

The technology factor

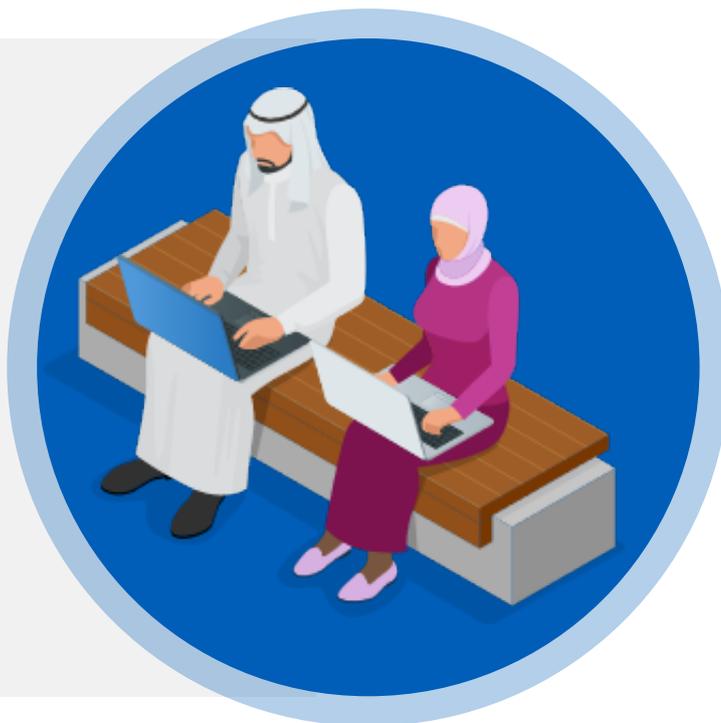
Leading HR organizations (or Pathfinders) embrace advanced technologies to increase productivity among their employees. However, this practice is not widespread, nor does it currently feature highly on the HR agenda. Only 8% of HR leaders cited the deployment of technologies such as AI, machine learning and robotic process automation as important over the next 12-24 months. Conversely, 54% felt that adopting digital technologies to support remote working is a priority.

In order to truly reap the benefits of cutting-edge technology, the right skillset and data is required. However, most organizations have

not reached this point yet on the maturity curve. Merely 15% of HR professionals indicated that applying analytics and data to deliver predictive insights is a top capability, while 4% said the same for robotic process automation (RPA).

Prevailing trends in HR technology include updating learning and development platforms and moving to cloud-based HR information systems. These types of investments will establish a solid foundation for the development of the workforce (upskilling) and the availability of human capital data (data analytics).

The long-term impact of remote working on employee performance is yet to be understood. Most organizations are now seeing productivity return to pre-pandemic levels thanks to the adoption of remote working and re-opening of businesses. However, the question remains: how can organizations stay resilient and enhance employee performance in the New Reality? Those capable of proactively shaping the workforce may be able to unlock opportunities for individual employees, the HR function and their organization as a whole.



Contact us



Marketa Simkova

Partner

Head of People & Change
KPMG Lower Gulf

T: +971 4 248 975

E: msimkova@kpmg.com



Gunjan Shroff

Director

KPMG Lower Gulf

T: +971 4 4248 949

E: gshroff1@kpmg.com

home.kpmg.com



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