

# **Driving HR Automation** Relating HR Models, HR Tech & the Impact of Digitalization

Aju Murjani

Managing Director, ASEAN & ANZ, Excelity Global

#### **TOMORROW IS NOW**





#### **CLOSER TO HOME...**

### Why was the HR Industry Manpower Plan developed

Globalisation and automation, combined with the rise of digital workplaces and mobile workforces, are changing the way businesses function and compete. Our people also need to adapt and acquire new skills to grow in their careers.

In this new phase of economic development, there is urgency to uplift our HR industry.

A strong HR industry, comprising HR professionals and the HR services sector, is a key enabler in unlocking the full potential of our people and businesses. It also underpins the efforts of the 23 Industry Transformation Maps (ITMs) to promote growth and competitiveness in key sectors and create good jobs for Singaporeans.

http://www.mom.gov.sg/employment-practices/hr-industry-manpower-plan

http://www.mom.gov.sg/~/media/mom/documents/employment-practices/hr/hr-industry-manpower-plan.pdf?la=en



#### **THE CHALLENGES AND CONSIDERATION – WHAT HAS CHANGED?**

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Business Challer		
Rising labor costs	Rapid change in technology	Customer supplier relationship changes
Need to centralize/ standardize processes	Continued focus on growth organic/inorganic	Legislative changes
Heightened emphasis on quality and standards		

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#### **Key Considerations For Organizations**

How do I improve my operating costs?	How effective are my current processes or technology?	How do talign supply with variable demand?
How do we work across different subsidiaries?	How do Lalign my HR strategy with business requirements?	What will it take to improve middle/back office operations?
How am I charged for service?		

#### **Desired Outcomes**

Financial savings		Compliance	Business continuity plan		Flexible Infra		
	Strong Customer Relationships		Access to trained resources		]		
	BPR Leaner processes and		nd polic	ies	Integrated sys	tems	



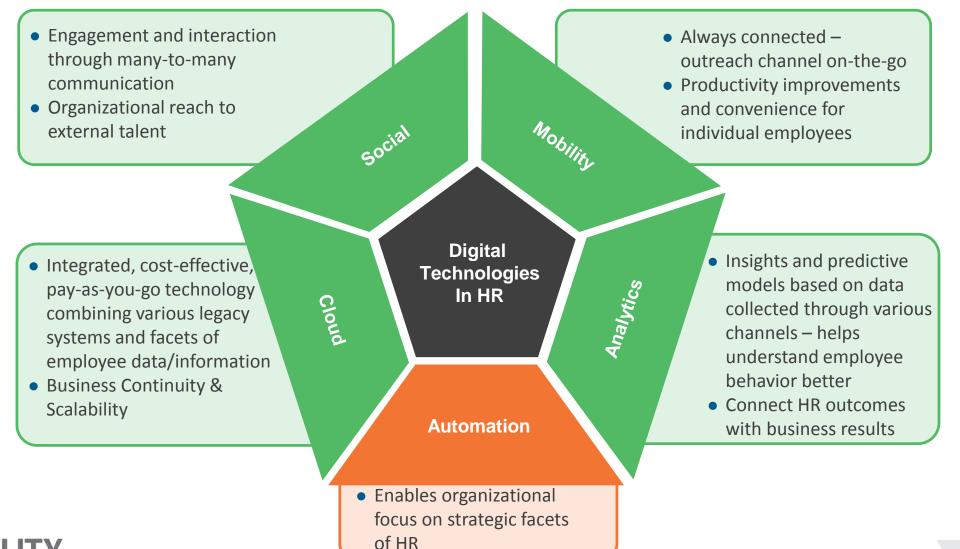
#### **BASELINING HR MODELS**



Josh Bersin's HR Maturity Models

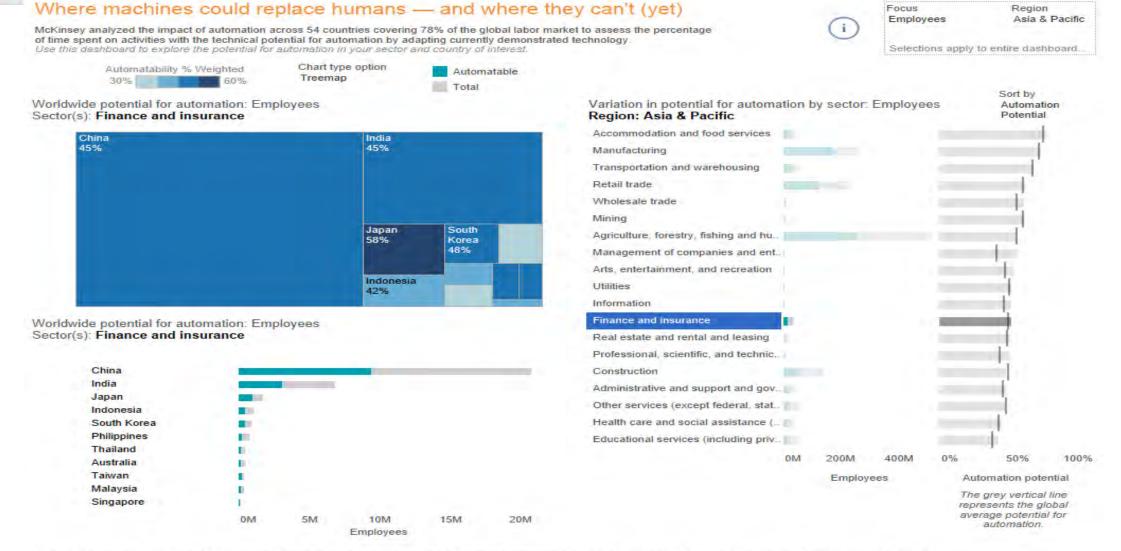


#### DIGITAL TECH – PROVIDING INSIGHTS TO BUSINESS/ HR



#### **EXCELITY**

#### **AUTOMATION POTENTIAL IN APAC IS BETWEEN 44-56%**



Wage data were not available for 8 countries: Bermuda, Cote d'Ivoire, Ethiopia, Ghana, Mozambique, Senegal, Taiwan, and Tanzania. Some country's employee data omitted the informal economy; in these cases, adjustments were made based on discussions with industry experts. Source data for some countries do not contain all 19 sectors.

Source: EMSI; Oxford Economic Forecasting; US Bureau of Labor Statistics; McKinsey analysis For more on this research, see our article : <u>Harnessing automation for a future that works</u>.

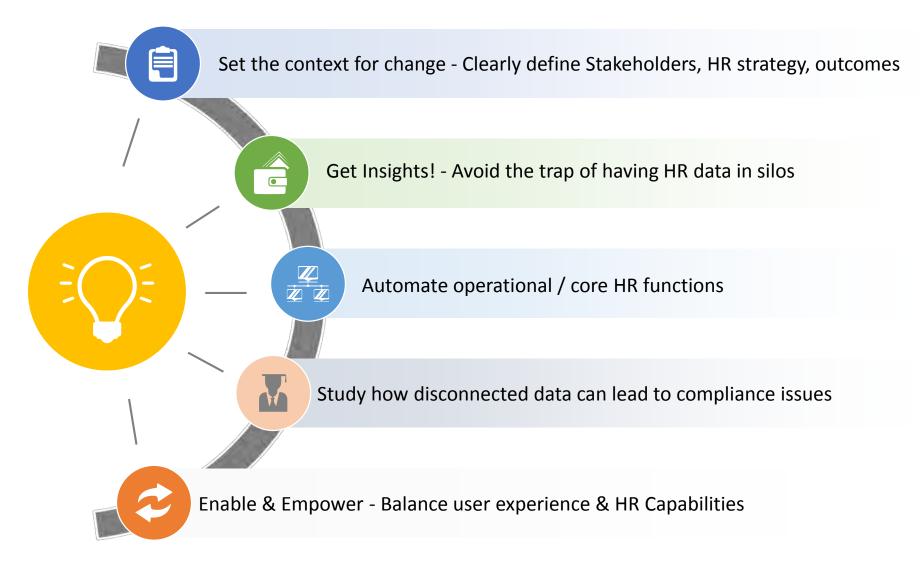
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#### IMPACT OF DIGITALIZATION

- Value Driven HR organization
  - Escalate level of productivity; *cost per hire*
  - Focus on Employee well-being, skills development
  - Culture & Engagement enterprise feedback mechanisms
- Enable & Empower Employees
  - $\circ$  Flexi work
  - Deeper sense of ownership *turnover rate*
  - Remote yet Collaborative
- Win the Talent War
  - Video / AI based assessments- *High Retention rates*
  - Learning & Development
  - **o** Repurposing Performance Management



#### **KEY TAKEAWAYS – WEAVING IT TOGETHER**







## THANK YOU