THE STATE OF HR INFORMATION MANAGEMENT
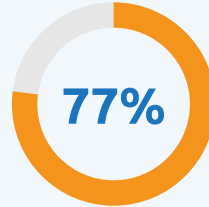
Strengthen a core responsibility with which HR still struggles
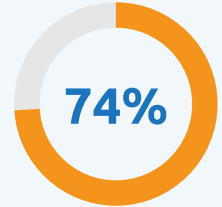
hr.research INSTITUTE

Thanks to our great sponsor:

IRON MOUNTAIN®

Custom Research

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, ORGANIZATIONS ARE STRUGGLING WITH INFORMATION MANAGEMENT

• • •

48% rate their organization'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 organizations, there are no information management processes that are mostly or completely automated
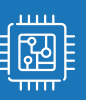
The top barriers to good information management in HR departments are:

Lack of budget

Not enough HR personnel

Outdated technology

SECURITY STILL NEEDS TO BE ADDRESSED IN MANY ORGANIZATIONS

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

Only about two-thirds of organizations 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 ORGANIZATIONS

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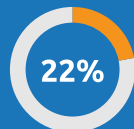
However, larger organizations had an easier time with remote work

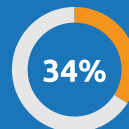✓ **36%** of respondents in larger organizations agree remote work complicated accessing information

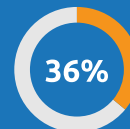✓ But **52%** of respondents in smaller organizations say the same
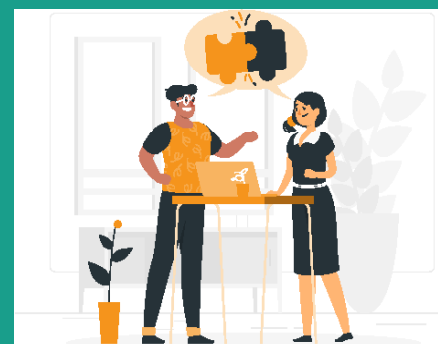
THERE IS CONSIDERABLE VARIATION IN HOW OFTEN ORGANIZATIONS CONDUCT HR AUDITS

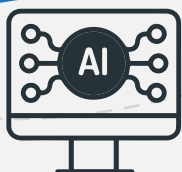**22%** of organizations do not audit HR at all

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 organizations 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 organizations 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 organization'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

HR.com
Maximizing *Human Potential*

hr.research INSTITUTE

The HR Research Institute tracks human resources trends and best practices. Learn more at **hr.com/hrresearchinstitute**

Custom Research

Thanks to our great sponsor:

IRON MOUNTAIN®

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

© HR.com 2022

HR information management leaders: Those who answered the question "How well managed is information throughout its lifecycle in your HR department?" as 4 or 5 on a scale from 1 (representing poorly managed) to 5 (representing excellently managed).
HR information management laggards: Those who answered 1, 2, or 3 to the same question.