

SMART HR MANAGEMENT

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ABSTRACT

Human resources is used to describe both the people who work for a company or organization and the department responsible for managing all matters related to employees, who collectively represent one of the most valuable resources in any businesses or organization. The term human resources was first coined in the 1960s when the value of labor relations began to garner attention and when notions such as motivation, organizational behavior, and selection assessments began to take shape in all types of work settings.

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Human resource is one of the most valuable assets in an organization. They are bounded to develop the unique and dynamic aspects that strengthen their competitive advantage to persist in an always changing market environment. In order to recruit a quality candidate for an organization, reducing human involvement and verifying details of the candidate is important in recruitment process. Furthermore, having an idea about how well or poor the employees perform, and how likely the employee attrition can occur is vital in human resource management process. This paper is an attempt to introduce smart human resource management system that can maximize the productivity of an organizational environment using machine learning and blockchain technologies. The end goal of this research is a smart human resource management system that reduces human judgment, time in the candidate selection process and predicts employee performance and attrition to motivate current employers to maximize productivity with minimal financial loss in the workplace environment. Skill assessment and resume classification have been done using unsupervised learning algorithms and natural language processing after extracting raw data from employee resumes using Object Character Recognition. Candidate details verification is done by comparing the hashes of the records which are stored in the blockchain. Employee performance and attrition are predicted using supervised machine learning classification techniques with high accuracy and the result of the final performance is generated as a score for each employee considering the multiple attributes that has been standardized and regulated by some specifically considered e-competence frameworks.

Human resource management involves both strategic and comprehensive approaches to managing people, as well as workplace culture and environment.

The role of human resources professionals is to ensure that a company's most important asset—its human capital—is being nurtured and supported through the creation and management of programs, policies, and procedures, and by fostering a positive work environment through effective employee-employer relations.

The concept behind human resource management is that employees who are subject to effective human resource management are able to more effectively and productively contribute to a company's overall direction, thereby ensuring that company goals and objectives are accomplished.

Today's human resource management team is responsible for much more than traditional personnel or administrative tasks. Instead, members of a human resource management team are more focused on adding value to the strategic utilization of employees and ensuring that employee programs are impacting the business in positive and measurable ways.

Today's HR management team must focus their efforts on five, critical areas, according to the Forbes article:

Define and align organizational purpose: A company's employees must be able to clearly articulate why the company exists in order to achieve a purpose-driven, sustainable, high-performing organization. Employees must also understand how their efforts connect, or align, with the organization's purpose.

Recruit the best talent by creating, marketing, and selling an Employee Value Proposition (EVP): False marketing and misconceptions about an organization are some of the main reasons why the employer-employee relationship fails. Therefore, companies must create, market, and sell an EVP that is true and accurate as to not mislead potential employees.

Focus on employee strengths: Companies must make every effort to understand what candidates and employees do best and put them into roles where they can play to their strengths as much as possible.

Create organizational alignment: Achievements must align with the organization's objectives so as to build a successful and sustainable organization.

Accurately measure the same things: All internal departments and employees must be measuring the same things as to achieve a definitive organizational result and to ensure that everyone knows exactly where the organization is at all times.

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In the Dallas airport the other day I saw many tall, well-dressed, and impressive-looking men wearing large, immaculate Stetson cowboy hats. As I walked by one such hat-wearer, I noticed two middle-aged, sunburned men in faded blue jeans standing nearby. They eyed the same fellow, looked him up and down, and then one said quietly to the other, "Big hat, no cattle."

The same can be said of the massive efforts to improve the management of people in U.S. industry. Since World War II, calling it "human relations," "personnel management," "labor relations," and now "management of human resources," business has spent millions to make employees productive, loyal, and motivated.

First, academics, with minds opened by the Hawthorne experiments, led the movement to effectively manage people. Now, eager consultants and zealous staff experts nurture it. Fortune writes of personnel directors as the “new corporate heroes.” Library shelves overflow with people management books, and a hundred new ones appear every year. Two hundred documented attempts are going on to improve the quality of work life (QWL), and three nationally known institutions have charters to improve productivity and QWL.

Since Hawthorne, successive waves of people-problem solutions and programs have washed and tumbled industry. In some desperation, managers have steadily invested in supervisory training, organizational behavior, interpersonal behavior, T-groups, sensitivity training, employee attitude surveys, job enrichment, flexible benefits, and expanded fringe benefits—bigger pensions, subsidized insurance, more holidays, shorter work days, four-day weeks, and canned communications packages—and now companies are attempting to revive the “work ethic” with human resources departments.

Human resources management seems to be mostly good intentions and whistling in the dark or averting unionization. And the results of the 1970s suggest that we may not even be holding our own. The poor management of the work force in this country is damaging the nation and our standard of living. It is making us uncompetitive with the Japanese and some other Asians, the West Germans, the Swiss, and many others.

I do not wish to exaggerate the gloomy aspects of this picture. A handful of large (and certainly many medium-sized and smaller) companies appear to have made their work forces into competitive assets. And surely modest progress has occurred nearly everywhere. For the most part, sweatshops are a thing of the past. Workplaces are better lit and ventilated and are generally safer than in the past. The atmosphere at work is less coldly formal, and decision making more participative. Managers are more aware of feelings and relationships and make fewer overt demands of employees. Fewer “bulls of the woods” charge about offices and factories. Personnel people are more professional, more companies have clearly stated grievance procedures, and house publications regularly explain how and why companies are managing themselves for their employees’ benefit.

Some will argue that we’ve been doing many of the right things and that it is societal factors such as the “declining work ethic,” the “new breed,” and the “new sociology” that are eroding management’s efforts. Regardless, in most companies the results of enlightened people management are simply more comfort, more relaxation, more freedom from pressure, more security, more benefits, and higher pay, not more productivity and loyalty.

What’s gone wrong? Why do so few companies actually make use of the greatest competitive weapon of all—the powerful resources of motivated, energized, cooperative, trusting people?

Few managers need much convincing about the importance of people. All the managers I’ve talked to say, “People are our greatest asset.” But they also report, “We don’t know how to motivate them.” “People are getting harder to manage.” “Personnel departments don’t give us the leadership we need.” “We’re just hanging in there trying to cope.”

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