



Smart Island University

Unlocking Treasures of Knowledge



PROVIDER ID: RP8897

Human Resource Management

MHR501: Global Human Resources Management Trends

Prepared by: Walid Soliman

Lecture 10





Advances in Technology

Implementing HRIS Globally

HRIS applications have provided valuable, **consistent information to management**, but they have also encountered difficulties. Some HRIS systems are **time-consuming and expensive** to implement and maintain. This difficulty is magnified when systems must span multiple countries with different technical platforms and communications.





Advances in Technology

Implementing HRIS Globally

HRIS operations face several practical challenges:

- Affordability
- Different technology platforms in various units
- Types and quality of electronic access available
- Different understandings of terminology and meanings when collecting data (for example, the varying definitions of contractor, temporary employee, part-time employee, and full-time employee)
- Different lengths of fields and records based on language and local differences
- Attitudes and regulations toward employee data and privacy
- Cultural acceptance of the technology system (Employees' emotional response to technology should be carefully considered. Will an employee with little computer experience be comfortable using a kiosk?)





Advances in Technology

HRIS Skill Banks and Skill Tracking Systems

HR professionals can use the human resource information system as a source for internal recruitment. HRIS **skill banks and tracking systems** can help **generate computerized talent or skill inventories**, which can furnish a list of people with the needed knowledge, skills, and abilities.

Information systems that include a complete record of each employee's qualifications allow organizations to scan records quickly and locate qualified candidates for vacant positions.



Advances in Technology

Selecting Human Resources Information Technology

Human resources information technology is an increasingly necessary tool for HR professionals to manage employee information. Experts recommend that organizations carefully evaluate the many available options. The HR information technology selected must support the needs of HR and the organization over time.

The Society for Human Resource Management recommends answering the following questions when selecting a human resources information system:

- What do you need the system to do?
- If you presently have a system, what about your present system works well and what problems exist?
- What other processes can be automated?





Advances in Technology

Selecting Human Resources Information Technology

- Who will have access to the system?
- What security controls will be needed?
- Will it need to be compatible with any other systems (Accounting)? Are there any planned major organizational changes that may impact the system choice (next 3-5 years)?
- How long do you expect to use this system?
- What kind of a budget do you have to work with?





Advances in Technology

Knowledge Management Systems

An organization's human capital is its **primary competitive advantage** in the global economy. To retain this advantage, employees must be able to quickly and efficiently share knowledge across both organizational and geographic boundaries.

Knowledge management is the process of gathering, documenting, and sharing important information to improve the performance of employees and the organization.

It can strengthen the organization's ability to innovate, react to market conditions, and continually improve.





Advances in Technology

A knowledge management system is based on four activities, each of which must occur for knowledge management to be successful:

- **Inventory knowledge assets.** This activity involves cataloging the company's tangible assets (such as white papers, presentations, and articles), best practices, and areas of employee expertise.
- **Create a knowledge base and directory.** The cataloged information from the first activity is entered into a system for easy access and retrieval. The directory lists employee **skill banks and areas of expertise** (building connections). The knowledge base is all the tangible assets (building collections).





Advances in Technology

A knowledge management system is based on four activities, each of which must occur for knowledge management to be successful:

- **Use the system.** The knowledge management system can be used informally (to educate employees and project team members) and formally (as a basis for making employee assignments).
- **Update the system.** Maintain and update the system as people, projects, and information change.





Advances in Technology

Knowing management becomes more difficult as organizations grow and become more global. **Challenges include the following:**

- **The physical task** of inventorying and updating so many people and so much knowledge
- **Cultural and personal issues** related to sharing information with others (If information is perceived as power, issues may be associated with convincing people to share this valuable asset.)





Advances in Technology

Knowing management becomes more difficult as organizations grow and become more global. Challenges include the following:

- The relevance of best practices from one organization's environment and culture to another.

Despite these challenges, developing workable knowledge management solutions is a worthwhile endeavor. These solutions can make the organization smarter, more agile, and more efficient. Organizations that find ways to enhance collaboration at a global level and thereby speed up knowledge creation have a major strategic advantage.





Practice Questions

Choose the best answer to each question.

1. Which one of today's HR roles includes helping the organization prepare for change?

- a. Strategic
- b. Administrative
- c. Operational
- d. Advice





Practice Questions

Choose the best answer to each question.

2. Which one of today's HR roles focuses on dealing with compliance issues and record keeping?

- a. Strategic
- b. Administrative
- c. Operational
- d. Control





Practice Questions

Choose the best answer to each question.

3. The ___ proposes that any organization operates within a complex environment. This environment affects and is affected by various forces that all share in an organization's values and activities.

- a. Mission statement
- b. Strategic planning team
- c. Strategic planning process
- d. Stakeholder concept





Practice Questions

Choose the best answer to each question.

4. What is the process of positioning the company for the future?

- a. Knowledge management
- b. Mission statement
- c. Strategic planning
- d. Stakeholder concept





Practice Questions

Choose the best answer to each question.

5. What happens during the Formulation stage of the strategic planning process?

- a. Make plans to communicate to employees.
- b. Review progress toward achieving strategic objectives and measurable outcomes.
- c. Develop short- and long-term objectives from the strategic goals.
- d. Define the company's vision, mission, and value statements.





Practice Questions

Choose the best answer to each question.

6. The ___ expresses the organization's essential purpose and value.

- a. Stakeholder concept
- b. Mission statement
- c. Strategic planning process
- d. Strategic planning team





Practice Questions

Choose the best answer to each question.

7. During what stage of the strategic planning process is a SWOT analysis performed?

- a. Formulation
- b. Development
- c. Implementation
- d. Evaluation





Practice Questions

Choose the best answer to each question.

8. A survey of internal and external environments that identifies the internal strengths and weaknesses and external potential opportunities and threats to the proposed strategy is known as_____.

- a. Environmental scan
- b. Mission statement
- c. Stakeholder concept
- d. Knowledge management





Practice Questions

Choose the best answer to each question.

9. All of the following are actions that HR can take to support implementation of the organization's strategy except ___.

- a. Maintain a talent pool of innovative, literate leaders who can be assigned to strategically sensitive areas.
- b. Create strategies for decreasing competition between units and enhancing collaboration.
- c. Identify and develop critical skills in the existing talent pool.
- d. Do an environmental scan.





Practice Questions

Choose the best answer to each question.

10. In which organizational structure are departments defined by the services they contribute to the organization's mission?

- a. Functional
- b. Product
- c. Geographic
- d. Front-back





Practice Questions

Choose the best answer to each question.

11. What is the main purpose for outsourcing?

- a. It creates a strategy for decreasing competition and enhancing collaboration.
- b. It projects an image of the organization as a desirable employer.
- c. It identifies and develops critical skills in the existing talent pool.
- d. It enables the organization to focus on core activities.





Practice Questions

Choose the best answer to each question.

12. _____ is a systematic tool for gathering, storing, maintaining, retrieving and revising HR data.

- a. Human resource information system (HRIS)
- b. Mission statement
- c. Knowledge management system
- d. Environmental scan





Practice Questions

1. a (p. 7)
2. b (p. 8)
3. d (p. 17)
4. c (p. 18)
5. d (p. 21)
6. b (p. 21)
7. b (p. 19)
8. a (p. 28)
9. d (p. 38)
10. a (p. 46)
11. d (p. 55)
12. a (p. 72)





Smart Island University

Unlocking Treasures of Knowledge

Thank you



Smart Island University
Unlocking Treasures Of Knowledge

