



A Study on Impact of Smart HRM in Bengaluru Smart City

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ABSTRACT

Our study aims to examine the role of Smart Human Resource Management (HRM) in the development of Bengaluru Smart City. The objectives of the study are twofold: first, to understand how Smart HRM can contribute to the overall success and development of the city, and second, to analyse the positive and negative impact of smart HRM in Bengaluru Smart City. The research methodology for this study will involve a review of literature on smart HRM and its impact on various HR processes such as recruiting, onboarding, performance management, employee engagement, and training and development. The scope of work in this study will involve conducting surveys and interviews with HR professionals in Bengaluru to understand the current state of smart HRM practices in the city and its impact on employee engagement and retention. The findings of this study will provide valuable insights into the role of smart HRM in the development of a smart city and its potential impact on the workforce. As a part of conclusion of our study we say that Smart HRM has the potential to greatly improve the efficiency and effectiveness of human resource management in Bengaluru Smart City Development initiative, by utilizing technology to automate, streamline HR processes, providing real-time data and analytics, and improving employee engagement and satisfaction.

INTRODUCTION

Smart HRM, also known as digital HR or technology-enabled HR, is a approach to human resource management that utilizes technology and data analytics to improve various HR processes. This can include recruiting, onboarding, performance management, employee engagement, training and development, and workforce planning. Smart HRM can help companies to attract and retain top talent, improve productivity and efficiency, and ultimately contribute to the overall success and development of the company. By using technology to streamline and improve HR processes, companies can make the process more convenient, efficient, and personalized for both the employees and the employer.

Bengaluru, also known as Bangalore, is one of India's most populous and rapidly-developing cities, and it is also considered to be a hub for technology and innovation. Smart HRM can play a significant role in the development of a Bengaluru Smart City. By utilizing technology and data analytics to improve various HR processes, companies in the city can attract and retain top talent, improve productivity and efficiency, and ultimately contribute to the overall success and development of the city. By streamlining HR processes such as recruiting, onboarding, performance management, employee engagement, training and development, and workforce planning, smart HRM can make the process more convenient, efficient, and personalized for both employees and employers. This can help to improve employee engagement and retention, which can ultimately lead to improved productivity and a more skilled workforce. Smart HRM can also help companies to identify and address performance issues in a timely manner, and to provide employees with the support they need to improve their performance and reach their goals. By implementing smart HRM practices, companies in Bengaluru can play a key role in the city's overall development and success. The impact of Smart HRM in a Bengaluru Smart City can be significant and wide-ranging, helping to improve the quality of life for citizens and make the city more efficient, sustainable, and livable.

METHODOLOGY

The methodology employed for this study will include examining existing literature related to smart Human Resource Management (HRM) and its influence on different HR functions like recruitment, onboarding, performance management, employee engagement, and training and development. The study's focus will entail administering surveys and conducting interviews with HR professionals in Bengaluru to gain insights into the present scenario of smart HRM practices within the city and their effects on employee engagement and retention

RESEARCH RESULT AND DISCUSSION

The paper "HRM and the smart and dark side of technology" by Peter Holland, Peter Dowling, and Chris Brewster is a review of the impact of technology on the role of human resource management over the last decade. This period, which was bookended by the global financial crisis and the Covid-

19 pandemic, saw the emergence of the fourth industrial revolution, providing a platform and maturity for a wide range of technology-based processes in the workplace. The authors examine the impact of technology on the workplace, including the use of social media and cyber-vetting, electronic monitoring and surveillance, and biometric testing, and their effect on HRM policies and practices. The paper provides an in-depth analysis of the smart and dark side of technology in the workplace and its impact on human resource management.

Stefan Strohmeier, This paper presents the results of an exploratory Delphi study that aimed to explore the potential future applications and consequences of the Internet of Things (IoT) in Human Resource Management (HRM). The study surveyed 40 IoT experts and found that the integration of IoT technology in HRM is perceived as a likely development in the near future. The results also revealed that the adoption of IoT in HRM is expected to change HR technologies, HR activities, and the tasks and qualifications of HR actors.

Alberto Ferraris, Niclas Erhardt & Stefano Bresciani, in their study, examines the challenges faced by organizations when implementing ambidextrous strategies, which involve both exploration and exploitation capabilities. The study specifically focuses on the role of human resource management (HRM) systems in supporting ambidextrous work in smart city projects. Through 21 interviews with managers in seven multinational firms in Europe, the study finds that a complex mix of three different HRM systems are used to support ambidextrous exploratory and exploitative work. These include corporate HRM systems focused on incentives and development of dual capabilities for smart city managers, and interconnected explorative and exploitative HRM systems at the project level, which offer tailored managerial tools to support social integration and knowledge management between internal and external employees. The study provides theoretical contributions, future research paths, and practical implications for organizations implementing ambidextrous strategies in smart city projects.

Dongjun Ma, This paper presents a method for monitoring the efficiency of human resources in an enterprise under a smart city management model. An evaluation model is established to take into account factors such as the growth stage of the organization and the industry it operates in. The proposed model is based on human resource planning and design, work system design and employee system design, and aims to dynamically match these three factors. The paper also introduces a three-factor vector evaluation model to evaluate the management efficiency of the human resource model, and designs an intelligent enterprise human resource efficiency monitoring model. The system is tested and has good practical results.

Alberto Ferraris, Gabriele Santoro and Stefano Bresciani, Elias G. Carayannis This paper, authored by Alberto Ferraris, Gabriele Santoro, Stefano Bresciani, and Elias G. Carayannis, investigates how multinational enterprises (MNEs) manage human resources (HR) in explorative and exploitative alliances in smart city projects (SCPs). The authors use a qualitative, exploratory approach and conduct interviews with 21 smart city managers of MNEs who are deeply involved in SCPs. They find that MNEs use many different partnerships and “temporal separation” in many cities all around the world in order to maximize

the benefits of both exploration and exploitation. The authors highlight that MNEs tend to develop different ties among employees and external partners and to use different HR practices according to the nature and to the aim of the alliances. They suggest that the development of human resource management systems is crucial in supporting organizational ambidexterity through alliances.

Role of Smart HRM in Bengaluru Smart City

The role of smart Human Resource Management (HRM) in a Bengaluru Smart City would involve using technology and data analysis to improve various HR processes such as recruiting, training, and employee management. This can include using online portals for job applications and onboarding, using data analytics to identify and address workforce trends and needs, and implementing systems for performance management and employee engagement. By using technology to streamline and improve HR processes, a smart city like Bengaluru can attract and retain top talent, improve productivity and efficiency, and ultimately contribute to the overall success and development of the city.

Recruiting using Smart HRM

Recruiting using smart HRM involves using technology and data analysis to streamline and improve the recruiting process. This can include:

- Online job portals: Utilizing online job portals, such as LinkedIn, Indeed, and Glassdoor, to reach a wider pool of job applicants and make it easier for candidates to apply.
- Social media recruiting: Using social media platforms, such as Facebook and Twitter, to post job openings and engage with potential candidates.
- Applicant tracking systems (ATS): Implementing an ATS to automate and streamline the process of sorting, screening, and tracking job applicants.
- Data analytics: Using data analytics to identify trends in applicant behavior, such as where applicants are coming from, what qualifications they have, and what types of jobs they are applying for.
- Virtual interviewing: Using video conferencing technology to conduct virtual interviews with job applicants, which can save time and money for both the employer and the candidate.
- Automated resume screening: Using technology to screen resumes automatically, which can save time and improve the efficiency of the recruiting process.

Overall, smart HRM can help companies to identify the right candidates quickly and efficiently, and it also improves the candidate experience by making the process more convenient and user-friendly.

Onboarding using Smart HRM

Onboarding using smart HRM involves using technology and data analysis to streamline and improve the process of onboarding new employees. This can include:

- Online onboarding portals: Implementing an online portal where new employees can complete paperwork and provide necessary information, such as tax forms, emergency contact information, and direct deposit information.
- Automated compliance checks: Using technology to automatically check new employees' information against legal and regulatory compliance requirements, such as background checks, I-9 verification, and anti-discrimination laws.
- Online training: Providing new employees with online training programs to help them get up to speed quickly and effectively.
- Digital orientation: Creating a digital orientation program that new employees can access on demand, which can include videos, presentations, and interactive quizzes.
- Employee self-service portals: Implementing a self-service portal for new employees to access company information, benefits, and other resources.
- Data analytics: Using data analytics to track new employee progress, engagement and feedbacks throughout the onboarding process to continuously improve the process.

Overall, smart HRM allows companies to onboard new employees quickly, efficiently, and in a personalized manner, which can help to improve employee engagement and retention.

Performance management using Smart HRM

Performance management using smart HRM involves using technology and data analysis to monitor, evaluate and improve employee performance. This can include:

- Automated goal tracking: Implementing systems that automatically track employee progress towards their goals, and provide real-time data on performance.
- Digital performance evaluations: Using digital forms, surveys and other online tools to conduct performance evaluations, which can be completed and stored electronically.
- Data analytics: Using data analytics to identify patterns in employee performance, such as areas where employees are excelling or struggling, and to track progress over time.
- 360-degree feedback: Implementing a system for collecting feedback from multiple sources, such as supervisors, peers, and subordinates, to provide a more comprehensive view of an employee's performance.
- Employee self-assessment: Encouraging employees to provide self-assessments of their own performance, which can be used in conjunction with feedback from others.
- Personalized development plans: Using data analytics to identify areas for improvement for each employee, and developing personalized development plans to help them improve.

- Gamification: Using game elements like points, badges, and leaderboards, to create a more engaging and motivating performance management process.

Overall, smart HRM can help companies to identify and address performance issues in a timely manner, and to provide employees with the support they need to improve their performance and reach their goals.

Employee engagement using Smart HRM

Employee engagement using smart HRM involves using technology and data analysis to promote employee engagement and collaboration. This can include:

- Employee portals: Implementing an employee portal where employees can access company information, benefits, and other resources, and also communicate with their colleagues and managers.
- Team communication apps: Using team communication apps, such as Slack, Microsoft Teams, and Zoom, to promote collaboration and communication among employees.
- Digital suggestion boxes: Implementing digital suggestion boxes where employees can provide feedback and ideas for improving the company, and management can track and respond to these suggestions in real-time.
- Employee recognition programs: Implementing digital programs that recognize and reward employees for their contributions, such as employee of the month, spot rewards and leaderboards.
- Data analytics: Using data analytics to identify patterns in employee engagement and to track progress over time.
- Virtual team building activities: Organizing virtual team building activities, such as virtual happy hours, trivia nights, and game nights, to promote engagement and a sense of community among employees.

Overall, smart HRM can help companies to create a more engaged and collaborative workforce, which can ultimately lead to improved productivity and employee retention.

Training and Development using Smart HRM

Training and Development using smart HRM involves using technology and data analysis to identify the training and development needs of employees and provide them with the resources and support they need to improve their skills and advance their careers. This can include:

- Online training: Providing employees with online training programs, such as webinars, e-learning modules, and virtual classes, which can be accessed on demand and at their own pace.
- Gamification: Using game elements like points, badges, and leaderboards to make training more engaging and motivating
- Personalized learning paths: Using data analytics to identify the specific training and development needs of each employee, and creating personalized learning paths to help them improve.

- Micro-learning: Breaking down the training into smaller, bite-sized chunks, making it more manageable and accessible for employees.
- Virtual mentoring: Using video conferencing technology to connect employees with mentors, both within and outside the organization, who can provide guidance and support in their areas of expertise.
- Data analytics: Using data analytics to track employee progress, engagement and feedbacks throughout the training process and continually improve the training content.
- Learning management systems: Implementing learning management systems (LMS) that can track employee progress, assign training, and also provide access to training materials and resources.

Overall, smart HRM can help companies to provide employees with the training and development opportunities they need to improve their skills and advance their careers, which can ultimately lead to improved productivity and employee retention.

Positive and Negative Impact of Smart HRM in Bengaluru Smart City

Smart Human Resource Management (HRM) can have several positive impacts on a city such as Bengaluru. These include:

- Increased efficiency and productivity through the use of technology to streamline HR processes, such as recruitment and performance management.
- Improved communication and collaboration between employees and HR departments through the use of digital tools and platforms.
- Increased flexibility in terms of remote work and flexible schedules for employees, which can lead to a better work-life balance.
- Better tracking and analysis of employee data, which can aid in making more informed decisions regarding staffing and talent management.

Potential negative impacts of smart HRM in Bengaluru Smart City. These include:

- Increased reliance on technology can lead to a disconnect between employees and HR departments, as well as potential security risks with sensitive employee information stored in digital systems.
- The cost of implementing smart HRM technologies can be prohibitive for small and medium-sized businesses.
- There is the potential for technology to be used to automate jobs and decision-making, leading to job losses and loss of control over important decisions.
- Inadequate digital skills and digital inequality among employees can lead to a digital divide, where some employees are left behind in terms of access to new technologies and opportunities.

Suggestions in Impact of Smart HRM in Bengaluru Smart City

Here are a few suggestions for how smart human resource management (HRM) could potentially impact the smart city initiative in Bengaluru:

- **Increased efficiency:** By using technology such as HR software and automation, HR processes can become more streamlined and efficient. This can free up time for HR staff to focus on more strategic tasks, such as talent management and employee engagement.
- **Improved data analysis:** With access to data and analytics, HR departments can make more informed decisions about recruiting, training, and developing employees. This can lead to better alignment of employee skills with the needs of the smart city initiative.
- **Enhanced employee engagement:** Smart HRM can foster a more positive and engaging work environment by providing employees with tools to improve communication, collaboration, and feedback. This can lead to higher levels of employee satisfaction, engagement and retention.
- **Better access to skill development:** By using technology, HR departments can provide employees with access to training and development opportunities. This can help the smart city initiative attract and retain the skilled workforce it needs to be successful.
- **Attracting top talent:** Smart cities are known for their advanced technology and smart infrastructure, by implementing smart HRM, it can attract top talent who are interested in working in a modern and innovative environment.

CONCLUSION AND RECOMONDATIONS

This study aimed to examine the role of Smart Human Resource Management (HRM) in the development of Bengaluru Smart City. Through a review of literature and surveys and interviews with HR professionals in Bengaluru, the study aimed to understand how Smart HRM can contribute to the overall success and development of the city and analyse the positive and negative impact of smart HRM in Bengaluru Smart City. The findings of this study will provide valuable insights into the role of smart HRM in the development of a smart city and its potential impact on the workforce. The implementation of Smart HRM in the Bengaluru Smart City Development initiative has the potential to greatly improve the efficiency and effectiveness of human resource management within the city. By utilizing technology to automate and streamline HR processes, as well as providing real-time data and analytics, organizations in Bengaluru can gain valuable insights into their workforce and make better informed decisions. Additionally, the use of smart HRM can also improve employee engagement and satisfaction, leading to a more productive and motivated workforce. Overall, the integration of Smart HRM in the Bengaluru Smart City Development initiative is a positive step towards creating a more efficient, productive, and liveable city for all its citizens.

ADVANCED RESEARCH

The future scope for the impact of Smart HRM in Bengaluru Smart City is likely to be significant. The implementation of smart HRM technologies such as Artificial Intelligence, Machine Learning, and big data analytics can greatly improve the efficiency and effectiveness of HR processes, leading to improved productivity and employee satisfaction. Additionally, these technologies can also help organizations to attract and retain top talent, as well as promote diversity and inclusion. Furthermore, smart HRM can also aid in the implementation of smart city initiatives such as smart transportation and smart energy management, by providing a more skilled and engaged workforce. Overall, the future scope for the impact of smart HRM in Bengaluru Smart City is promising and has the potential to greatly benefit both organizations and the community as a whole.

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