THE STATE OF HR INFORMATION MANAGEMENT
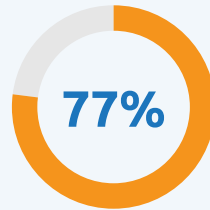
Strengthen a core responsibility with which HR still struggles
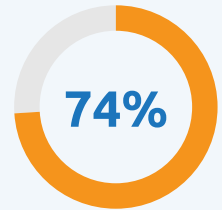
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THERE ARE KEY ADVANTAGES TO GOOD INFORMATION MANAGEMENT

77% say freeing up time for HR is one of the advantages of information management technology

74% say information technology helps protect employees' sensitive information

DESPITE THE CLEAR BENEFITS, ORGANISATIONS ARE STRUGGLING WITH INFORMATION MANAGEMENT

48% rate their organisation's information management at 3 or less on a 5-point scale, from 1 for poorly managed to 5 for excellently managed

Manual processes still dominate information management processes

In more than half of responding organisations, there are no information management processes that are mostly or completely automated
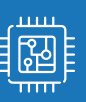
The top barriers to good information management in HR departments are:

Lack of budget

Not enough HR personnel

Outdated technology

SECURITY STILL NEEDS TO BE ADDRESSED IN MANY ORGANISATIONS

31% of respondents say sensitive employee information could be made more secure

Only about two-thirds of organisations have retention rules for the most sensitive types of employee information including:

performance appraisals

employee identifiers

formal complaints

REMOTE WORK HAS BEEN LESS DISRUPTIVE TO LARGER ORGANISATIONS

46% say remote work arrangements complicated accessing information and subsequent collaboration
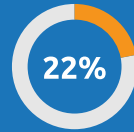
However, larger organisations had an easier time with remote work

✓ **36%** of respondents in larger organisations agree remote work complicated accessing information
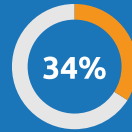
✓ But **52%** of respondents in smaller organisations say the same

THERE IS CONSIDERABLE VARIATION IN HOW OFTEN ORGANISATIONS CONDUCT HR AUDITS

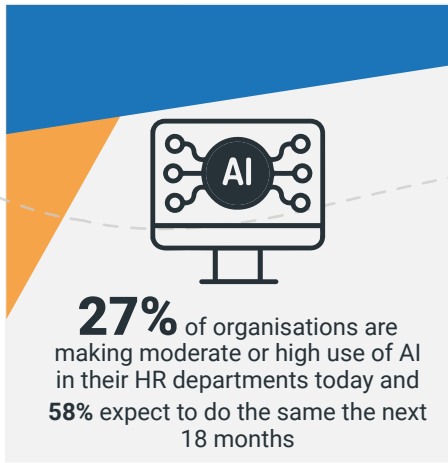**22%** of organisations do not audit HR at all

34% do HR audits every year

36% do HR audits more than once a year

Artificial intelligence (AI) is beginning to make an impact

27% of organisations are making moderate or high use of AI in their HR departments today and **58%** expect to do the same the next 18 months

65% of organisations expect AI to have a positive impact on analytics and metrics in the next two years

HOW INFORMATION MANAGEMENT LEADERS DIFFER

When compared to HR information management laggards, information management leaders are:

✓ Almost **4X** more likely to say information management is mostly or completely automated

✓ Almost **3X** more likely to have mostly or completely automated information maintenance

✓ Almost **3X** more likely to have mostly or completely automated information preservation and deletion

✓ More likely to dispose of sensitive employee information in a timely manner

✓ Half as likely to face a lack of support from their organisation's leadership

CONSIDER THESE STRATEGIES
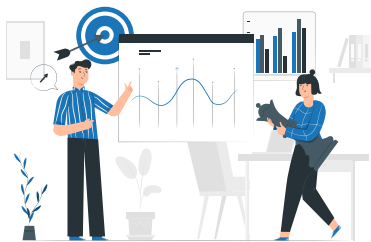
- Clarify ownership of HR information management
- Start with audits
- Pay special attention to the security of sensitive data
- Don't overlook the need for a data retention and disposal policy
- Have a roadmap for technology and automation

About the Survey

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Read the full research report. **The State of HR Information Management 2021.**

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