



## **Informatization of personnel management systems**

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### **Abstract**

The paper discusses methods and strategies for effective personnel management. The subject of research is the automation of personnel management. The paper presents the study of the personnel management system to identify the problem for which the development of an information system is necessary; the study of the structure, the process and main trends in the development of the personnel management system. Moreover, the author tries to identify problems of the personnel management system and their solution. An overview of information technologies and information systems providing information processes in the personnel management system has been carried out and promising directions of automation are proposed.

*Keywords:* Personnel management, informatization, digitalization, management systems, management;

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### **1. Introduction**

Personnel management is one of the most pressing topics for enterprises. The results of the enterprise activity depend on the organization of management. The management apparatus, that is, managers and specialists who are responsible for the operation of the enterprise, exercises control. Personnel management is considered a very important area in the study of the work of the enterprise. With the help of effective personnel management, your business can be taken to a new level and the work can be improved efficiency. In the legal relationship between the subject and the object of management, there is an activity of employees in order to maximize their work.

Legal support of the personnel management system is as important as information and technical support. Competent work of these parts will lead to the effectiveness of the personnel management system. Every employee of an organization is protected by the law of the Labour Code. Legal support can be carried out either by the head of the organization or by the legal department. The legal department stores and develops legislative and regulatory acts, explains to the staff the procedure for applying labor legislation. The main tasks of legal support are the protection of rights and the fulfillment of duties on both sides, the legal regulation of labor relations between the employee and the employer [1].

The basic principles of labor relations include:

1. Freedom of Labor.
2. Unemployment protection.
3. Equality of rights and opportunities for employees.
4. Ensuring the employee's right to timely and fully paid salary.
5. The obligation to compensate for harm to the employee in connection with the performance of his/her labor duties.

Thus, compliance with the legal framework is one of the components of effective work of personnel.

## **2. HR process principles and human resources**

The principles of personnel management are the rules that the manager must follow, thanks to which it is possible to identify trends, economic laws, management theories and organizations. The principles are divided into general ones, they include equal opportunities, human respect, legal and social protection; and private ones, they include the perspective of the organization, team cohesion, cohesion and respect for the interests of personnel. Principles are effective only when general and specific principles complement each other [2]. Thus, the manager, observing the principles of personnel management, can effectively direct human resources in the right direction.

Human resource management is a competent approach to employees, thanks to which the personnel will be motivated to improve their performance. The goal of human resource management is mutual benefit, that is, the manager should get the most out of the work of the staff, and the employees should receive material and psychological satisfaction in return. Everyone who is charged with human resource management responsibilities is associated with human resource management. Working with human resources is much more difficult than with any other resources, because it can be very difficult for an employee and an employer to find a common language. The purpose of personnel management is to reach a mutual understanding for the team for the effective organization of work and for a bright future for the enterprise. There are control functions:

1. Human resources (recruitment, attraction, dismissal);
2. Agreements on wages and working conditions;
3. Terms of employment;
4. Employee-employer communication within and outside the organization.
5. Professional growth of employees;
6. Motivation to work, development that encourages employees to work more efficiently;
7. Old age pension payments;
8. Health and Safety;
9. Constant communication with employees to establish contact and information dissemination system;
10. Description of duties and other materials of employees.

Personnel management, of course, is a part of the management involved in attracting and selecting personnel, motivational part, observance of fairness, and the remuneration system. Personnel management is diagnostic in nature, that is, it responds to changes in labor legislation. And human resource management is prescriptive and proactive to develop new ideas. There is also a need to create a culture that will have a beneficial effect on employee relations. Human resource management is associated with a short-term perspective, and human resource management is a long-term perspective, because it seeks to unite human resources in an organization.

Hence, human resource management has a need in:

- direct communication with all employees;
- implementing an organizational culture for flexible working methods;
- the participation of employees in group work to develop joint solutions;
- improving the capabilities of workers.

A manager or an official must take into account all aspects of management for the greatest efficiency [3].

Labor relations consider both the side of management and the side of employees who, based on the same goals and interests, should cooperate and help each other. This is called the unitary approach, the problems of which can be seen in:

- the lack of the approach to every employee;
- inevitability of conflicts of interest;
- ineffective dispute resolution.

That is why pluralism is the most effective way, since it presupposes precisely the solution of conflicts and disagreements between employees. There must be a logical procedure for resolving conflicts, as this is the best way to achieve compromise and order in the organization. There is also a “new approach” in human resource management, which is based on:

- individualism more than collectivism;
- remuneration for individual labor contracts;
- the growth of part-time workers level;
- the common interests of managers and employees;
- the need to introduce production methods in international competition;
- labor practices;
- teamwork and the implementation of corporate values.

New and traditional approaches recognize that HR professionals have an important advisory role of the manager. [3]

### **3. Problems of the personnel management system and ways to solve them**

In any organization, there are personnel management problems that every manager wants to solve. The problem is related to the fact that you have to manage a team of professionals. Therefore, a leader must understand many areas (psychology, management, etc.) in order to manage people, often with higher education. In most cases, the following problems may arise due to the fault of managers:

- they do not notice the crisis at an early stage;
- they consider that problems are temporary difficulties that can be solved on their own;
- they tighten employee’s discipline;
- they increase punishment for employees;
- they make hasty decisions. [4]

Very often, the rights of workers can be violated not only by managers, but also by workers who perform their work poorly. Therefore, conflicts arise. The main problem is a lack of understanding of the social roles of employees. This leads to the lack of a well-thought-out strategy for achieving the set goals. To consider the problem of employee motivation, the following nuances must be taken into account:

- personal characteristics of employees;
- features of the goal to be achieved;
- job satisfaction.

To solve problems, it is worth improving working conditions for employees, establishing a friendly atmosphere in the team, trying to take into account the opinion of each employee, involving personnel in the management process and financially stimulating them.

### **4. Promising directions of automation and informatization in the personnel management system**

All large companies need automation of personnel management. It helps to speed up many processes in the enterprise. Therefore, automation of the personnel management system should be

present in the organization, so that the head of the company and other specialists can more effectively and quickly cope with the tasks:

- associated with a large number of companies and a wide variety of roles;
- connected with the development and implementation of personnel strategy;
- dealt with the management of employees' career development;
- connected with the control over the performance of employees' duties;
- associated with labor safety control. [5]

There are automated personnel management systems, the main tasks of which are streamlining calculations related to personnel management and reducing staff turnover. Thanks to the unified information base, all tasks are solved much faster and statistics and analytics are carried out correctly. In addition, thanks to the automation of personnel management processes, a manager can rely on an accurate analysis of employee performance in order to conduct personnel policy. Thanks to information systems, personnel training, strategy formation and management decisions are only becoming more effective. Enterprises not only retain staff, but also ensure the career growth of employees. Automation systems can be divided as follows:

- electronic document management system (viewing pay sheets, approval of vacations);
- databases (personnel search, training planning);
- business process automation (decision making process);
- systems that automatically calculate wages;
- systems for the automation of personnel records;

HRM systems (Human Resource Management), with the help of which they are engaged in promotion, keep personnel records, collect the characteristics of specialists. [6]

This paper also provides an overview of the Oracle E-Business Suite, which is a complete integrated suite of e-business applications running on the global Internet. Today, the complex includes all applications required by the enterprise: marketing, sales, procurement, manufacturing, customer service, accounting, personnel records, etc. Therefore, the Oracle application complex combines applications for optimization and automation of enterprise internal processes (production, finance, procurement, personnel management). It includes more than 90 modules with the help of which the enterprise solves the main business tasks related to financial and material flows: production planning, procurement, inventory management, and interaction with suppliers, personnel management and payroll accounting, financial planning, management accounting. The modern version can be divided into three functional blocks:

- Oracle ERP (Enterprise Resource Planning - enterprise resource management);
- Oracle CRM (Customer Relationship Management);
- Oracle E-Hub (Electronic Commerce).

Oracle ERP applications are responsible for production management, financial management, personnel Management, logistics, project management; Oracle CRM (Customer Relationship Management) is responsible for automating and improving the efficiency of processes aimed at customer relationship (sales, marketing). The main aspect of a successful business is the ability to attract and retain profitable customers, to use information about customers and internal business processes to make accurate and timely decisions. CRM solutions enable organizations to interact with the customer through the most convenient channels. CRM also allows the company to develop standard models of marketing, sales and service on the Internet, which significantly expands the circle of potential customers, improves the quality of service and the profitability of your business.

Oracle E-Hub - applications for organizing electronic trading platforms. To succeed in business, businesses must communicate with their trading partners as quickly as possible. With the easy-to-use and reliable Oracle Exchange, companies can quickly and efficiently conduct their business

over the Internet. Oracle Exchange provides a real-time interaction with many organizations, which allows you to quickly deliver and purchase high quality products and services [7].

## Conclusion

Thus, the paper discusses an enterprise management system: what it is, how to manage it correctly, what problems exist and how to solve them, directions of automation, and the Oracle E-Business Suite system is disassembled. It is very important that an employer and an employee know their rights and obligations, which are enshrined in the labor code, which regulates the work of employees in the organization. Personnel management is an integral part of any enterprise. Thanks to HR managers, mutual understanding and success can be achieved within the organization. By introducing information systems in the enterprise, you can easily solve problems and leave more time for promoting the organization.

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