THE ROLE OF HUMAN RESOURCE AMIDST TECHNOLOGY
Written by: Ma. Debbie S. Limongco

As we are entering the generation of Millennials and Gen Zers, we can observe that tasks have become more difficult and complex. No doubt, we are living at a time where things to be accomplished require much skills in technology. However, there are many ways that will simplify every single task we make in the daily operation of our organizations, ways that will make tasks easier without compromising the high quality of service delivered to the different stakeholders. In a work environment that is increasingly shaped by technology, automation has the potential to both limit the job availability and improve workforce productivity and flexibility. Advancement in computerization, artificial intelligence, and systematization can enable technology to perform many routine work tasks more efficiently.

Human resources, as the service center of the organization that cater to all personnel, HR must make sure that all transactions are secured, complaints and requests from each of the personnel shall be served, answered and accommodated with excellence and in real time. This is consistent with the time-honored belief that the workforce occupies a special place in the operation of any organization. Without the workforce, an organization will not subsist. Transacting with personnel, providing them with the information they need, accommodating their requests and needs, and answering their queries are some of the things that must be improved in order to increase the level of employee relation in our organization.

Personnel, despite their goals in their duties and responsibilities, has their own personal goals in their life. How will they feel HR did not grant their requests? Or HR granted their request but in poor service? They will get angry, annoyed and these feelings may, possibly affect their work and their productivity output that lead to poor performance or poor result. Also, it will reflect and affect the character of the service power of Human Resources.
Human resources shall ensure that high quality of service to personnel with more confidentiality but with less effort on the part of HR. HR have the responsibility in taking care of the needs of our personnel in order to boost their morale. Our ambitions must be broad enough to include the aspirations and needs of others, for their sakes and for our own. And this morale can achieve their goals in the organization and much more affect positively the goal of the organization as a whole. This high-quality service may reflect in our organization, especially in our division and can be proud of and be a good example and inspiration for other departments. Our quality service in Human Resources may have been a part in achieving their goals not only in the organization but also for the improvement in their lifestyle that can make their dreams come true. As a human being, it is a pleasure, fulfilment and satisfaction to serve people and be a part on achieving their dreams.

Most people rely on what would they gain in terms of rendering service and providing above service to the company or any workplace. We are troubled by being uncompensated, doing more for what we pay for and getting less for what we have rendered. It’s like an infection that is replicating itself until it became a virus. And this kind of sickness can be healed only by being contented for what you have instead of focusing on what you will gain materially. And in everything you do, keep on developing yourself.