

ANUSHREE HARIHAR

XLRI: Xavier School of Management, Jamshedpur India., India

GLORYSON CHALIL

XLRI: Xavier Institute of Management, Jamshedpur India, India

IMPACT OF TECHNOLOGICAL CHANGES ON HRM COMPETENCY FRAMEWORKS

Abstract:

The IT industry is witnessing rapid change due to technological advancements that are being made and adapted in organisations every day. This research aims to study how these changes have affected the HR department at a multinational IT professional services firm in India, in terms of the changes in their HR roles and role-specific competencies.

Two global HRM Competency Models – SHRM Competency Model 2012 and the HRCS Model 2016 by Michigan-Ross – have been studied in detail and combined to form an exhaustive list of 18 core competencies for HR professionals. On analysing the HR roles at the organisation under study, it was found that there are 11 unique roles which leverage these 18 competencies. Interviews have been taken of senior and junior resources in the HR roles identified, to take their inputs on the impact of technological changes (in the organisation and industry) on their roles and how they see the core competency requirements for their role changing in the future.

It was found that across all roles, there is a need to understand business better and move away from just performing activities to adding thoughtful value in every contribution made. Competencies required for such a shift are different than those for today's nature of work, which is already seeing great transformation.

Keywords:

HRM Competencies, Technological Change, Managing Change

JEL Classification: J24, J44, O39