

APPLICATION FORM – EXCELLENCE IN HR TECHNOLOGY

Introduction to Category

Excellence in HR Technology requires organizations to demonstrate significant success in leveraging technology to enhance the productivity and effectiveness of their human resources (HR) functions and how employees are serviced by HR technology interventions. Such organizations should have implemented innovative HR technologies to streamline processes, improve employee experiences, and drive organizational efficiency.

This award, therefore, seeks to recognize organizations, which have successfully designed and implemented “excellent” practice(s) or system(s) to make their HR processes more efficient and effective in line with organizational strategy/requirements. This could be a single/multiple innovative process(s) or system(s) that the organization has implemented across any area in HR Technology and has been running successfully in the organization for some time.

The entry can include details of a single practice or an entire system. For example:

HR Practice: An organization may submit details of how they have launched HR Chatbot in an out-of-the-box manner to automate some elements of recruitment, resolving employee queries and/or employee engagement and the related benefits.

OR

HR System: An organization may submit details of how they developed a comprehensive 'Employee Self-Service Portal' that allows employees to manage their benefits, access payroll information, and request time off, resulting in higher employee satisfaction and reduced administrative burden.

Within the gamut of this award, will be practices or systems under any discipline of HR Technology. The following are indicative disciplines that the practice/system could fall under:

- Digitization and Digitalization of HR Processes
- Recruitment and Applicant Tracking System
- Employee Self-Service Systems
- Performance/Learning/Rewards/Payroll Systems or Platforms
- HR Analytics and Reporting
- Employee Engagement and Communication
- AI (Artificial Intelligence) or ML (Machine Learning) in HR processes/systems

APPLICATION FORM

As a reminder, please specify if you are applying as the local entity/subsidiary/independent firm in the given geography. And ensure that the practice/system has been in operation in the entity applying for the award for minimum two years.

Details of SPOC (Single Point of Contact): This could be the CHRO or relevant Functional Head.

Name: _____

Designation: _____

Email: _____

Contact Number: _____

Section A - Participant Information

All questions are mandatory. Your questionnaire may not be considered complete if these questions are left blank.

1. Company/Entity Name Applying for the Award (please share full registered name):
2. Please share abbreviation of the Company/Entity Name (this is for publishing/printing on certificates and additional collateral, if you are a winner of the SHRM STAR Awards 2024):
3. Upload a hi resolution jpeg file of your company logo (this is for our records and publishing on the website, if you are a winner of the SHRM STAR Awards 2024):
4. Date of Incorporation of Company/Entity:
5. Parent Company Name (if applicable):
6. Parent Company Headquarters (if applicable):

7. Regions of Operation (if applicable):

1. GCC (Gulf Countries Corporation)
2. Levant
3. North Africa
4. Europe
5. Americas
6. Asia-Pacific
7. Others (please specify)

8. Nature of Business/Industry Type:

1. Healthcare
2. Pharmaceuticals
3. Manufacturing
4. Services
5. Hospitality
6. IT/ITeS
7. Consulting
8. Education
9. Automotive
10. Military
11. Real Estate
12. Others

9. Nature of Ownership:

1. Corporate
2. Partnership
3. Trust
4. Government
5. Semi-Government
6. Foreign Owned Multinational

10. Revenues (as of Financial Year 2022)

1. < \$ 5mm
2. > \$5mm < \$20mm
3. > \$20mm <50mm
4. > \$50mn

11. Structure of the HR function

1. Centralized versus decentralized
2. Outsourced/In-House HRIS
3. Extent of automation

12. HR Metrics:

Metrics	Unit	FY 2021-22	FY 2022-23	FY 2023-24
Revenue Growth	%			
Profit Growth	%			
Total Employee Headcount (Full Time Equivalent/ Permanent Employees)	Nos.			
Total Contractual Employee Headcount	Nos.			
Total HR Employee Strength (FTE)	Nos.			
HR to Employee Ratio	%			
Diversity Ratio [females, males, differently abled]	%			
Average Employee Age	Years			
Voluntary Attrition Rate (Annual)	%			
Employee Engagement Scores	On a scale of 1 to 10			

Section B – Quantitative and Qualitative Responses

This section covers the quantitative and qualitative aspects of the initiatives under the concerned category. Providing all the information under this section will enhance your nomination and aid the jury in accurate evaluation of your application.

For the quantitative section, indicative options of metrics tracked for this award category are provided below. You may fill the details basis the metrics that are tracked in your organization.

For the qualitative section, space is available to capture details of the depth and breadth of your organization’s practice. Please restrict your responses in this section to approximately 500 words per response.

Both the quantitative and qualitative aspects follow the three pillars of evaluation, which are Innovation, Impact and Sustainability. Each evaluation criteria is clearly defined. Please go through the definitions for each and share your responses accordingly.

INNOVATION

This criterion looks at:

- *the innovativeness of the practice/system, its' uniqueness to the organization and difference from practices followed in the industry or parallel industries*
- *integration of the practice/system with the HR strategy and overall organization strategy*
- *variety of approaches/delivery modes/platforms used in the practice/system*
- *awareness generation and popularizing the system/process in the organization (including communication about the same)*

Entries must showcase inventive solutions that push the boundaries of traditional HR practices, driving positive change and fostering a culture of creativity within the workplace.

Metrics	Unit	FY 2022-23	FY 2023-24	FY 2024-25
<p>Innovation Metrics:</p> <ul style="list-style-type: none"> • Adoption Rates [Percentage of employees using HR technology solutions (e.g., HRIS, ATS, LMS); Number and variety of HR technology tools implemented (e.g., payroll software, performance management systems)] • Technological Advancements [Implementation of advanced technologies (e.g., AI, machine learning, blockchain) in HR processes; Integration of innovative features (e.g., chatbots, predictive analytics, VR for training)] • User Experience [User satisfaction scores with HR technology platforms; Frequency of updates and improvements based on user feedback] • Automation and Efficiency [Percentage of HR tasks automated through technology (e.g., onboarding, benefits administration); Reduction in time spent on manual HR processes due to automation] 				
<p>Additional Considerations/Metrics:</p>				

Open Ended Responses

What were the key issues/challenges /triggers related to instituting these initiatives? Who was the primary driver – top management or HR?

Describe the key initiatives that emerged to address the above-mentioned issues/challenges and their key objectives.

IMPACT

This criteria looks at:

- *comprehensive performance metrics to track success of the system/process*
- *parameters used to measure business and strategic impact of the practice/system (qualitative and quantitative data tracking the business impact of the program)*
- *parameters used to measure the satisfaction, usage, and value of the practice/system to the target employees and percentage of employees (from the targeted population) covered by the program (tracking the people impact of the program)*
- *recognition of the system/process in internal and external forums*

Entries must showcase tangible outcomes such as enhanced operational efficiency, improved employee satisfaction, positive community impact, or any other measurable metric as an outcome of the transformative influence.

Metrics	Unit	FY 2021-22	FY 2022-23	FY 2023-24
<p>Impact Metrics:</p> <ul style="list-style-type: none"> • Number of people impacted through these initiatives [Employees using digitalized formats; % of total headcount impacted] • Scale of the intervention [[Number of end users impacted/sub-functions covered; Number of HR processes fully digitalized] • Performance Improvement [Improvement in key HR metrics (e.g., time-to-hire, employee turnover) post-technology implementation; Increase in productivity metrics due to the use of HR technology] • Cost Savings [Reduction in HR operational costs due to technology adoption; ROI of HR technology investments] • Employee Engagement [Improvement in employee engagement scores through the use of HR technology (e.g., employee portals, engagement surveys)] • Data-Driven Decisions [Number of data-driven decisions made using insights from HR technology; Accuracy and relevance of predictive analytics in HR decision-making] 				
<p>Additional Considerations/Metrics:</p>				

Open Ended Responses

To what extent has the digitalization of HR processes improved key organization performance as compared to the manual process? Do also share the challenges you faced during technology adoption and how they were addressed. [Key pointers: Alignment with business goals, measuring KPIs, measuring intangibles, showing correlations and patterns, enabling predictions, etc.]

How did you assess the effectiveness of the initiatives undertaken and what were the results? [Key pointers – level of employee self-reliance achieved, Ease of access and control over employee information, Greater transparency and fairness as perceived by the employees, reduced administrative burden, Time saved, etc.]

What impact have your initiatives had on your key stakeholders? How are different HR systems integrated to offer the employee a seamless experience? [Key pointers – Employee Satisfaction, Better Engagement, Talent attraction & retention, reduced operating costs, increased managerial empowerment resulting in improved decision-making ability, etc.]

SUSTAINABILITY

This criterion looks at:

- *financial and people related investment made for the system/practice (can also include details of organizational culture and infrastructural changes made to incorporate the practice/system and leadership buy-in for the system/practice)*
- *adequate balance between human touch (exceptions, personal connect) of the practice/system and its routine and consistency (through established norms, detailed guidelines)*
- *continued improvement in the metrics/sustained reasons for design and implementation of the system/process*

Entries must showcase future forward paradigms in business sustainability that foster long-term profitability and resilience.

Metrics	Unit	FY 2021-22	FY 2022-23	FY 2023-24
<p>Sustainability Metrics:</p> <ul style="list-style-type: none"> • Program Longevity and Evolution [Duration and consistency of HR technology programs (years in operation); Number of iterations and updates made to HR technology based on feedback and performance reviews] • Integration with Business Strategy [Degree of alignment between HR technology initiatives and overall business strategy; Inclusion of HR technology goals in corporate performance metrics and reports] • Continuous Improvement [Mechanisms for continuous evaluation and improvement of HR technology solutions; Frequency and nature of program evaluations and updates] • Scalability and Flexibility [Scalability of HR technology solutions to accommodate business growth; Flexibility of HR technology to adapt to changing business needs] • Data Security and Privacy [Measures implemented to ensure data security and privacy in HR technology; Compliance with data protection regulations (e.g., GDPR, CCPA)] 				
<p>Additional Considerations/Metrics:</p>				

Open Ended Responses

What are the key factors that are required for the initiatives to sustain and grow over the next few years? [Key pointers – Continued support and involvement of top management, Budget allocations, periodic audits, formal defined policy, periodic technology training for HR/staff, increasing level of employee involvement etc.]

What are some of your Planned Digitalization Initiatives for the next 2 to 3 years?

Please use the space below to add any further details/information

Note: You may choose to attach up-to five supporting collaterals for a particular award category. These collaterals will be accepted only in the form of PDF documents or MP4 video files. [Please note no excel formats, links hyperlinked in text will be accepted. In case of a video submission, this video needs to talk specifically about the intervention/ practice been showcased and should not be a generic one.]

GLOSSARY OF KEY TERMS USED/STANDARD UNDERSTANDIGN OF TERMINOLOGY

Terms	Descriptions
FY (Fiscal Year)	Refers to the financial year followed in the region. 1 st April to 31 st March (Please clarify in case of exception)
Leadership Team	The top 2 tiers of your organization i.e. the Chairman/ MD/ CEO and Executive Board (or equivalent).
Senior Management	This includes first level reports of the Leadership Team
Middle Management	This includes senior managers with experience ranging between 8 to 16 years
Junior Management	This includes first level managers with experience ranging between 2 to 8 years
Staff	This includes Individual contributors with no people managerial responsibility (i.e., no one reporting to them)
Blue Collar	Skilled and unskilled workers
Full Time/ Permanent Employees	These are employees, who are on the payroll of the organization and work a normal week. These do not include seasonal staff, temporary staff, contractors, consultants, vendors etc.
Employee Growth Rate	Year on Year increase in the number of employees (Full time and Permanent employees only)
Average Employee Age Group	This refers to the average age group (range) within which most of the organization’s employees would fit.
Offer Drop %	Percentage of Employment Offers rejected
Employee Engagement Scores	We are referring to the Employee Engagement survey which is conducted every year in the organization. Calculated as number of respondents (employees who have responded to this area/shared this as a factor of engagement related to the organization) as a percentage of the total number of respondents.
Customer Satisfaction Scores	Customer Satisfaction Scores captured through a survey. This includes external customers only.