



Uttara University

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**Project Report
On**

“The impact of Information and Communication Technology (ICT) on HR development”

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Letter of Transmittal

Date: 07/10/2020

Zahidul Islam
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Subject: Submission of the project report on “The impact of information and communication technology (ICT) on HR development”

Sir,

With due respect, I would like to say that it's a great pleasure to submit a project report on “impact of information and communication and communication technology on manpower development of HRM ” as part of the INT631 course.

Last few months I gained several knowledge by doing this project. I have attempted my best to assemble all the information identified with the topic of this paper over the most recent couple of months.

Regardless of the different troubles confronted while setting up this report it was an extraordinary trial for me to work on “the impact ” and I truly delighted in being a piece of the gathering.

Sincerely yours,
Mst. Aurnab Rabiul
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Declaration from student

I declare that this is my original work and has not been presented for any other degrees at any other university.

Signature : Aurnab

Date: 07/10/2020

Mst Aurnab Rabiul

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Declaration of the supervisor

This project has been submitted for examination with my approval as the university supervisor.

Signature:

Date: 07/10/2020

Md. Zahidul Islam

Lecturer

School of Business

Uttara University

Acknowledgement

First and foremost I would like to express gratitude to Almighty Allah for such great opportunity. I would like to put my heartened felling and gratitude to my Family, my father and mother for the kindness that was provided to me to complete entire education till current date for future as well.

I would like to thank to my instructor Zahidul Islam, the supervisor of my project for his brilliant and excellent guidance and assistance to complete this report. Without his guidance it was impossible to complete this report. Finally I am grateful to all the other people who were involved and helped me directly or indirectly during this internship session and preparing the report.

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Abstract:

Information and communication technology (ICT) has penetrated all the areas of our lives and work and has become their integral part. The success of modern organizations, regardless of their size and activity, is increasingly becoming molded by ICT. Thereby, numerous researches have attempted to identify what determines the success of using this technology. The conclusion is that the employees, as the most important resource of every organization, along with human knowledge, skills, potentials and abilities, are one of the crucial factors which determine the success of ICT application. The subject of this paper is the analysis of the impact of contemporary ICT on human resources. One of the main change in organizations over the last couple of years is the growing use of information and communication technology.

The objective of this study is to determine the impact of Information and Communication Technology on the efficiency of Human Resource Management. It specifically seeks to investigate how the use of ICT affects the following human resources management practices; Human resource planning, training and development, selection and recruitment, human resource evaluation and compensation. The data collected was secondary data. Results show a significant positive relationship between the use of ICT in selection and, training and development, Human resource planning, evaluation and compensation and human resource management efficiency. This highlights the use of ICT as an efficient tool in Human resource management of enterprises. The use of ICT assures Human resource management efficiency, we therefore suggest that regular Information and Communication Technology training and development should be enhanced so as to allow proper interactions between Human Resource Management and the different departments which could lead to the organizational efficiency.

Keywords: Information and Communication Technology (ICT), Human Resource Management, HR development.

Justification of the study

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The study motivates to enlighten the target users about the potentiality of the HR information system of Bangladesh. Technology can help agents exercise power over other by either giving them new powers or by improving the efficiency, effectiveness, reliability. Information technology may have a greater impact on organizations that exist in a dynamic environment. This will lead to greater efficiency and effectiveness of the human resources. And it motivates me.

The study is hoped to be significant to the management, accountants of different organizations, auditors, economists and other potential users of the information system. It'll give its users a positive perception about the relevance of having a well-organized information system including its key features, advantages, effect on performance.

Finally the study is anticipated to be helpful to the students and the future researchers who want to research on this topic in future.

Objectives

Broad objectives:

The purpose of this study was to examine the importance of the information system on the performance Of human resource in Bangladeshi organizations. Information technology is changing the context within which the human resource (HR) function operates. Information Technology and Information management tools have taken center stage. IT is changing things around and has revolutionized the HR like never before.

Specific objectives:

The specific objectives of this study are-

- To learn the impacts of information technology on the performance of HR.
- To analyze the impact of independent variables i.e., data processing, work load, record keeping, on the dependent variable efficiency of employees. .
- To find out what extent the work has become easy because of the use of computer based information technology.

Methodology:

Due to Covid 19 I couldn't collect primary data .I have used only secondary data to prepare this report. :

I have collected secondary data from the following sources:

Extensive desk research through library,

Different published article and the world-wide web. .

I have analyzed and shown the 10 articles and data into tables and charts. Compared and commented based on it.

Discussion

Objective 1: To learn the impacts of information technology on the performance of HR.

Information Technology may have a greater **impact** on organizations that exist in a dynamic environment. This will lead to greater efficiency and effectiveness of the **Human Resources**. Hence, utilizing IT application for database management and advances recruitment system will increase the efficiency of the business

This is a guest post from Asma Niaz. Asma is an Academic writer at Zoe Talent Solutions and loves to write stellar content on various educational topics, programs, trainings and courses.

Nowadays, entrepreneurs with business acumen have acknowledged the power of information technology (IT) tools for reaching business targets. It not only helps achieve the business goals but also optimizes the work processes.

Human Resource Management (HRM) includes activities such as recruiting, training, developing and rewarding people in the organization. HRM must aim at achieving competitiveness in the field of HR by providing constant educational and training programs for the personal and professional development of the employees of the organization.(*Published 7/12/17. Edited 1/16/20.*)

Objective 2 : To analyze the impact of independent variables i.e., data processing, work load, record keeping, on the dependent variable efficiency of employees.

An organization using the Human Resources (HR) tool (such as Human Resources Manager) proposed in this thesis, will benefit from a wide range of advantages that cannot be obtained when Human Resources activities are undertaken manually. In any organization, time is of great essence. As the saying goes – time is money. The execution of HR activities can be tedious and time consuming, especially if the organization is a large one; therefore, the introduction of a tool that automates these activities, the adoption of ICT application.

Work load Artificial intelligence is currently transforming numerous sectors across the economy. The immunologist, geneticist and healthcare leader Sir John Bell has even said that AI could be used to “[Save the NHS](#).” AI is still relatively new to the hr. Many factors lead to a stressful working environment. Sometimes, it happens due to the nature of our responsibilities

and the working atmosphere. But other times, it happens when we fail to perfectly balance our personal and professional lives. The best we can do is to understand and improve the abilities and comfort levels of employees, we use ICT.

Record keeping

Records and record keeping constitute the life wire of organizations (Egwunyenga, 2006). It would be very hard to plan and administer any organization like the institution effectively if data are not maintained and supervised properly. ICT and record keeping have a strong degree of commonality and many complementary skills. ICT and record keeping are both concerned with the creation, storage space, ease of access and security of digital information. The ultimate goal of both record keeping and ICT is to aid, protect and allow the business of the company in a cost-effective manner now and in the future. Information and Communication Technology is the major change identified in the world of record keeping.

Objective 3:

To find out what extent the work has become easy because of the use of computer based information technology.

ICT usage for HR functions ensure better training and development The use of an online platform for selection and recruitment ensures accuracy of information The use of computers for weekly planning of work assures efficiency of workers.

The use of computers for weekly planning of the activities of the human resource assures the efficiency of human resource. . The acquired competences will quickly be integrated into the production process because of computer based information technology. With the development of E-training platforms it is now possible of workers to have access to individual training kits (Ulrich et al., [2008](#)).

Information Technology can add both convenience and effectiveness and so it has become irreplaceable. A computer can perform larger and more complex tasks than several people could do together. However, it has also become easier with the use of Information Technology and created a lot of scope for HR managers to achieve much more from their workforce. at every stage Information technology can be a major aid. It can help HR managers understand the needs of their employees and provide them with the best support. Information technology starts playing the role of the savior right from the beginning when you are going for hiring.

Findings

The findings on information technology applications and competitive advantage revealed that to a moderate has helped the organization to integrate all its HR enhance efficiency; at a very large extent the organization uses technology to track vehicles and goods; very large extent effective management of information flow has increased internal and external processes. The findings on challenges of ICT on performance of logistics firms revealed that at no extent does fear of new technology keep employees from using it to the fullest extent; at a very large extent leadership characteristics have affected adoption of technology in the organization .The findings based on relationship between ICT and performance of logistics firms r revealed that at a very large extent the organization uses transport management strategy to manage flow of vehicles and goods; at a very large extent the organization uses global positioning systems (GPS) to track its vehicles; at a very large extent the organization uses route planning for all its vehicles; at a very large extent transport management operation has enabled the organization reduce cost; at a very large extent the organization uses inventory management practice such as just-in time (JIT) inventory; at a

very large extent inventory management has influenced performance in the organization; a larger extent of inventory management has enabled the organization increase efficiency; at a very large extent the organization has adopted the use of electronic order processing system to increase timely delivery and at a very large extent the use of order processing management has increase performance in the organization.

Recommendation:

The best recommendation to the analyses new technology the current digital world depend ICT.

This is because HR departments can partner with IT to define requirements for collaboration and communication tools that will enable employees to meet business goals.

IT can contribute to the fulfilment of business strategy in the frame of Human Resources in order to direct the business towards quality and to reach the competitiveness in the market.

Conclusion:

In the field of HR, innovation has made a drastic change towards reducing cost and increasing proficiency. It reduces the administrative expenses greatly. It enables data management, which helps in taking vital choices. HR strategies and hones the organizations. Although there are a few practical difficulties, innovation and HR are inseparable ideas.

Future Forward

Several limitations came up while doing this study though it's expected that these limitations have not affected the process or outcome of the study. It's supposed that these limitations will be satisfied in the future research.

First, only 10 articles were reviewed to do this study. However, in mitigation of this limitation, the strength of the study is the ability to make comparisons with the findings of the earlier study. By comparing the results of this study with those of other researchers, it has been identified with some certainty that the significant changes and trends that have occurred in the industries of Bangladesh. Second, each article was classified based on the judgment of the authors. The fact-finding for classifying the articles in this study. However, these differences are only minor and that the comparisons made of the results are accurate. This research is to understand and to analyze the process of development of I.T to enhance the efficiency of H.R, so as to have better understanding of the MIS and to make an informed judgment about the future decisions. The purpose of this evaluation is to identify strengths and weaknesses of the process of development of I.T in HR. Main purpose is to achieve future objectives of the organization. Information Technology is designed to make people more effective and efficient when performing daily activities.

At the end of the study, that hit my mind if we made the questioner then the project report better. Whereas they are desire to be success.

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Appendices

Appendix 1: Introducing Consulted Articles

sl	Titale of the Article	author(s)	Journal Name	Volum e, (Issue) , page no.	Yea r	Publisher
1	Computers ,phones,and the internet:domesticating information technology	by robert kraut,malcolm brynin,sara kiesler	Internation al Journal of Scientific & Technolog y Research	7(10): 51-53	200 6	Oxford university press
2	The digital condition :class and culture in the information network	By rob wilkie	Procedia Technolog y	9, 536-546	201 1	Fordham university press
3	Accelerating democracy :transforming governance through technology	By john o.mcginis	Internation al Journal of Manageme nt and Social Sciences Research (IJMSSR)	1(3)31	201 3	princeton university press
4	The digital person :technology and privacy in the information age :	By daniel j.solove	Internation al Journal of Scientific and	8(12)	200 4	New york university press

			Research Publications,			
5	Reinventing discovery ;the new era of networked science	By michael nielsen	International Journal of Research and Analytical Reviews	2(1), 72-76	2012	princeton university press
6	Information systems technology and healthcare quality improvement	By mahmoud essam rice ,gillian	Review of business	Vol 19,no. 3		Spring 1998
7	The digital hand ;how computers changed the work of american public sector industries	By james w.cortada	Airlangga Journal of Innovation Management	1(1)	2004	Oxford university press
8	ICT and the greatest technology	By hatherly,Ann	Early childhood folio	Vol 13	2009	Annule
9	ICT facilities in university libraries :A study	By sivakumar,K. S:Geetha ,V.jeyaprakash,B	Library philosophy and practice		2011 october	
10	ICT infrastructure in emerging asia :policy and regulatory roadblocks	By rohan ee :Ayesha zainudn	International development research centre	.	2008	Oxford university press

Appendix II : Complication of objectives/purpose/hypothesis addressed by the articles

Article no.	objective/purpose/hypothesis
1	Objective to find out the threats to the security of information systems
2	Objective • To reflect current and future role of information technology in HRM department. • Foresee the future technological improvement.
3	hypothesis • information technology effects on the organizations performance
4	Objective To know if there was no need for information systems to work more difficult.
5	Objective To know the relationship between the information system and profitability of the organization as well as to study use of an effective information system in the organization.
6	Objective To analyze acceptance of business management software within the new competitive environment
7	Objective Proving the impact of system information to business and the increasing needs of the information system to support employee communication while working from home
8	Objective Future need 5G technology
9	Objective • Top management and middle management strong connection possible information technology.
10	Objective To examine the consequences of data breaches for a breached company

Appendix III: Complication of Methods used in the articles

Article no.	Methods used
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1	Review method with the technique of reviewing and analyzing several papers related to the topic of discussion.
2	Literature review on the trends, challenges and answers.
3	• A survey research taken on workers. •
4	Reviewing different published papers
5	Reviewing the previous studies and concept.
6	Applying the concepts introduced by the technology.
7	Collection of secondary data from books and journal articles retrieved from Google scholar and other websites
8	Collecting data using different models
9	Organize research by topics information systems.
10	• Need information many source.

Appendix IV: Complication of conclusions of the articles

Article no.	conclusions
1	The highest threat to the security of information systems is the threat of hackers.
2	Identifies many of the concerns and challenges of response from the current technology is still deficient.
3	First, a fit must be achieved with a dominant view in the origination or perception of the situation. Second, the information system must fit when problems are normally solved.
4	The quality of information systems has next dimensions which are: accuracy, audit ability, reliability, security, timeliness, flexibility, and user satisfaction.
5	the effectiveness of information systems in decision making is evaluated from various aspects such as better decision-making by managers, more effective internal control systems, improvement of the quality of financial reports, enhancement of performance measures, facilitating financial transaction processes and helps in expansion of profitability of the organization and the evaluation

	shows that decision making is facilitated when the information system is efficient enough.
6	For a greater implementation of the management software, the IT should be useful in the performance of a business function and easy to apply.
7	Business need technology to support but humans still need to manage technology
8	User Competency has directly influenced System.
9	Encouraged the development of information technology.
10	Conclude by providing a few explanations of why there appears to be an effect at the economy-wide level, but no noticeable effect on individual organization performance