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HUMAN RESOURCE MANAGEMENT– HYBRID HUMAN MACHINE SYSTEM

Abstract

No single path guarantees value in HR. You need to be Agile in every situation. Today's disruptive world proves that sometimes path less travelled helps you to reach ultimate destination. Thinking about vision 2050 means justifying artificial intelligence is the future. But is it everything is ready to go completely digital? Well, that may not be the case in human resources. In HR to be successful you need artificial intelligence, followed by competent machine learning technology. And machine learning need quality and error less data, which is still not possible in human resource field. However, augmentation or collaboration strategy may be possible.

This paper tries to explain how new techniques reform HR by using real-time data analytics, cloud services, and social media platforms along with human capital and make organization focus on "how to think" rather "than what to do". In this paper we will be discussing how collaboration between technology and humans is scoring points for companies.

Keywords: Agile, Artificial Intelligence, Machine Learning, Augmentation, Collaboration, Human Resource Management

Introduction

Human resources operational models have developed over decades with the direction of expanding business impact, set apart by changing brands from "personal department" to "HR" to "people function" and "employee experience." The function has progressed from important manager to a supporting capacity with a seat at the table, to colleague, and – at times – to confided in consultant.

As disruption and complexity keep on developing, it is getting more difficult to characterize one "right way" to lead the present associations (organization). There is no "one-size-fits-all" approach, and what worked yesterday could fail tomorrow.

Human and machine abilities are most gainfully tackled by planning frameworks where people and machines work cooperatively in manners that supplement each other's qualities and offset each other's restrictions as two reciprocal focuses cooperate on one scientific and one societal. (Peter Evans-Greenwood, 2017)

Rather focusing fundamentally on the capacity of computer innovation to

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automate, better for us to investigate their capacities to increase (augment) human abilities. (Jim Guszczka, Jeff Schwartz, 2020)

Confronted with unprecedented uncertainty, organizations now want their innovative heads to be future focused, resilient, and agile. Simultaneously, current market, financial, and social conditions show this is the ideal opportunity for change by adopting new technology.

Rationale of The Research

The HR function, as we are probably aware, will hit a wall—if it has not already. The future of workforce, enterprise, and how work gets done have quickly shaped another future for HR. A digital mindset focused on advanced technologies, customer, and reorganized, agile methods of working are musts to accomplish positive business results.

Technological advancements should be founded on human needs and qualities at an individual, authoritative, and additionally cultural level. They should adjust their usefulness to augment these necessities and values, and in certain applications fields should draw in people at these various levels. This is one of the conditions for their effective appropriation and dissemination.

Examples of versatile and drawing innovations that at present have logical intrigue are technological focused change, wellbeing and prosperity, long lasting employability, or a feasible society. The improvement of these technological advances should consider that human needs and qualities change across societies and areas, and that the creation and usage of these advances has become increasingly more a complex multi-entertainer measure.

Research Methodology

To proceed through our work, we try and welcome some lucidity in the region of technological innovation in HRM. This paper depends on a methodical audit of writing on how human and machine collaboration will be a future of HR, which looks to combine the current reasoning and proof. Accentuation is drawn on explicitly on drivers and their utilization in the

elements of HR which affect execution of the worker. It is descriptive research. Writing for this investigation was transcendently sourced from web searches and journal databases.

Results and Findings

1. Technology Functions Maturity

Business pioneers in technological vanguard associations (organization) regard their technological capacities, seeing they will be in front of the competition in getting, availability, and responding to computerized and new technologies. When asked to react on disruptive event, for example, COVID-19, a trusted and mature technology (innovation) work is likely ready to fulfill needs for new advanced channels and far off work apparatuses - at quick and immediate scale. They will be able to likewise assume a crucial role in forming their associations (organization) sustainability, resilience, recovery (Khalid Kark, 2020)

Ability will be a crucial switch for hierarchical nimbleness over the next few years. Deep technical skills are significant yet maybe considerably more so are skills that permit cooperation, esteem concretion, and development over the enterprise. (Khalid Kark, 2020)

Technology pioneers revealed that about 33% of their staff could get immaterial to their business in three years - a significant gap that is found in both tech vanguard and baseline associations. "Pushing ahead, technology leaders can future-confirm their organizations by having a more proactive way to deal with talent capacities," says Bill Keillor, VP of worldwide data innovation at Exxon Mobil. "Associations confront skill gap as they relocate from inheritance advances and practices to new models. Technical debt is just as much a challenge in talent as it is in technology." (Keillor, 2020)

2. Knowledge Gap

75 percent of overviewed (surveyed) associations state preserving and creating information across developing workforces is significant or very significant for their prosperity throughout the following 12-18 months, however just 9 percent

state they are prepared to address this pattern; this speaks to perhaps the biggest gap among significance and availability over the current year's patterns.

Innovation (technology) is without a doubt a major aspect of the developing requirement for more viable information management. In the digital (computerized), hyper connected time, associations are gathering and producing a "tsunami of data" (Natalie Steers, 2012) yet few can exploit its maximum capacity. As per Statista, more than 293 billion messages were sent and received every day in 2019. However, as indicated by a worldwide overview of 1,300 business and IT heads, a normal of 55 percent of big business information goes unused.

Innovation has additionally generated better approaches for working that means the information board needs more earnest. With the blast of workforce discussions on computerized joint effort apparatuses, knowledge no longer sits on data sets holding on to be gotten to however streams progressively over the advanced correspondence channels that currently characterize working connections. Considering the example of, Microsoft Teams and Slack, two advanced specialized devices utilized in numerous work environments today, report 13 million and 12 million day by day active clients, respectively (Chan, 2019)

Microsoft's Project Cortex, for example, utilizes AI to examine a lot of substance, compose it into various themes, remove significant data, and make "information organizes" that associate individuals with points and content. (Patton, 2019)

A laborer who sees a new venture in an email can get to a "subject card" that depicts the task, pertinent specialists and individuals, related assets, and other valuable data. Cortex additionally empowers laborers to make customized "knowledge centers," where they can stay up to date on trending subjects that are applicable to their work. Thusly, innovation gets implanted into the association's groups in manners that help advance their aggregate insight—a case of "placing computers in the group" to make what we call "super teams." (al E. V., 2020)

As a key utilization of super groups, knowledge management has developed a long way from previous data-based management system that employee often visits to search for data. Instead, it now joins the entire organization network system, and different teams, hoisting and sharpening everything the organization does. It proactively pushes the correct data to the perfect individual at the perfect time, and it quickens learning via consequently conveying the ability that individuals should have the option to create key capacities and skill. (al, 2020).

3. Super Teams

"Super teams"—group of individuals and smart machines cooperating to take care of issues, gain experiences, and generate insight—are the subsequent stage in AI's proceeding with incorporation into the world of work.

These "super teams" hold the guarantee of empowering associations to rehash themselves to make new esteem and importance, while giving laborers the possibility to reinvent their professions in manners that help increment their incentive to the association and their own employability.

Artificial intelligence is extended to add US\$13 trillion to the worldwide economy in the decade (Tim Fountaine, 2019)

As AI enters the workforce, the basic inquiry is not whether it will influence employment, however this question is provoking an expanding measure of conversation about AI's job grinding away. For quite a long time, expectations have been dismal, with features playing apparently unlimited minor departure from "robots are seeking your job."

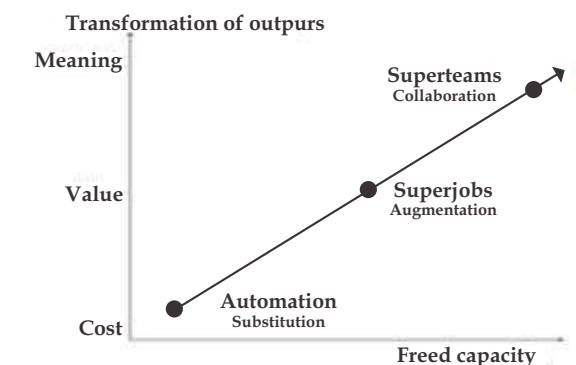
However, reducing expenses by taking out occupations is not the main way accessible for AI. Associations face a major decision: regardless of whether to utilize AI exclusively to robotize assignments once in the past performed by individuals, or to utilize it to help laborers too. Fortunately, based on a survey conducted by Deloitte, respondents are revealing that they are inclined toward the last mentioned. Just 12 percent of respondents said their associations are fundamentally utilizing AI to supplant laborers,

while 60 percent said their association was utilizing AI to help as opposed to supplant laborers. (technology leadership survey, 2020)

Super jobs and supergroups show how the connection between innovation and individuals is advancing from an attention on computerizing work to replace workforce, to augment workforce with innovation to make super employments, to teaming up with innovation to frame super groups at the gathering level (Figure 1). (al, 2019)

Our dispute is that, as associations progress further along this range, how much innovation can change organizational output increments. At the main stage, replacement, the new output considers diminished expenses and improved effectiveness. At the subsequent stage, growth, a more noteworthy level of change drives more prominent worth and extended chances, just as diminishing expenses and improving proficiency. (al E. V., 2020)

Figure 1 : Putting AI on teams can allow organizations to both transform the nature of the output and free up capacity among the workforce



Source : Deloittee Analysis

Deloitte Insights | deloitte.com/insights

4. Post-generational Workforce: From Generation Y (Millennials) to Perennials

"Perennials are an ever-blossoming group of individuals belonging from all age being equal, stripes, and types who rise above generalizations and make associations with one another and their general surroundings." These are "individuals of any age who keep on pushing toward their developing edge, consistently important, and not characterized by their age." (Pell, 2018)

Exploring beyond generation to segment the workforce as per attitude, value, and behavior can assist organization with living up to laborers' needs and desires in manners that are more significant to them and more advantageous to the enterprise.

Over 71 percent of associations (organization) state driving multi generational workforces is significant or significant for their prosperity throughout the following 12-18 months, however just 10 percent state they are prepared to address this pattern.

As they stage the come back to work, associations ought to apply that equivalent exercise to the workforce, utilizing an information driven way to deal with better comprehend laborers' extraordinary properties, needs, and measurements and portion their workforce appropriately. On the off chance that associations are more likely comprehend their laborers, they will have the option to create adequate and focused on projects strategies that draw out specialists' very own best while affording them health insurance so they are secure while accomplishing their work.

Creating ability techniques to suit laborers' needs will include more profoundly understanding workers' individual desires. This involves increasing complex experiences into workforce issues, for example, their opinions, preferences, values, interest and help organization to deliver target oriented experiences (Erica Volini, 2020)

5. Beyond Reskilling

A framework that puts in laborers' close by term expertise needs as well as in laborers' resilience can help construct long authoritative strength.

We know change is constant 74 percent of associations state reskilling the workforce is significant or significant for their prosperity throughout the following 12–18 months, yet just 10 percent state that they are prepared to address this pattern. (Erica Volini, Beyond reskilling, 2020)

Today, achievement progressively relies upon development, enterprise, and different types of creativeness that depend on aptitudes, yet in addition on less quantifiable capacities, for example, collaboration, critical thinking and emotional intelligence (John Hagel, 2019).

Adopting a methodology that regards workforce advancement as a system for building laborer and organizational resilience—preparing laborers, and in this way the organization, with the apparatuses and methodologies to adjust to a scope of unsure fates apart reskilling them for close term needs. Through a resilience point, rehash shifts from something that could compromise specialist security to the very thing that characterizes it: Workers who can continually reestablish their aptitudes and learn new ones are the individuals who will be generally ready to discover work in the present quickly moving occupation market (Erica Volini, Beyond reskilling, 2020)

6. Ethics and the Future of Work

Over the past decade, pioneers have confronted an expanding need to wrestle with intense moral issues presented by the future of work. The question is: "could we," but also "how should we."

75 percent of associations state morals (ethics) identified with the future of work are significant or very significant for their prosperity over 12 to 18 months, yet just 14 percent state they are extremely prepared to address this pattern.

Artificial intelligence and different innovations make integrity a future for work, explicitly, more important because the expansion of innovation is driving a redefinition of work. Maybe the issue that has pulled in the most consideration in such manner is the topic of how innovation influences the job of people in work. While our study found that solitary or a little level of respondents are utilizing robots and AI to supplement laborers, features of the pending "robot apocalypse" keep

on catching worldwide consideration and raise concern.

As innovation turns out to be more installed into work, its plan and use should be evaluated for reasonableness and value. Associations ought to consider questions, for example, regardless of whether their uses of innovation lessening or increment oppressive inclination; what strategies they need to secure the protection of specialist information; whether innovation settled on choices are straightforward and logical; and what arrangements they have set up to consider people liable for those choices' outputs

By considering the more extensive implications of and an extended spotlight on the best way to coordinate groups, individuals, and innovation, associations can develop a moral way to deal with the eventual fate of work that goes past an evaluation of mechanical achievability to consider innovation's effect on people and business results. (Erica Volini, Ethics the future of work, 2020)

7. Future Role in HR:

We can say that the future of HR will be divided in four role that is enabler, mindset, focus, lens (Table 1) (Arthur H. Mazor, Michael Stephan, 2020)

Table 1 : Future of HR - Rok Based

Roles	Scope of work
Enabler	<ul style="list-style-type: none"> • Digital reality (augmented and virtual) • Cognitive and Ai • Robotic process automation • Social media • Democratized data and real time advance work force analysis.
Mindset	<ul style="list-style-type: none"> • Continuous innovation • Fail fast and learn fast • Agility • Dynamic skill requirements • Changing nature and topology of work • Intentional collaboration and constant disruption

Focus	<ul style="list-style-type: none"> • Personalization • Engagement • Experience • Satisfaction • Brand • Empowerment • Business Value Creation
Lens	<ul style="list-style-type: none"> • Business Hr. • Hr. Leadership and governance • Network of agile teams • Hr. operational service • Empowered managers and leaders • Communities of expertise. • Continues work reimagining

Source : Author's Compilation

Conclusion

1. This will surely increase business productivity with agile processes and lower failure rates.
2. Digital HR implication is the first step of investment towards the people management software.
3. This will provide legal protection and compliant assurance to the organization.
4. It will provide a sense of relieve to the personnel managers.
5. Provide better competitiveness for the organization in the emerging market.

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