6.0 Managerial Implications, Conclusion and Scope for future Research

6.1 Introduction

The previous chapter offered findings and suggestions based on the analysis conducted. The findings and suggestion lead to managerial implication and conclusion of the study. The last part of this chapter provides scope for future research.

6.2 Managerial Implications

The study contributes by developing reliable insights to a thinly researched area, particularly in the context of recruitment in BPO sector in reference to Bangalore city, the findings from this study are expected to be useful, both for management practitioner as well as for academicians. It can be referred from the research study that HR mangers can refer the important employee’s attributes of using HR Analytics to make important recruitment decisions in the BPO organizations. The findings from the study suggest that there is a need to make a fresh attempt to understand how the HR Analytics helps the HR managers to make better and informed recruitment decision making in BPO sector. Number of development could be incorporated on account of gaps in the existing literature and the application of HR Analytics in the corporate world. This study may provide the useful information in the process of recruitment decision making strategies in the organizations not only to the HR manager for BPO sector in Bangalore city but whole country. Modern business faces several challenges of workforce and it is complications mostly bring opportunities along with it thus organization need to capitalize in this situation to make the best of the opportunity. The goal of HR Analytics is to help organizations face many of the challenges effectively and seize opportunities that exist in the job market with some level of certainty. Another challenge business is facing today is that the business environment is constantly evolving into a more complex system, therefore decision making in organizations has become increasingly intricate and convoluted especial the one for manpower planning.

The response often involves redesigning organizational structure, redefining value propositions, and streamlining HR recruitment process. HR Analytics is of help in
making informed decisions based on knowledge extracted from the employee’s data and options at hand. Organizations that have successfully implemented HR Analytics are able to make decisions quickly and with more accuracy. HR managers have better and faster access to the key ideas and solutions that the organizations and its functional departments must pursue to meet its goals and objectives of HR skills in manpower planning and framing of the organization’s strategies. The corporate landscape has changed dramatically over the past few decades. These changes are due to globalization, information availability, and the requirements of high skilled manpower economy. The value of evaluating how to best use the available strategies, including using HR Analytics to meet the demand for better decisions on how a firm can invest it is limited resources. HR Analytics has been focused on normative questions of what should be done and more in applied direction. This evidence based practice could lead to compounded benefits in the future.

6.3 Conclusion

Human resources functions have been making instant decision making for so long, it’s hard for the organization to fathom a systematic and holistic approach therefore fact based decision making environment should be promoted using HR Analytics. HR professionals need to develop a strategic understanding of how HR Analytics strategy, organizations are better positioned to widen, or narrow, the distance between themselves and competitors to their own best advantage in the job market of employees. HR Analytics is a business enabler in various organizations with all the tools, models, technologies, opportune ties, and capabilities it presents, HR Analytics is not a passing trend, rather it is much promising paradigm shifter for strategic management in the organization.

HR Analytics help the organization to design a strategic workforce planning by developing HR matrix for analyze major aspects of employee recruitment decision making. Proper management and analysis of the employee data, can provide organizations the opportunity to optimize HR recruitment and other business decisions making in the organization the availability of the information, both internal and external sources of the organization that are readily usable in digital format has spurred the application of HR Analytical this data needs to be analyzed in a
systematic way in order to glean meaningful insights from it HR Analytics it has improved the organization’s quick decision making and competitiveness. This study provides valuable information to employee recruiters in BPO sector particularly in Bangalore city; the business environment continues to remain dynamic, alignment of human capital to business strategy is more critical than ever, Hence, it is no longer a question of “why” but rather “when”, “where”, and “how” to utilize the power of analytics in HR recruitment decision making, due to the fact that the preferred recruitment channels of BPO firms in Bangalore city were analyzed from the point of view of the employer, therefore, the findings of the study may provide them with an indication as to which channels to use in order to increase their chances of selecting employees with better skills and yield accurate and real time information while using HR Analytics.

The findings of the study demonstrate the necessity to build a solid HR Analytics to support evidence based decision making of workforce that requires new strategies for developing, attracting and retaining key talent employees. To discover the insight that predictive analytics can reveal, organization need to bring new faces into the HR department in the organization. HR Analytics professionals’ experts are required for business knowledge to plot new strategies for reaching core business goals. The findings from factor analysis implies that employee’s attrition can be reduced by implementing better promotion policies and maintaining a better working conditions. The finding of the study clearly indicate that HR new skill set are required to utilize HR Analytics effectively in the organization, skills like data visualization skill and programming skill are required in the organization. Therefore it can be rightly concluded that for a HR Analytics program to be successful, it needs to be led by the right professionals with the right analytical skills. Such leaders should also be able to manage the changes in recruitment process, behaviour and capabilities caused by an initiative in the organization.

6.4 Scope for future Research

Although this study presented an in-depth approach to the study on Role of Analytics in HR Decision making with reference to recruitment process for Business process outsourcing (BPO) sector, it would not cover all the extensive, important issues in this field of study. During the course of the present research, the researcher has identified
certain areas where further research studies could be conducted in the Indian context some of which are enlisted below;

1. Future studies may want to focus on analyzing only specific industries. Alternatively, they may want to compare different industries with the purpose of investigating whether any differences exist in regards usage of HR Analysis in recruitment decision making in this industries.

2. To explore function HR Analytics in recruitment topic could be examined for part of job seekers in regards to how they search for employment. Job seekers could be divided into categories depending on their personality type, evaluation, expertise or position. This kind of research may assist firms to identify more easily how they may be able to find the right kind of candidate when hiring employees.

3. Further studies can focus extending proposed theoretical frameworks, by testing and validating them thereby new models can be created for HR Analytics both in terms of tangible and intangible factors can have a huge research potential hat is to be explored by researchers.