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IMPACT OF ROBOTIC PROCESS AUTOMATION (RPA) IN HUMANRESOURCE OPERATIONS

[#1]VUKE SAI KUMAR, *PG Student,*
[#2]CHADAMALA ASHOK KUMAR, *PG Student,*
Department of MBA,
SAI SPURTHI INSTITUTE OF TECHNOLOGY, SATHUPALLI, KHAMMAM

ABSTRACT: The management of human resources is a crucial part of any business. Procedures related to human resources are also essential to the business sector. "HR automation is a process by which the human resource department's efficiency is increased by relieving personnel of tedious manual labor and enabling them to concentrate on strategic planning and decision-making." "Organisms can reduce the time and money required for HR planning and implementation by automating repetitive and routine HR tasks." Businesses can automate and employ robotic technology to carry out continuous and repetitive tasks by utilizing the robotic automation technique. It allows employees to focus on higher-quality work for longer. It consequently contributes to a rise in productivity and efficiency in every area of an organization's operations. The consequences of robotic process automation (RPA) for human resource operations are the main topic of the study article. The paper also emphasizes RPA's significance for HR operations. The majority of the data used in this analysis is secondary, with pertinent research data taken from reports and websites. Percentages were used as a statistical tool in the analysis of the data.

KEYWORDS: Human resource operations, HR department, Robotic Process Automation, Software and Technology.

1. INTRODUCTION

Robotic process automation must become a rallying cry for enterprises, for obvious reasons. "Robotic Process Automation" (RPA) is a way for developing and controlling software robots using digital technology and software. Robotic process automation enables a robot to recognize and extract data, type effectively, navigate systems, interpret what is displayed on a screen, and execute a variety of other tasks. Staffing costs and human error are both decreased. The primary goal of this robotic process automation is to reassign people as implicit personnel to undertake more labor-intensive manual accounting chores.RPA may have a substantial impact on human resources, among other areas. Human Resources is responsible for a large number of tedious tasks that could be automated. As an example, all components of the onboarding process, including retirement, leave management, termination, and onboarding, might be automated. A great number of RPA companies are performing really well.

2. LITERATURE REVIEW

In 2019, a paper named "RPA for Human Resource Operations RPA Technology" was released by Anusha, Rawat, and Vijayshree. According to the investigation, the system was intentionally created to enable the replication of equipment. It can be replaced with robotic technology. The degree of accuracy attained with software created by the right platform, as well as how quickly and easily the work is completed, all contribute to the fact that each output is higher, the labor cost involved in this process is significantly lower, and crucial tasks are carried out by the robots accurately and proficiently. According to the study findings and debate on "The Influence of Robotic Process Automation (RPA) on Employee Acceptance" by Fernandez and Aman (2021), the implementation of robotic automation has severely impeded the onboarding of new employees. Five key domains—career growth, technology adaptation, job intimidation, occupational health balance, and job satisfaction—were examined in relation to the study's conclusions. The findings showed that workers need to adjust to changes brought about by advancements in technology. In order to preserve the integrity of their contributions and the accomplishments of the institution, any modifications made inside the function should also be properly documented.

The research paper "RPA's Role (Robotic Process Automation) in Human Resource (HR) Operations" by Somendra Yadav (2021) states. His research yielded various conclusions, including improved productivity, reduced expenses, better resource allocation, higher investment profitability, and more advantages for all firms. However, the researcher noted in this study that the HR division benefits most from a significant portion of RPA.

3. STATEMENTOFTHEPROBLEM

Approximately 93% of the time spent by human resources professionals is devoted to mundane, transactional tasks including record-keeping, process monitoring, and manual data entering. One useful tool for HR is robotic automation. Now is the time for businesses to prioritize new technologies and adapt to them.

OBJECTIVESOFSTUDY
- ➢ To study the role and influence of robotic process automation technology in human resource operations.
- ➢ To know the uses of RPA in human resource operations.
- ➢ To analyze the impact of RPA in human resource operations.

METHODOLOGYOFTHESTUDY

The current study project is an analytical and descriptive study. It is mostly dependent on secondary data. A variety of websites and sources provided the information needed for the study. The effect that robotic process automation (RPA) has on human resource operations is the only topic of study. In order to assess the collected data and draw conclusions from this study, statistical tools such as percentages were used.

Robotic process automation's role in human resources This is an excellent way for HR professionals to become more proficient with data management. Software bots are used in the human resources department to automate rule-based procedures that are highly interactive and need little to no human participation. This covers duties that involve a lot of physical and repetitive labor, such as hiring new workers, processing payroll, signing up for benefits, and filing compliance reports. Even when data processing speed and accuracy are increased, associated costs may be decreased.

4. DISCUSSIONANDFINDINGS

Applications of robotic process automation in human resource management

Use Cases of RPA in HR

Data Management & HR analytics   Applicant Sourcing and Tracking   Employee Onboarding

Payroll and Benefits Management   Expense and Travel Management   Exit Management

Data Management and HR Analytics

Its primary role is to manage a data group that comprises both historical and current personnel information, as well as compliance and control functions. Manually handling that data is a difficult task. Data administration is generally simple and can be automated. This will allow for faster, more accurate data analysis, duplication, and juxtaposition. Furthermore, precise and detailed data improves execution.

Applicant Sourcing and Tracking

It has the potential to create significant profits for companies. A variety of websites and applications are used. Robots, on the other hand, have the ability to achieve much higher speeds and precision.

Employee On boarding

Increased demand needs more time and care during the ride experience. In contrast, one of the most critical and optimal scenarios for implementation is the automated robotic process in human resources. The company management technique enables for the focus of a worker while the bots are being maintained.

Payroll Management

The work is strenuous, particularly for a large firm. Human resource management studies have indicated that the revived robotic system can account for up to 90% of the new process, saving time, effort, and errors.

Expense and Travel Management

The personnel department has the most difficult task in terms of budgeting and travel management. There are multiple spreadsheets, erroneous and error-filled invoices, late payments, shipping delays, and extra fees. To overcome these problems, it may successfully navigate the validation and approval process while adhering to existing policies and cost limits.

Exit Management

It is a legal procedure involving additional strenuous exertion, similar to a ride. As a result, the HR team can greatly benefit from implementing automation through the employment of robots in human resource functions.

The Effects of Robotic Process Automation on HR Management This is a watershed point in the Fourth Industrial Revolution, marked by substantial technological advances. It fosters improved operational efficiency, process simplification, and productivity growth in business organizations. Grand View Research estimates that the robotic automation sector will be worth $3.11 billion by 2025. RPA not only offers job opportunities and maintains a competitive climate for hardworking businesses, but it also rejuvenates individuals by relieving them of boring jobs. According to Intelligent Operations research, the overall global acceptability of RPA by human resources is 8% on a full scale and 17% when RPA is actively utilized.

Increased productivity

It can direct human resources toward critical activities like employee commitment and retention. The

emphasis will be only on the company's strategic objectives, resulting in increased overall production and efficiency.

Low-Risk and Easily Integrated

It may be an unfettered, highly safe piece of technology. It's simple to integrate into modern applications. Working groups can use it to build a platform, and its popularity grows as more complex algorithms and machine learning tools are developed.

Scalability

When an automated process is done on a big scale, the cost per unit of work may be very low and might fluctuate fast based on the system's needs. It causes the whole system to expend unneeded energy or engage in periods of relaxation.

Consistency

Because it is designed for complete replication and error-free operation, it can eliminate output variances while in operation.

Reliability

Robotic process automation runs constantly, 24 hours a day, 365 days a year, removing the requirement for sick leave.

Flexibility

Robotic process automation can follow preset procedures regardless of the operating context and is not confined to a certain industry.

Accuracy

The value of data analytics in computer computing outperforms that of its human counterparts. It generates precise results and makes quick decisions.

Duration

The project lasts nine to twelve months and involves an upfront investment of 30% to 200% of the first year's expenses.

5. CONCLUSION AND FUTURE SCOPE OF THE STUDY

Robotic process automation is quickly gaining popularity in human resource operations. It can provide critical creative solutions for the human resources process. It changes how it does tasks. The corporate sector as a whole will profit from it in a variety of ways, including increased productivity, lower costs, better resource allocation, and higher returns on investment. Robotic process automation is important not just for technological solutions, but also for business growth.

The use of robotic process automation in human resources is increasing and is not restricted to a particular department inside the firm. Technology has various advantages, including lower prices, shorter production cycles, relief from tedious activities, and increased productivity. This has the potential to dramatically accelerate the development of a highly skilled and productive human resources team.

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