



## The Role of HR Technology in HR Management Transformation: Improving Organisational Efficiency and Productivity

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### Abstract

One of the main contributions of HR technology is to enhance HR processes' efficiency through the adoption of integrated human resource management systems. With this system, organizations can reduce administrative errors, expedite decision-making, and enhance visibility into employee data. This research aims to contribute by providing a study of the latest science on the success of HR technology implementation, which relies not only on the technology itself but also on the organization's ability to change culture and work processes. In this study, a literature approach is used to gather information and data from various sources relevant to the issues at hand. The analysis conducted finds that companies need to harness the potential of HR technology to achieve higher efficiency and remain competitive in an increasingly tight global market. By utilizing sophisticated and integrated HR management systems, companies can reduce operational costs, increase productivity, and achieve sustainable competitive advantages. It's crucial for management to ensure that the use of this technology not only yields operational efficiency but also supports long-term growth and innovation. By understanding the crucial role of HR technology in enhancing productivity and managing challenges associated with its implementation, companies can fully leverage its potential to achieve their business goals. Changes in HR management in the technology era offer significant opportunities for companies to enhance efficiency, productivity, and employee experience. However, overall, the long-term implications of HR technology changes can vary depending on how companies handle these changes. Therefore, it's essential for companies to manage change wisely and proactively.

**Keywords:** HR Technology, Integrated HR Management Systems, Efficiency Enhancement, Organizational Change, Competitive Advantage

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### 1. Introduction

The transformation in human resource management (HRM) has become one of the main pillars in addressing the changing dynamics of modern business. In the digital era, the role of HRM technology has become increasingly crucial in navigating organizations towards higher efficiency and productivity. HRM technology encompasses all forms of software and systems used to manage employee-related information, ranging from recruitment to performance management. Through the adoption of this technology, HRM administrative processes can be automated, freeing up time and human resources to focus on more strategic tasks.

In the context of transforming HRM to enhance organizational efficiency and productivity, the role of HRM technology is crucial. Various studies highlight this important aspect. One of the study discuss the role of HRM departments in planning, recruitment, and selection to acquire superior human resources, indicating that strategic HRM can contribute to organizational transformation and change [1]. Additionally, another study emphasize that HRM plays a central role in driving organizational change [2]. By playing a strategic role, HRM can support the achievement of goals set by the organization. Furthermore, HRM functions have become strategic in contributing to organizational goal achievement [3].

One of the main contributions of HRM technology is in enhancing the efficiency of HRM processes. By adopting integrated human resource management systems, organizations can reduce administrative errors, expedite decision-making processes, and enhance visibility into employee data. Besides efficiency, HRM technology also plays a crucial role in enhancing employee productivity. By providing easy and quick access to job-related information, these technological systems enable employees to work more effectively and efficiently. Human Resource Management (HRM) technology has a significant contribution to enhancing HRM process efficiency in organizations. Various studies highlight the importance of technology integration in HRM to achieve better efficiency. For example, research shows that technologies such as the Internet-of-Things, Big Data, and Artificial Intelligence can automate most HRM processes, resulting in more efficient and lean HRM teams [4].

This research analyzes several recent phenomena regarding advanced data analytics in HRM technology that can help organizations identify trends and patterns in employee behavior. The research aims to provide a better understanding of employee needs and preferences so that management can design more effective employee development strategies. Research emphasizes that HRM technology and training can improve employees' skills, behaviors, knowledge, personality, and performance [5]. By leveraging technology in employee development, organizations can achieve higher efficiency in managing and optimizing their human resources' potential.

In the context of digital transformation, HRM technology also plays a crucial role in supporting remote work policies. Research suggests that digital transformation within the Technology-Organization-Environment (TOE) framework can drive sustainable e-business innovation diffusion for SMEs [6]. This indicates that digital transformation not only affects technological aspects but also organizations and their surrounding environments, including supporting remote work models. With software solutions that enable seamless team collaboration and effective communication, organizations can maintain employee productivity even in distributed work environments. Additionally, technologies such as Artificial Intelligence (AI), cloud computing, and the Internet of Things (IoT) can accelerate digital transformation [7].

The importance of HRM technology is also evident in organizations' efforts to increase employee engagement and retention. By providing a platform that allows real-time feedback, management can respond to employee needs more quickly, increase job satisfaction, and reduce turnover. Furthermore, this research attempts to delve deeply into various previous literature studies as to why HRM technology can be a highly useful tool in managing diversity and inclusion in the workplace. Several current phenomena have been found to indicate that by monitoring demographic data and employee experiences, organizations can identify potential biases and imbalances in HRM policies and take necessary corrective steps. Therefore, the analysis in this research will contribute to the latest scientific study of the success of HRM technology implementation not only depending on the technology itself but also on the organization's ability to change culture and work processes. It is important for management to ensure that the use of this technology not only yields operational efficiency but also supports long-term growth and innovation.

HRM technology is a major driver in HRM transformation, leading to increased organizational efficiency and productivity. The evolution of HRM roles from operational to strategic, qualitative to quantitative, and administrative to consultative, highlighting the crucial role of digital HRM technology in enabling the shift towards data-driven decision-making and strategic HRM practices [8]. Additionally, the reasons behind HRM's secondary role in transformative initiatives and proposes enhancements to increase HRM's critical engagement in organizational transformation [9]. Effective utilization of HRM technology can streamline processes, improve communication, and empower HR professionals to take on more strategic roles in enhancing organizational efficiency and productivity. Thus, the long-term implications of this research will play a role in providing concepts related to HRM technology in HRM transformation that cannot be ignored. By providing the necessary tools and solutions to enhance organizational efficiency and productivity, HRM technology enables organizations to remain relevant and competitive in an ever-changing business environment.

## **2. Research Methods**

This study adopts a literature review approach, a method used to gather information and data from various sources in libraries and relevant internet sources related to the issues to be addressed. This approach is regularly conducted to collect, evaluate, and summarize data using specific methods or techniques to answer the questions posed. Literature research allows for the compilation and analysis of various materials such as notes, books, papers, articles, and journals [10]. Thus, literature research can be interpreted as a systematic effort to gather, evaluate, and summarize data using specific methods to address issues through analysis, synthesis, and critique of the information found.

Literature research also emphasizes the importance of in-depth analysis of the information found from various sources. Through the analysis process, researchers can identify patterns, trends, and relationships between various concepts or theories relevant to the research topic. Thus, literature research not only allows for understanding existing frameworks but also for developing new understandings or drawing conclusions that can serve as a basis for further research. Therefore, it is important for researchers to adopt a careful and critical analytical approach in evaluating the information found in the literature.

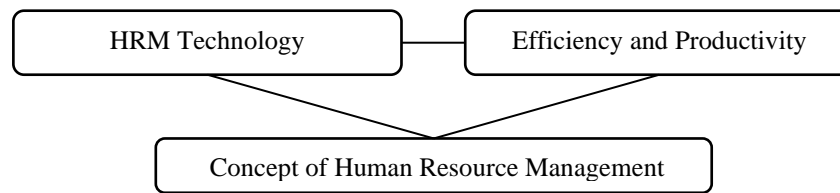


Figure 1. Framework of Research

### 3. Results and Discussion

#### The Role of HRM Technology in Efficiency Enhancement at Companies

The use of HRM technology has become key in improving operational efficiency within companies. With integrated HRM systems, companies can automate various administrative processes, such as payroll, attendance management, and performance evaluation, saving valuable time and human resources. Based on analyses from previous research, this study finds a comprehensive idea sourced which suggests that Human Resource Management (HRM) technology plays a significant role in enhancing company efficiency [11]. In this context, technology can help companies utilize free cash flows from tax avoidance to enhance investment efficiency. The reason is that HRM technology plays an important role in improving company efficiency through cash flow utilization, investment efficiency moderation, accounting control, technical efficiency, and response to external environmental changes such as trade liberalization and import tariffs. Additionally, the implementation of good corporate governance and diversification strategies can also be determining factors in improving company efficiency.

Another research also conducted explains that the implementation of information technology in companies should be supported by reliable human resources and modern technology to enhance company efficiency, effectiveness, and productivity [12]. A similar analysis is built in this study, emphasizing that one of the main benefits of HRM technology is in reducing human errors occurring in traditional administrative processes. By automating processes such as data entry and payroll calculations, the risk of human error can be minimized, resulting in more accurate and consistent reports. HRM technology also enables faster and easier access to employee information, such as job histories, certifications, and training. Thus, managers can easily make better and faster decisions regarding human resource allocation.

Moreover, the higher the level of IS/IT technology in a company, the more vulnerable the company is to information technology risks [13]. Therefore, appropriate risk management is crucial to address risks that may arise from the use of information technology. Many studies have also proven that the application of artificial intelligence and information technology in knowledge management can improve company efficiency, competitiveness, and performance [14]. Furthermore, HRM technology facilitates better communication between management and employees. Through self-service platforms, employees can access information about company policies, request leaves, and provide direct feedback, reducing administrative burdens for the HR department.

In the context of HRM development, rapidly evolving digital technology has touched various aspects of HRM, including the development of technology-based HRM training using the ADDIE system [15]. The implementation of technological innovations also becomes an important step in improving company existence [16]. Thus, information technology plays a crucial role in enhancing company efficiency, effectiveness, and productivity through the application of artificial intelligence, appropriate risk management, technology-based HRM training development, and technological innovation in various company aspects.

Based on several descriptions from previous research, this study explains that the role of HRM technology in efficiency is also evident in advanced data analysis. By providing in-depth insights into employee performance and workplace trends, companies can identify areas where efficiency can be improved and take appropriate actions. HRM technology enables companies to implement policies and procedures consistently across the organization. By automating policy implementation processes, companies can ensure that the same quality standards are applied in all divisions and branches. Therefore, the results of this study present the benefits and risks of implementing technology in human resource management regarding company efficiency in the following table.

Table 1. Benefits and Risks of Implementing HRM Technology for Company Efficiency

Benefits	Risks
Technology can assist in automating processes, such as payroll, performance management, and attendance tracking, which can reduce the time and costs required to run HR operations.	Implementing HRM technology may require significant initial investment for system purchases, employee training, and IT infrastructure adjustments.
With the right tools and systems, employees can work more efficiently, spend less time on administrative tasks, and focus more on core tasks that enrich the company's value.	Changes in HRM technology often involve employees' personal data. Therefore, companies must ensure that their systems comply with applicable data privacy regulations.
Technology implementation enables companies to collect, store, and analyze HR data more effectively. This can provide valuable insights into employee performance, recruitment trends, and training needs.	Relying on complex technology can increase the risk of system failures, downtime, or IT infrastructure failures.
With better access to data, HR managers can make better decisions regarding employee development, recruitment, retention, and resource allocation.	Some employees may struggle to adapt to new technology or feel threatened by process automation that jeopardizes their jobs.
The use of appropriate technology can improve employee experience by enabling easy access to information, self-paced training, and support through digital platforms.	By storing employee data in digital systems, companies face data security risks such as security breaches, hacking, or leakage of sensitive information.

HRM technology also plays a crucial role in efficiently managing human resource costs. By providing comprehensive data on employee costs, including salaries, benefits, and training expenses, companies can identify opportunities to optimize expenditures and enhance profitability. In order to address the increasingly competitive nature of the global market, companies need to harness the potential of HRM technology to achieve higher efficiency. By utilizing advanced and integrated HRM systems, companies can reduce operational costs, enhance productivity, and achieve sustainable competitive advantages.

### Role of HRM Technology in Company Productivity

The role of technology in human resource management (HRM) has been a key driver in enhancing overall company productivity. One of its primary functions is in automating HR processes that previously consumed time and human resources. With the aid of integrated HRM systems, routine tasks such as payroll, attendance management, and performance evaluations can be completed faster and more accurately, enabling employees and managers to focus on more strategic and value-added tasks. Drawing from relevant previous studies, HRM Technology plays a significant role in improving company productivity [17][18]. The implementation of technologies like e-HRM has been proven to enhance HRM effectiveness and employee productivity. Studies also indicate that HRM technology can support organizations by enhancing organizational trust and productivity outcomes. Additionally, the use of e-HRM has been shown to have a positive impact on organizational performance, particularly in improving employee productivity [19].

HRM technology also facilitates easier access to employee information and related data, which can enhance transparency and employee engagement. With self-service platforms allowing employees to access and update their personal information, as well as submit leave or claims independently, companies can reduce administrative burdens on HR teams and expedite workflow. Information technology has enabled HRM to become a strategic partner for organizations, especially through the use of electronic, mobile, analytics, and information technologies to make HRM more efficient [20]. HRM technology can also influence employee behavior and overall organizational performance. Studies indicate that HRM technology can influence employees' attitudes toward technology and contribute to organizational performance improvements [21].

A common phenomenon found in recent times is when HRM technology provides better data analysis capabilities, enabling managers to identify underlying performance patterns and trends. By utilizing this data, companies can make more informed decisions regarding employee development, resource allocation, and strategic planning. Productivity improvements also occur through the use of technology in employee training and development. E-learning platforms and online collaboration tools enable easier access to training materials, self-

directed learning, and knowledge exchange among employees, all of which contribute to enhancing competencies and skills. The analysis in this research that HRM technology is crucial for improving internal communication within the organization [22]. This technology enables personalized communication activities through big data analysis, enhancing relevance and engagement among employees. This tailored approach fosters ownership and strengthens company branding. Additionally, HRM technology facilitates open communication channels to management, fostering trust and commitment among employees [23].

Table 2. Categories of HRM Technology and Their Contributions to Company Productivity

Category	Description
Operational Productivity	Involves efficiency in HR administrative processes such as payroll, attendance management, and other employee administration tasks. Technology can be used to automate these tasks, reducing the time needed to complete them, and minimizing human errors.
Employee Productivity	Focuses on the efficiency and individual performance of employees. Technology can assist in performance evaluations, tracking employee goals, and personal development through e-learning platforms and other technology-based training.
Team Productivity	Involves collaboration among employees within teams or departments. Technology such as online collaboration tools, team chat rooms, and file-sharing platforms can facilitate more effective communication and collaboration among team members.
Recruitment and Selection Productivity	Efficiency in the process of recruiting and selecting new employees. Technology can be used to automate the search, testing, and interview processes, as well as to identify potential talent more efficiently.
Training and Development Productivity	Enhancing the effectiveness of employee training and development programs. Technology can be used to provide easy access to training materials, deliver self-paced learning through e-learning platforms, and track employees' progress in their development.
Managerial Productivity	Improving efficiency in HR managerial tasks such as workforce planning, performance management, and strategic decision-making. Integrated HR management systems can provide managers with quick and easy access to the data they need to effectively manage their teams.
Administrative Productivity	Enhancing efficiency in common administrative tasks such as document management, scheduling, and event coordination. The use of technology in HR administration can reduce the workload of administrative tasks, allowing staff to focus on more strategic tasks.
Data Analysis Productivity	Increasing the company's ability to analyze HR data and gain valuable insights into employee performance, recruitment trends, and training needs. Technologies such as HR analytics and data management systems can assist in processing and interpreting complex data.

By identifying and implementing the right strategies across various types of productivity, as well as leveraging technology wisely, companies can achieve significant improvements in their HR performance, which in turn will support overall business success. It can be concluded that by understanding the crucial role of HR technology in enhancing productivity, as well as managing the challenges associated with its implementation, companies can harness the full potential of this technology to achieve their business goals and remain competitive in an ever-changing business environment.

### Concept of Human Resource Management Change in the Technology Era

The evolution of Human Resource Management (HRM) in the technology era has brought about the concept of HRM 4.0 or digital HRM. This transformation is driven by the integration of technologies such as the Internet of Things (IoT), big data analytics, artificial intelligence, and fast data networks, aiming to enhance the efficiency and effectiveness of employee management [24]. A significant change brought about by technology in HRM is the emphasis on digital competencies and entrepreneurship among HR professionals. The evolving HRM competency model now includes digital skills to navigate the technology landscape effectively [25]. This shift underscores the importance for HR professionals to adapt and become tech-savvy in facing the evolving digital environment.

Furthermore, the adoption of Human Resource Information Systems (HRIS) and other HR technologies has optimized HR processes, facilitating improved collection, storage, utilization, and sharing of information about employees and applicants [26]. Research findings also emphasize how this digital revolution has empowered organizations to transform their workflows, integrate new technologies, and enhance job design to align with the ever-changing technological landscape. Additionally, the integration of technology in HRM has driven the emergence of talent analytics, strategic HRM, and the utilization of artificial intelligence in talent management. These technological advancements have enabled organizations to make data-driven decisions, enhance talent acquisition and retention strategies, and improve overall organizational performance [27][28].

In conclusion, the evolving landscape of HRM in the digital era signifies a transition towards digital HRM practices, where technology plays a crucial role in enhancing HR processes, refining employee management, and directing organizational success. Embracing digital transformation in HRM is paramount for organizations to maintain competitiveness, adapt to changing workforce dynamics, and leverage technology to optimize their HRM strategies. Changes in Human Resource Management (HRM) in the technology era encompass the evolution of processes, practices, and approaches used by companies to manage their human resources.

Table 3. Key Concepts in HR Management Transformation in the Technology Era

Concept	Description
HR Process Automation	Technology enables the automation of various HR processes such as payroll, performance management, and recruitment. Integrated HR management systems streamline workflows, reduce human errors, and enhance operational efficiency.
HR Analytics	Companies increasingly rely on data analytics to gain insights into employee performance, recruitment trends, and training needs. With sophisticated data analysis, HR managers can make better, more informed decisions.
Flexible Work	Technology allows for more flexible work models, such as remote work or flexible schedules. Online collaboration systems and communication tools enable employees to stay connected and productive wherever they are.
Digital Employee Experience	Companies focus on creating positive employee experiences through technology. This includes the use of self-service platforms for easy access to information, self-paced training, and employee support.
Technology-Based Recruitment and Selection	The recruitment process increasingly utilizes technology to find and attract top talent. The use of algorithms and data analysis in recruitment can help companies identify the most suitable candidates for specific positions.
Digital Employee Development	Employee training and development increasingly rely on e-learning platforms and other digital tools. This allows employees to learn independently and develop their skills according to their and the company's needs.
Technology-Based Performance Management	Performance management processes increasingly use technology to measure, track, and manage employee performance. Technology-based performance management systems can provide more structured and continuous feedback to employees.
Privacy and Data Security Balance	Companies must pay attention to protecting employees' personal data and compliance with privacy regulations. With the increasing amount of data collected and stored by

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HR systems, it is important to ensure the security and privacy of this information.	
Technology-Oriented Organizational Culture	Companies that successfully adapt to changes in HR management in the technology era build an organizational culture that is open to innovation and the adoption of new technologies.
HR Technology Awareness and Capabilities	HR professionals must have a strong understanding of technology and the ability to manage changes associated with its use. Training and development of employees in technology are essential to ensure the successful implementation of HR management changes.

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The changes in HR management in the technology era offer significant opportunities for companies to enhance efficiency, productivity, and employee experience. However, companies must also be prepared to face challenges related to data protection, cultural shifts, and regulatory compliance. With the right approach, technology can be a powerful tool for achieving business goals and strengthening the company's competitive advantage.

### Short-term and Long-term Benefits of Implementing HR Technology Changes

The technological changes in human resource management (HRM) have significant implications, both in the short and long term, for companies and employees. In the short term, HR technology changes may trigger quick adaptation from employees to new systems, which can disrupt workflows and require additional time and resources for training and technical support. This may lead to disruptions in productivity and performance while employees adjust to the changes.

The impact of technological advancements on human resources can yield short-term and long-term benefits. In the short term, organizations can focus on leveraging existing resources and markets to gain immediate advantages. This aligns with the idea of exploring new technologies and markets for short-term gains [29]. Conversely, in the long term, the focus shifts towards exploring new knowledge, technologies, and markets to enhance long-term development. This dual approach enables organizations to strike a balance between immediate benefits and long-term sustainability.

On the other hand, in the long term, successful implementation of HR technology can result in increased efficiency, productivity, and service quality. With process automation, better data analytics, and easy access to information, companies can make better decisions, enhance employee experience, and improve customer satisfaction. However, HR technology changes can also have long-term implications for workforce needs and organizational structure. The use of automation technology may reduce the demand for traditional administrative jobs while increasing demand for technical and analytical skills. This may require restructuring within HR teams and investments in employee training to develop the necessary skills.

The implementation of Human Resource Information System (HRIS) technology in companies can provide several significant long-term benefits. One of them is the improvement of long-term company performance. Research shows that the implementation of enterprise resource planning can lead to long-term performance improvements [30]. Additionally, HR technology can also help companies align their resources to enhance growth opportunities and prospects in the future, which is crucial for long-term business sustainability [31].

The use of HR technology can also provide benefits in managing internal and external company tasks and in making long-term decisions [32]. This indicates that HR technology can help companies improve both their operational and strategic efficiency to achieve long-term goals. Besides these benefits, the implementation of HR technology can also have a positive impact on building stronger employee engagement and creating value equal to the brand and services offered by the company [33]. This is important because employees who feel engaged and valued in the company tend to be more productive and contribute positively to the company's long-term success.

Moreover, in the long term, the implementation of HR technology can influence organizational culture and employee engagement. If changes are not managed well, it can lead to employee dissatisfaction, resistance to change, and increased turnover rates. However, if changes are managed wisely and effective communication is conducted, it can create a culture open to innovation, continuous learning, and collaboration. Overall, the long-term implications of HR technology changes can vary depending on how companies handle these changes. With the right strategies and a commitment to engaging employees and ensuring compliance with company values and goals, HR technology changes can become a catalyst for progress and long-term success for companies.

### 3. Conclusion

Understanding the crucial role of Human Resource Technology (HR Tech) in enhancing productivity, along with managing the associated challenges of its implementation, companies can harness the full potential of this technology to achieve their business goals and remain competitive in an ever-evolving business landscape. Changes in HR management in the era of technology present significant opportunities for companies to enhance efficiency, productivity, and employee experience. However, companies must also be prepared to address challenges related to data protection, cultural shifts, and regulatory compliance. With the right approach, technology can serve as a powerful tool to achieve business objectives and strengthen the company's competitive edge. In the long term, the implementation of HR technology can influence organizational culture and employee engagement. Poorly managed changes can result in employee dissatisfaction, resistance to change, and increased turnover rates. However, if changes are managed wisely and effective communication is maintained, it can foster a culture open to innovation, continuous learning, and collaboration.

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