ROLE OF HR DURING DIGITAL TRANSFORMATION IN EDUCATIONAL INSTITUTIONS

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ABSTRACT

The objective of this research is to examine the ways in which human resources are changing throughout the digital revolution. In the age of digital change, what are the beliefs held by HR (human resources) professionals? Digital transformation is the process of changing organisational structures, practices, and activities to capitalise on new technology. In order to pursue a competitive advantage that may arise from a digital transformation strategy, researchers are starting to acknowledge the significance of information, intellectual capital, and human capital. The corporation adopts a resource-based viewpoint, wherein its competences and assets—such as its human and technology capital—are viewed as resources that the organisation owns or controls and that provide it a competitive advantage. semi-structured interviews with five United Arab Emirates-based HR (human resources) specialists

A qualitative research technique was used, including five HR (human resources) specialists in the United Arab Emirates (UAE) in semi-structured interviews. The following subjects are covered in the semi-structured interviews: HR planning; change in an era of digital transformation; employee relations; health and safety; training and development; performance management; reward management. Using a thematic analysis of the primary themes and sub-themes, the results are examined. Digitalization has an influence on regular HR processes and procedures, according to the major results. It is less common to emphasise how HR contributes to the digitization agenda, especially when using HR information systems.

Keywords: *Digitizaton, Digitalization, Digital Transformation Human Resources, Educational Institutions*

OBJECTIVES:-

1) To study the effectiveness of government initiatives for promoting digital transformation in educational institutions

2) To analyse educational institutions' perceptions and participation regarding digital transformation.

3) To assess the level of awareness of human resources and the role they plays during digital transformation in educational institutions.

4) To suggest ways and means for implementing HR practices to make digital transformation more effective in educational institutions.

PROBLEM STATEMENT AND RESEARCH METHODOLOGY

The study will be a report card of digital transformation. Qualitative research method is used. Literature review of 81 papers has done (including journals, conferences proceedings, ph.d thesis, dissertations, presentations etc) This kind of study seeks to collect and evaluate non-numerical data to comprehend people's attitudes, beliefs, and motivations in order to better grasp their social reality.

GOVERNMENT INITIATIVES

Analysing the findings involves a thematic examination of the main themes and sub-themes. The main findings indicate that while regular HR processes and procedures are impacted by digitization, particularly in terms of the use of HR information systems, the plan's contribution to digitalization is not as well-regarded. The Government of India's Ministry of Electronics and Information Technology (MeitY) commenced the "Digital India" campaign with the goal of guaranteeing digital access, inclusion, empowerment, and bridging the digital gap.. The programme's goal is to transform India into a knowledge-based economy and society of HR to the digit. Under the PM e-Vidya banner, the Ministry of Education provides top-notch educational programming via DTH channels and online platforms in order to accomplish these goals, especially in rural, tribal, and isolated areas.

DIKSHA is the country's digital infrastructure for offering high-quality e-content for use in state and UT classrooms, together with QR code-enabled energised textbooks for use in all grade levels (one country, one digital platform). With more than 2.2 crore average daily page hits, more than 6,125 crore learning minutes, and

more than 524 crore learning sessions recorded by DIKSHA as of July 25, 2023, As of right now, 3,17,496 pieces of e-content are available on DIKSHA. There are currently 12 operational DTH channels in education and 22 operational SWAYAM PRABHA channels in higher education. According to the Financial Year 2022–2023 budget announcement, the 12 DTH channels will be increased to 200 (two hundred) PM e-Vidya DTH TV channels. Study Webs of Active-Learning for Young Aspiring Minds, or SWAYAM, is a national MOOC network that offers credit transfer for Higher Education courses to universities. Under SWAYAM, NIOS and NCERT serve as the national coordinators for school-based courses for grades 9 through 12. 2,57 NCERT courses and 431 NIOS courses are among the 10,451 courses that are offered on the SWAYAM Portal. There are 4.1 lakh enrolled students for NCERT courses and over 34 lakh registered students for NIOS courses. All initiatives pertaining to digital, online, and on-air education that offer multi-mode access to education are coordinated under the PM e-Vidya banner as part of the Atma Nirbhar Bharat Abhiyaan in order to fulfil the vision of Digital India. Smt. Annpurna Devi, the Minister of State for Education, provided the details in a written response to the Rajya Sabha.

DIGITIZATION

The process of transforming analogue information (physical format) into digital form (digital formats) is known as digitization. Text or paper documents are digitised, for instance, when they are converted into digital files. The analogue VHS cassettes and their digital equivalents, digital files, are equivalent. Maybe the simplest to understand is this. The process of transforming analogue information (physical format) into digital form (digital formats) is known as digitization.

DIGITALIZATION

Data transformation into a digital format is the first step towards digitalization, which is the use of digital information to improve business processes for the purpose of cost-saving and revenue optimisation. To visualise digitalization in action, think of scenarios such as automating workflows and enabling cloud computing for data storage and remote access. In these scenarios, you benefit from the power of digital information to improve how your organisation operates.

By going digital, you can leverage the power of digital data to enhance your workflow. It aids in streamlining corporate procedures in an effort to maximise revenue and cut costs. To visualise digitalization in action, think about scenarios such as automating processes and enabling cloud computing for data storage and remote access. In these circumstances, you benefit from digital information's power to improve the way your company runs.. It expands on digitalization and digitization to enable a total transformation of an organisation's operations, procedures, models, and even goods and services. By doing this, a business improves its current business model, adaptability, performance, and output by utilising the many and innovative capabilities of leveraging digital technologies. Although it is a necessary step in the process, digitising goods and services is only one aspect of digital transformation. Digital transformation is changing business models to stay competitive in this digital age by using the right digital transformation methodology, as opposed to just converting analogue content into a digital format
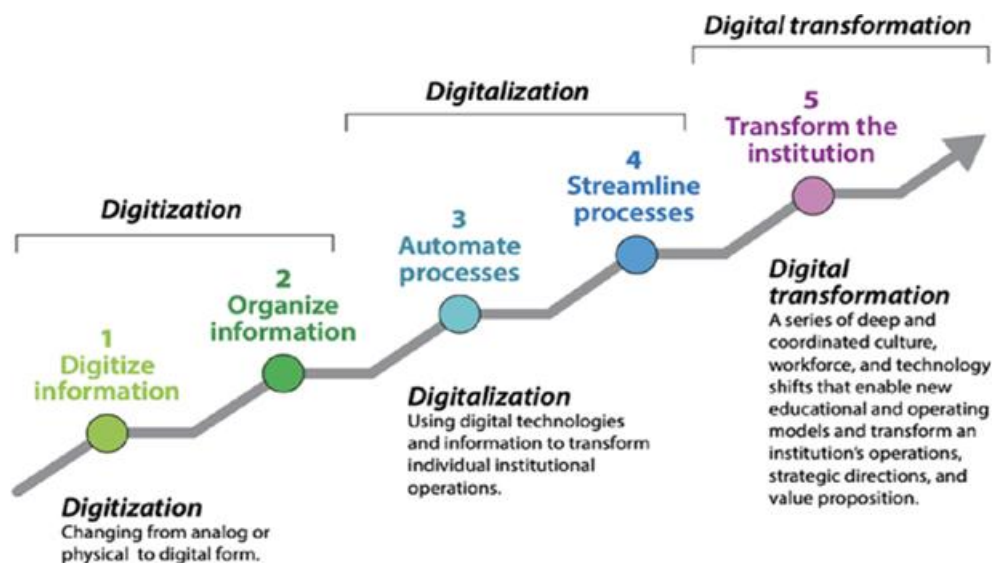
DIGITAL TRANSFORMATIN OR DX

It is a business innovation strategy that relies on integrating digital technologies into your products, solutions, customer interactions, and operational processes. The strategy is centred on the development and monetization of digital assets in order to maximise the potential of emerging technologies and their effects on the company. The process of digital transformation entails creating a digital ecosystem where partners, suppliers, employees, customers, and external entities are seamlessly integrated and coherent, resulting in increased overall value for the entire system. Current developments in the field of education's digital transformation. Approximately 35.3% of US college students completed an online course as part of their degree prior to COVID in 2018. Online learning became the only option due to social distancing and lockdowns caused by the sudden 2020 coronavirus outbreak, which accelerated the trend. The use of technology to improve efficacy and efficiency in teaching and learning, facilitate student advancement, and elevate the calibre of instructional strategies such as online learning is known as digital transformation in education.

Education will undoubtedly undergo a digital transformation in the coming years, along with many of its related activities. The key is to strike a balance between technology and human values in this process. The digital transformation of education presents a plethora of opportunities. However, in order to effectively implement these solutions and strike a balance between digital innovation and human values, long-term planning, cost-benefit analysis, security considerations, and rigorous user acceptance testing are necessary. It is best to use the

power of digital transformation for education with great care because, while it can impose restrictions on learning, it also promises to bring about educational success and enable innovations that students can only dream of today. Human resources (HR) is the collective term for the people who work for an organisation in its company, industry, or economy. The idea of human capital—that is, the skills and knowledge that individuals possess—is more constrained. Words like manpower, labour, and personnel are interchangeable. Human resource (HR) is the coordination, management, and distribution of human capital, or personnel, in a way that promotes an organization's objectives. The main goals of HR are to invest in employees, ensure their safety, and manage all aspects of personnel, such as recruiting, compensation, and training.We have compiled research on hr roles in the digitalization of education into a systematic umbrella review, which consists of 81 systematic reviews and primary studies that focus on technology integration and Our results demonstrate the need for a precise definition of digital literacy as well as the global acceptance of the framework. It is distinctive that we recognise and address similarities and obstacles in the process of enhancing teachers' digital literacy and incorporating digital technologies into the teaching profession. We wrap up by outlining the implications for teacher education, schools, and organisations that offer in-service teachers professional development, as well as future research directions.

One outcome of the digital revolution in education is an enhancement of the learning experiences for both sides. in addition to other process participants, such as educators and learners. The purpose of these changes is to improve accessibility and engagement through flexible and interactive learning. As a result, online education gets more accessible, extensive, and reasonably priced.

Micro-lessons, interactive films or examinations, games, and AI-based teaching techniques are a few of the opportunities that the digital transformation in higher education brings. Each of these choices enables a student to interact with the appropriate tasks or elements and become more involved in the process. Thanks to technologies like text-to-speech and colorblind-friendly visualisation, for example, people with disabilities can also receive an education without any obstacles or challenges.

For educational institutions, digital transformation represents a significant advancement in improving the quality of instruction and streamlining numerous tasks, such as grading exams and computing GPA, in addition to printing endless essays and assignments. Softermii can assist you if you've considered using digital transformation procedures in your business. We can transform your company, regardless of its size or industry, having been on the market for more than seven years.

What benefits does the digital transformation offer to education? Even though some advantages are less evident, they are nonetheless significant. Let us now demonstrate a few essential areas where digitising the learning process can be beneficial.

Taking care of admissions

It takes a lot of time and energy to upload your enrolment application offline to colleges or universities. It will be far more convenient to submit them through an integrated digital education system. You select every institution that piques your interest and send each one's relevant documents all at once. This is a conscientious choice that will not only accept your documents but also expedite their processing. Online learning can handle any situation, be it a sick child or cancelled classes because of inclement weather. You can now read through the content uploaded to the cloud or click the "Join" button on the meeting tool to ensure that you don't miss any crucial lessons and maintain excellent attendance rates.

Enhancing Academic Performance

You can inspire students and enhance their learning abilities by using high-tech solutions and interactive lessons. They will be able to take in more pertinent information at once the more attentively they observe what is happening. Performance evaluation Many advantages come with the process of digitising education for students, including quicker access to exams and grades via online platforms. Paper submission, instant plagiarism checks, and attendance tracking are all made possible by e-learning platforms. A digital platform makes it simple to measure the performance levels of students based on all these factors.
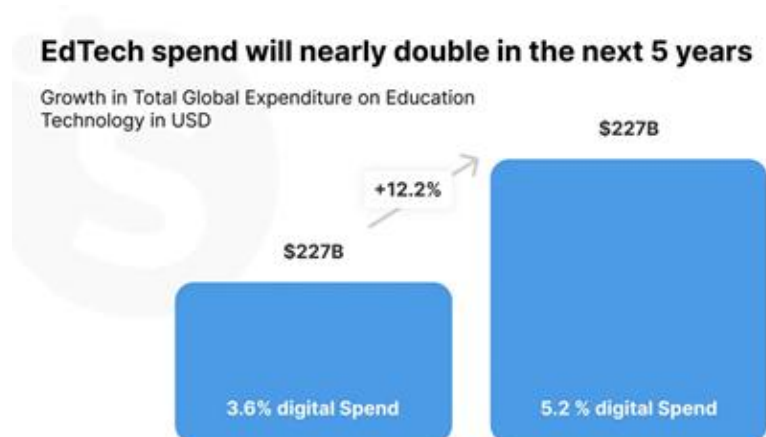
Top Educational Digital Transformation Trends for 2023

The field of education is experiencing a continuous and ever-changing evolution of digital innovations. Numerous educational institutions follow a distinct pattern when it comes to putting specific systems into place. Let's examine the most well-liked patterns.

World Wide Web

Both online and offline learning processes can be significantly altered by the Internet of Things. As a result, educational institutions can build smart campuses, automate a lot of tedious jobs, and provide high-tech resources to all students to make their lives easier.

Block Chain

It's a pretty practical way to keep staff and student personal information safe. Additionally, utilising block chain technology contributes to security.

Large Data

Big Data is an ideal solution for organising, analysing, and managing enormous amounts of data. Big data in education can be used to monitor student progress and identify strategies for enhancing the educational process. There are still a number of obstacles you might run into along the way, despite the fact that the benefits of the digital transformation in education are numerous and largely positive. Let's examine the possible outcomes

Inadequate modern systems

The lack of adequate technology infrastructure in many educational institutions to completely overhaul their curricula is one of the problems facing technology in the education sector. Some colleges and universities, for instance, still lack computers and Wi-Fi, and some still use antiquated e-learning portals. For any change to be implemented, it is therefore imperative that the learning system and technologies be updated first.

Not a plan for digitalization

Generally speaking, educational institutions don't spend a lot of time creating digitalization strategies for teaching. They're either too busy or don't know how to use a certain piece of technology. Because of this, they frequently lack a clear idea of what needs to be altered or put into practice. This slows down the process and, initially, doesn't produce the desired results.

System malfunctions

Hacker attacks or technical issues (such as issues with servers) can cause system malfunctions or breakdowns. Significant data losses and leaks could result from it, which is unacceptable for a respectable organisation. Lack of technical know-how and foundational understanding of cyber security are the main things that can impact the e-learning system.

Technology is changing our lives at a rate that has never been seen before; it is affecting every aspect of work life and human life, with HR being no exception. It's interesting to consider how digital disruption will affect how we manage, lead, and organise ourselves, particularly in the workplace, even as workplace behaviours extend beyond organisational landscapes and working environments. With a workforce that is becoming more and more diverse in outlook, these changes will impact organisations in all sectors.

Is HR important? Role of HR during digital transformation in educational institutions.

In light of the online survey's outcome, it was discovered that most of the educators and students in Slow Internet had a problem that Pekanbaru had to deal with. They were let down because they are unable to engage in virtual education. Moreover, educators frequently get messages from parents to let them know that their kids are not able to attend the online course because of internet access. Regarding difficulties and problems with internet connectivity, As per the instructor, the learning was carried out using uploaded images and videos or explicit information parents communicated over the phone. If education is the process of utilising Google Meet or Zoom for inadequate training related to technology new technologies are developing that encourage learning, give students chances to study, and enhance teachers' abilities to instruct utilising digital media. In the teaching and learning process, technology has a variety of responsibilities.

For this reason, HR professionals should enhance their teaching practices and give them the skills necessary to use various technologies for information retrieval, analysis, process construction, and student dissemination. As a consequence of COVID-19, the 2020–2021 academic year began online, according Pekanbaru City Education Youth and Sport Regional guidelines.

Inadequate training related to technology The pandemic and the closing of schools. It calls for educators and students to become accustomed to using programmes that assist in running online learning at its best. Most educators who are knowledgeable about the usage of technology in virtual and online Teaching is not a problem in and of itself, but some others are unsure of what to do. The instructors stated that we face many difficulties with the use of technology in virtual learning environments. A few educators might have received training from the education sector. and education, or instruction given by instructors from multiple universities, as a way to give back to the community by designing and using instructional media. However, some people, however, have never participated. Usually, it is a copy of YouTube, which downloads it and uses WhatsApp to distribute it to students. The study's findings revealed that educators are willing to be innovative in the online classroom using

modern technology, but they address obstacles such as insufficient instruction regarding technological assistance. Technical assistance offers the chance to get better learning results.

It additionally enriches the mentor with professionalism. As for technical assistance, no particular application is necessary to work as an online teacher. However, it's clear that teacher's comprehension and explanation skills are limited. The subject matter being suitably instructed. Innovation assistance can help educators concentrate on instructing and learning. procedure and less concern for the educational growth of students. It is as a result of the educators having been supplied with internet data and free educational applications from government parcels. Assistance with free internet quotas is offered by the government in conjunction with the Ministry of Culture and Education for educators, lecturers, and learners through December 2020 (ref). The EdTEch and the government have partnered. Business to enhance educators' capacity to deliver content centred on technology. Numerous webpages and videos Teachers can access conferences using complimentary The Ministry of Education and Culture's internet quota includes, for example, Microsoft Teams, Jitsi Meet, Google Meet, Cisco Webex, Zoom, and Sky Additionally, the educational website recommended by the Department of Culture and Education is occasionally unsuitable for the instructional materials. The phenomenon serves as a reminder of the shortcomings of resources in educational establishments that correspond with insufficient ability to enrol in an online course. Internal Difficulties attitudes and beliefs of teachers Pedagogy, attitudes, and beliefs are related. technology for education to operate the technology. It turns into one of the important elements to guarantee function and efficacy.

of ICT in the classroom At this moment, the difficulty is in determining how to utilise the technology most effectively, as opposed to employing it. Here, the investigator emphasises the instance where Free Zoom was used to assist the teacher gathering from the school; virtual instruction took place from 8 a.m. to 12 p.m. According to the poll, 50% of the students did not attend the Zoom meeting. It appears to be an issue with educational technology and teacher pedagogy.

Conversely, some educators make use of WhatsApp, which is only used to communicate information to parents. to the educational growth of students. Although the tasks were supplied with student workbooks, Parents do the laundry; students bring their work to school and complete it at home. It's said that educators can communicate with students via WhatsApp. Homework. It is not necessary for parents to pick up assignments made by students for class. It's also possible to interrupt the propagation of COVID-19. According to Concerns with Educational Technology, teachers' inventiveness should be in educational systems [16], according to the Ministry of Policies for Education and Culture. Using technology to enhance learning

The primary influence on a student's success is their teacher. Learning and technology integration created the opportunity to actively engage in overcoming obstacles with students. Student requirements, to support goals, and to respond to expectations and challenges from without. Survey responses indicate that educators find it challenging to lead online classes, and tend to concentrate on finishing the course work. Additionally, teachers were not able to keep up with the workload because of a lack of time for learning. Using technology to enhance learning becomes troublesome due to its lack of experience and readiness, despite the fact that the government has released a curriculum for emergencies connected to COVID-19.

The teacher's workload and the incorporation of technology: As previously mentioned, the final point of internal Teacher resistance is one of the problems and challenges in the classroom. about using technology in the classroom. But the survey's outcome demonstrated the major difficulties that teachers face today: the workload and integration of technology according to the requirements of the curriculum and students. When a teacher is urged to create instructional materials using the curriculum, that's what they'll do. Even so, they are only able to assemble instructional media. He or she may peruse the internet and distribute it to students through a web page or WhatsApp application that the school has approved. . The distributed media's current issue is that it doesn't encourage pupils to learn since they're disinterested in studying virtually for a semester. Nadiem also urged educators to assist students. impacted by the COVID-19 pandemic and may have moved in its wake [17]. We ask every teacher to complete a diagnostic evaluation of pupils' cognitive and no cognitive abilities as a result of virtual learning. Conduct a non-cognitive review to evaluate the psychological and emotional health of the student's circumstances. These consist of students' psychological and social-emotional health, their enjoyment of pupils studying at home, as well as the state of the families of pupils Concurrently, cognitive evaluation is intended to assess students' capacity for learning and results. The evaluation's findings are used as the foundation for choosing instructional methods and offering extra instruction or remediation for pupils who are most left behind. Teachers are therefore exempt from meeting the weekly workload of twenty-four hours face-to-face in order to concentrate on providing an engaging lesson For educational institutions, digital transformation is a big step forward in terms of enhancing the quality of instruction and simplifying a lot of

activities, including printing countless essays and coursework, grading examinations, and calculating GPA. If you've thought about introducing digital transformation processes into your company, Softermii can help. With over seven years of expertise, we can alter any size business, no matter what sector it's in.

The findings show the relationship between what has been recommended by the education minister. Still, there are educators who fulfil the performance standards in the curriculum to increase workload and exhibit carelessness in utilising technology to assist with diagnostic evaluations. Educational organisations require effective HR practices to realise their stated goals and objectives. Effective HR practices ensure greater performance. The present higher educational scenario requires effective application of HR practices to govern educational institutions.

The present study attempted to find out the impact of HR practices carried out by the educational institutions and reveals greater application of HR practices in the educational institutions system, although the HR practices differ on the basis of certain employees' and institutionally related variables. To achieve their stated goals and objectives, educational organisations need to implement effective HR practices. higher performance is ensured by effective HR procedures. The current state of higher education necessitates the efficient implementation of HR procedures to manage educational establishments.

The current study sought to determine the effect of HR procedures implemented by universities and found increased use of HR techniques in the academic system, despite variations in HR techniques. Based on a few institutional and employee-related variables, this study aims to comprehend how HR practices affect workers' performance in particular tertiary education institutions. The analysis shows how an organisation's appropriate HR practices can raise employees' degree of job satisfaction and enhance their output in relation to accomplishing the objectives of the research institutions.

There are suggestions given, and there is room for more investigation into this field of study.

RECOMMENDATION AND SUGGESTIONS

Future HR training for the educational institutions understudied should be prioritised, as indicated by the following recommendations: The institutions should understand the significance of training and reorientation for the benefiting both the educational institutions and its staff. Set aside enough money for reorientation and training. Implement training initiatives for every employee, without any exclusion. The requirement for both internal and external training, including reorientation courses, the educational institutions offer up-to-date literature, citations, and scientific techniques for the creation of university-wide training and reorientation programmes. Continuous reorientation and follow-up training are required to gauge the degree of change in employees' abilities and behaviours. Connect reorientation and training to the results and the salary and bonus structure of the employees' yearly performance review .Support those who are eager to advance their scientific knowledge and useful abilities by streamlining the processes and enabling them to acquire knowledge for the rationale behind institutional growth. The policy on rewards for human resources at the universities under study should be re-examined with a focus on the following:

Performance excellence should serve as the foundation for rewards. The connection between the annual performance evaluation results and the awarding of rewards in order to guarantee that the primary determinant of the awarding of prizes Use different ways to award rewards because it will help to uplift the mood of rivalry between workers. Provide rewards to all employees without exception, based on their actual performance.Work on the establishment of justice and fairness in order to ensure that justice prevails in the work environment and contributes to raising the level of performance. The opinion of employees should be considered while designing and modifying reward schemes in educational institutions. Rewards should also take into account the work load and stress level caused to the employees. Reward every employee equally, taking into account their real performance. To guarantee that justice is served, work towards establishing fairness and justice in the workplace, which helps raise performance standards. It is important to take into account the opinions of the staff when creating and altering incentive programmes at universities. Incentives ought to consider the workload and stress levels that employees experience.

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