Human Resource Digital Transformation in the Era of Disruption: A Systematic Literature Review of Technology, Strategy, and Workforce Readiness

Shakirullah Shaik[*], Koilakuntla Maddulety and Christopher Abraham

SP Jain School of Global Management

Abstract: Due to digital advancements, the Human Resource Management (HRM) of an organization has changed drastically. Thus, organizations have to integrate disruptive technology in human resource management like Artificial Intelligence (AI), automation, analytics, and cloud-based technology, *among others*. This study examines the strategic implications of human resource digital transformation (HRDT) through a synthesis of contemporary literature and industry evidence. As part of the digitalisation strategy, various digital HR initiatives are essential to maintain the competitiveness of any firm. Implementation of personalized AI-enabled recruitment, predictive workforce analytics, robotics process automation, and digital learning platforms enhance the efficiency, transparency, and employee engagement of the companies. Further, these initiatives would help reposition HR as a key business driver in the organization. Even so, challenges related to lack of skill, resistance to change, algorithmic bias and data privacy persist. The research states that performance management systems, compensation and benefits, employee development, and team structure mediate the impact of digital HR capabilities on employee performance. As per the case evidence from GIC Re, digital HR ecosystems strengthen organizational agility and competitiveness. The study found that successful HRDT is a proactive pursuit by the HR function whereby there is alignment in the adoption of technology, commitment of leadership and readiness of the workforce. Thus, positioning HR as a catalyst for innovation and sustainable organizational performance is important.

Keywords: Digital Transformation of Human Resources, Artificial Intelligence, HR Automation, Performance Management Systems and Digital Disruption

[*] DBA Scholar. Corresponding author. Email: Shakirullah.ds20dba001@spjain.org