as a result of their participation. As a result of this research, instructors will be better equipped to explain the implications and downsides of human resource practises in information technology, as well as the impact on the organisation if they are put into practise themselves. In comparison to the rest of the staff, or even their own organisations, they are easily a match for anybody. It is anticipated that future researchers will benefit from this study since it will offer them with some information that they may need in their

own research, as well as the chance to have some of their questions answered by the researchers involved in this study.

1.7 SUMMARY

In terms of Human Resource Planning, there isn't much of a sample being gathered that is a CMM level organisation, which is regarded a quality standard in the IT market. The majority of companies agree that it is primarily used for forecasting human resources, promoting employees in a systematic manner, implementing resource skill matrixes, utilising existing manpower productively, and maximising human resource utilisation, whereas less than half of companies use six sigma technology in human resource planning to meet global requirements, consistently match and exceed customer expectations, and to develop new products and services.

The majority of the sample collected offers learning technology solutions such as product implementation and development consulting, technology consulting, behavioural soft skills-safety compliance solutions, architecture, integration-maintenance-service support, product-process-domain consulting, and learning interventions, as well as supports training need analysis and aids in end user documentation, among others. Almost every sample prefers employee referrals for recruitment, which includes aptitude tests and technical interviews as part of their recruitment process, offers job postings within branches, conducts preliminary interviews and employment interviews, conducts campus recruitment, followed by written tests, HR interviews, collects application blanks, and while advertising for walk-ins, recruitment from employment agencies, employment exchanges, and conducting medical examinations. The most common types of training followed by sample companies are induction training, e-learning, classroom training, and content development training, whereas talent transformation, compliance and regulatory training, personal development plans, entry-level programmes, and leader's programmes such as business and strategic leaders are encouraged in a smaller amount.

Giving feedback on employee performance, documenting performance for personnel decisions such as salary increments, promotions, or disciplinary actions, assessing resources' performance on a regular basis and providing feedback for achieving qualitative-quantitative targets, measuring and keeping track of the pace of resources, using it as a document for giving organisation rewards, and so on are all common performance appraisals. Performance assessments such as developing, assessing, and tracking outstanding performers are less prevalent. All of the samples agreed to be paid according to industry norms, and their advancement is based on merit rather than seniority. The majority of companies encourage sports, recognition, and provide benefits such as further education, recreational activities, insurance, medical facilities, and canteen facilities, whereas housing, club memberships, long service awards, and the benefits of wings within the company, such as promotion-transfer opportunities within the branches, are not highly encouraged by the samples collected, and only a few of them provide leadership programmes.
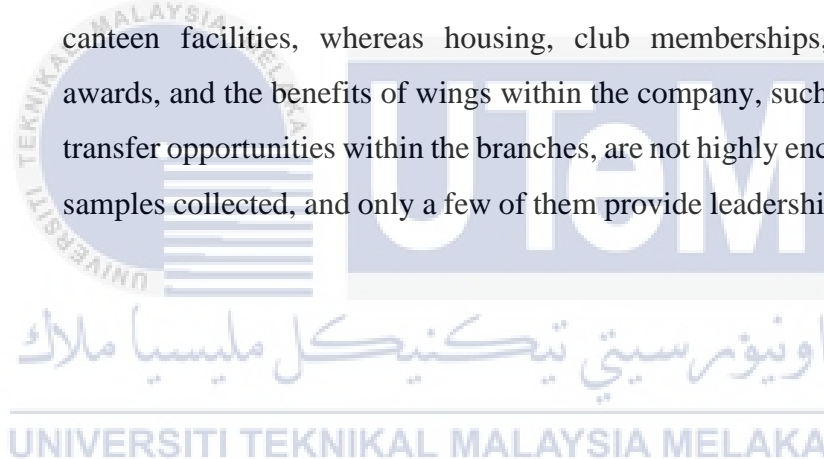
CHAPTER 2
LITERATURE REVIEW

2.0 INTRODUCTION

In this chapter, we will describe the definition of human resource management (HRM) and information technology (IT) as well as the literature review that was conducted. The literature study is essential to the development of a successful system since it assists in the identification of problems that have happened in previously developed systems. In addition to that, it assists in determining the most effective strategy to use in order to accomplish the objective of the project based on the research. The research of the elements that make up human resources practises in IT is the primary emphasis of this chapter. We also concentrate on the pros and cons that the human resources practises in the information technology have organizations in Johor Bahru, Johor. In the end, we will concentrate on the efficiency of human resources practises in information technology inside the framework of a business.

2.1 DEFINITION

2.1.1   Human Resource Management (HRM)

In their textbook titled Principles of Human Resource Management, Bohlander and Snell (2017) describe HRM as the process of managing human talent to fulfil an organization's goals. This definition can be found in Bohlander and Snell's textbook. They go on to say that successful businesses are especially skilled at bringing together diverse types of individuals to work toward a shared goal, and that this is the basis of human resource management (HRM). Therefore, human resource management brings together a variety of individuals to work toward a shared goal, which happens to be the goal of the firm under consideration.

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According to the definition offered by Aswathappa (2017), an Indian scholar, human resource management (HRM) is essentially the application of management concepts to the management of people inside a company. In addition, HRM is a management function that helps managers plan, recruit, select, train, develop, remunerate, and sustain members for a company, as stated in the summary of the first chapter of his book named Human Resource Management. When we talk about members of a certain organisation, we mean its staff.

Meanwhile, definition of HRM was offered by Dessler (2017) in the fifteenth edition of the textbook he authored titled Human Resource Management. The process of obtaining, training, evaluating, and rewarding workers, as well as catering to their concerns about labour relations, health and safety, and justice, is what is meant by the term "human resource management." Additional components of HRM include people management and personnel administration. The concept of HRM is presented in the same way in the Indian edition of his book (2018) written by Varkkey.

An in-depth analysis of the definitions presented so far indicates that the majority of the definitions have commonalities with one another. In point of fact, the meanings of the various writers' definitions do not vary significantly from one another in significant ways. In its most fundamental form, human resource management (HRM) refers to the application of certain activities or tasks for the purpose of managing personnel in an organisation to fulfil its objectives.

2.1.2 Information Technology (IT)

It may be any and all devices with the ability to process data and/or information systematically or irregularly, whether applied to the product or to the process (Artur Victoria, 2020). The term "information technology" (IT) refers to everything and everything that companies do with their computers. Building a company's communications networks, securing its data and information, developing and managing databases, assisting employees with troubleshooting issues with their personal computers or mobile devices, and performing a wide variety of other tasks to ensure the effectiveness and safety of a company's information systems all fall under the purview of information technology (IT).

Information Technology (IT) is an integral aspect of contemporary civilization and is already deeply ingrained in daily life. It is generally regarded as an ideal instrument for enhancing education at all levels, including the higher level. It is attributable not just to advancements in computer technology, but also to the dramatic decline in computer costs and the widespread use of computers in daily life (Atif, Chou 2018). The information technology department is responsible for ensuring that all of the organization's systems, networks, data, and applications are correctly connected and operating as intended.

Your day-to-day activities will heavily include information technology. IT is often used in three primary ways by organisations: to support fundamental information processing activities, to aid in decision-making, and to facilitate innovation (Mara Calvello, 2019). IT is used to speed duties such as calculating and printing paychecks and making presentations, for example, when it comes to information processing. Monitors, optimises, and troubleshoots the performance of applications, services, and infrastructure; oversees the security and governance

of applications, services, and infrastructure; and deploys and maintains business applications, services, and infrastructure (servers, networks, storage).

These are the three major areas that are handled by the IT team. The majority of IT staff members are responsible for a variety of tasks within the team, which may be broken down into many primary categories such as administration, support, applications, and compliance. It has been claimed that data is the fuel that drives industries all around the globe. This may be an exaggeration, but the fact is that very few firms, regardless of size, are able to stay competitive if they are unable to gather data and process it into information that can be used. IT enables the creation of information, as well as its processing, analysis, interchange, and storage, as well as its protection.

2.2 APPLICATIONS OF INFORMATION TECHNOLOGY IN HUMAN RESOURCE MANAGEMENT

Human resource managers use information technology to make their tasks simpler and improve their decision-making. There is now an application for that. This is particularly true with the management of employees in an organization. In addition to workforce management, information technology systems save paper use and streamline data input. Employees, for instance, are no longer required to complete paper forms that must then be processed by human resource management. This may all be accomplished via a centralised system, such as membership management software.

2.2.1   Supervision of Employees

Supervision of employees involves assisting workers to realise their full potential. In addition, it assists the organisation in achieving its goals. It is a thorough procedure that incorporates all areas of human resources. This encompasses talent management, payroll management, and recruiting. All of these procedures are enhanced by a human resource management system that is fully automated. It enables businesses to have a more formal, standardised, and systematic assessment procedure. Specifically, it improves employee-manager accessibility, training programmes, and performance evaluations.

Membership management software, for instance, simplifies administrative work. This involves the management of membership dues and accounts receivable. Using the proper equipment, these chores may be performed in minutes. Using such software, an organization may achieve its objectives without losing employee happiness. Information technology practices in human resource management that increase efficiency and productivity contribute to the overall success of an organizations. Organizations strive to enhance organisational performance regardless of their size or sector. Managers must ensure that each department is enhancing its processes and controls. Additionally, their activities should be geared at boosting the company's competitiveness. All of these are possible with the use of information technology such as association management software.

2.2.2   Documentation

It is the responsibility of the human resource management to guarantee that employees have timely access to vital information. This enhances corporate openness and develops a culture of trust. Both are crucial for employee's productivity. In addition, human