

ICT's Impact on HRM: Special Peoples Endeavors

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Abstract— *This research focuses on Information and communication technology (ICT) impact of human resource management for endeavoring of special people. Special people are the part of every country all over the world. They need special requirements to spend their life successfully. In most of the aspects of life they are fully or partially depend on their family or other social persons. Their family even supposes them as a social burden. There is no doubt to say that they are also financially disabled. They have no resource to fulfill their social needs and are dependent on others. Especially in developing or under developing countries their condition is very worst. The unemployment rate of special persons is almost double to normal person's employment. This research work represents how Information and communication technology (ICT) is used to help out special people to accommodate them in workplace to overcome their financial needs so that they spend their life successfully.*

Index Terms— *Special People, Human Resource Management, Information and communication technology (ICT).*

I. INTRODUCTION

The modern technologies under the domain of information technology can play an important role in promoting the employment of special persons. In modern technologies, computer holds an special place. It becomes intrinsic and an important aspect of learning and placement in jobs in the era of digital and networked society. Use of information technology, theory of communication and multimedia can help special students seek their jobs.

The use of technologies enhances the abilities of special people so that they can involve themselves into learning activities. Information and computer technologies have also enhanced the development of sophisticated devices that can assist people with severe disabilities in overcoming limitations that hinder them in running after jobs.

An increase in the number of population with special needs requires the introduction of new technology based employment solutions with a view to improving their financial status. But with much despair one can notice that very few research initiatives have been taken in this context [1], [2].

There are different types of special people as per their disabilities. They are like blind people, deaf people, physically disabled people and mentally retarded ones. This study focuses on major portion of these people [3]. Necessity of the Proposed HRM for Special People

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In society there are so many barriers for special people which create hindrance on their life, as the rate of inflation increase it is more difficult to people to fight against the war of their survival. When look toward the special people is seem to more difficult. In developing or under developing country is issue need to be resolve. The common barrier faced my special people like blind and deaf are as follow:

- Employer or colleague's attitudes
- Negative perception regarding their Abilities
- Discrimination in promotion at workplace
- Difference between schooling Environment and factual place of work experience
- Lack of facilities or adjustment expenditures
- Communication problem
- Mobility /travelling problem
- Unapproachable information, employment and selection.

One of the common hindrances faced by blind and deaf people at workplace is the attitude of their colleagues during jobs. This erodes their confidence level. It definitely affects their performance.

Some people have negative thinking regarding the ability of special people. So, they avoid hiring them in their organizations.

Sometimes the attitude of their colleague is rude which shows bad impact on the personality of special people. Special people usually face discrimination when getting job. After giving job promotion policy of human resource management shows discrimination toward special people. During the education special people learn according to their cultural language like Sing Language for Deaf and Braille Language for blind people. They face lot of problems when they start training or get job. Every work place use natural language for official correspondence which is not understood by special people. So they face language barrier.

Of course special people need some special support. But at no one agrees to provide extra facilities or expenses for adjustment facilities. However, mostly employers hesitate to hire them in their relation to adjustment expenditures. The mobility or travelling issue is also very important. For interview or after getting job it is very difficult for them special people to find bus, taxi etc. or move to the bus or taxi stand. In case of offices or business, transition its also very difficult for them to go to banks, withdraw funds and return safe and sound Due to unapproachable information, employment and selection they find odds to search suitable jobs [4], [5].

II. PROPOSED HRM FOR SPECIAL PEOPLE

This is the responsibility of regime or NGO of the regime to identify number of special people in their country, then find out the disability types of these people. Budget should be allocated for their welfare . Quota for special people should be increased. Training for parents and CEO of organization should be arranged for awareness this will guide them how to deal with special people. The policy of Human Resource Management should be made according to the comfort of special people. HR department must have knowledge about ergonomics consideration as there are different ergonomics for blind and deaf people. Many of them are unaware about the quota.

General vacancies or jobs are publicized in news papers or uploaded on web link which are inaccessible for special people. All advertisements are in natural language of normal persons which can't be readable for special persons like deaf , in case of blind people they can't see, so there should be process by which they can hear about job in speech form on web link for their ease. It is necessary to provide a Braille library and at least a newspaper in Braille, so that, they can search appropriate jobs.

It seems to be very difficult to provide equal opportunity to both normal and special people. Now a days it may be easily implemented by using the information and communication technology which works as bridge between normal or special people and overcome the problem of communication between them. There is need to propos Special Human Resource Management cell which can resolve the problem.

For placement of special people at workplace according to their ability and qualification first of all it is the prime responsibility of regime and then NGO to work together on this issue as special people are part of the community. Human Resource Management cell should identify where special people can be incorporated according to their category, qualification and ability.

HRM staff should be aware of the advantage and integration of information and communication technology. In HRM cell of Special people there must be library of special people cultural language like Sign Language or Braille Language which help them to learn a lot. Brochure regarding new opening in special language should be published.

HRM Cell for special people should coordinate with industries , organizations or institution to identify jobs for special people. It should arrange special training session of CEO of organization to give them awareness regarding the development program and right placement of special people in their organization. It is also a moral responsibility of employers to provide such facilities to their candidates which help them in search appropriate jobs.

To increase the work ability of special people use of assistive technology is very important this technology is being used in developed country. Same infrastructure should be introduced in under developed countries also assistive devices are helpful for special people as well normal people to enhance their performance or workability.

HRM cell of Special people should also provide internship for Special people to train and them which help them to create awareness regarding working of workplace. As the school environment is quite different from working environment, the school environment is much different from real life working environment. In Special people's institution they

only use their cultural language which is totally different from business correspondence language. So training session plays very important role in overcoming the barriers.

Regime can easily mitigate the mobility or travelling problem of special people, by reserving the special arrangement in public transport.

HRM cell of special people should introduce the policy to encourage special people as they give same working hour as normal employees. Performance based promotion policy is also the responsibility of HRM cell.

III. ICT'S IMPACT ON HRM: SPECIAL PEOPLE ENDEAVORS

To incorporate special people at work place using information and communication technology infrastructure is very easy these days.

Adaptive technology becomes one of the vital tools in the case of enhancing the way to employment along with orientation and mobility guidance [6].

Technology has conquered a number of hindrances in the field of education, employment for the Special people. Special people. Who are students can benefit from assistive devices they can finish their assignments, do some research work , take examination, read books using talking devices, textbooks on CD or flash drive, Braille textbooks, talking dictionaries and tape recorders for taking notes and sign language for deaf people [7] .

As they cannot read an application form, and are not able to search job vacancies and therefore, they cannot fill application forms for a specific job in an organization, assistive tools help them to do this all task without any dependency. Several talkative software is available which help out blind to listen news in the form of voice from computer.

Even they can receive voice alert from mobile or cell phone service. To keep in mind about their mobility or travelling problem, a telephonic Interview may be conducted for them for their comfort [8]. With the aid of technology, Special candidates can apply through email or can give interview through voice based internet software. There is still more work needed to in order to enhance the way for obtaining job related information .

Adults special people can easily be penetrated using information and communication technology (ICT) at workplace .Assistive technology interfaces used in software can make one able to speak out the content that is available on the screen or amplify and enlarge the content in a word processor for blind and display in sign language for deaf individuals. By the use of a specific email program, web browser, or any other application Special people can be connected with social network through internet application. By use of ICT Special people can access and read official document by voice or sign language facilities and as a management person they can arrange and schedule meeting etc.

Blind people can facilitate by providing them optical character reader (OCR) so they can scan and read text with voice facilities software. Braille printer provides them embossed text for their office file record too.

Deaf People can be facilitate by providing them sign language translator facilities that they can easily read text in their own cultural language as well as take print of it.

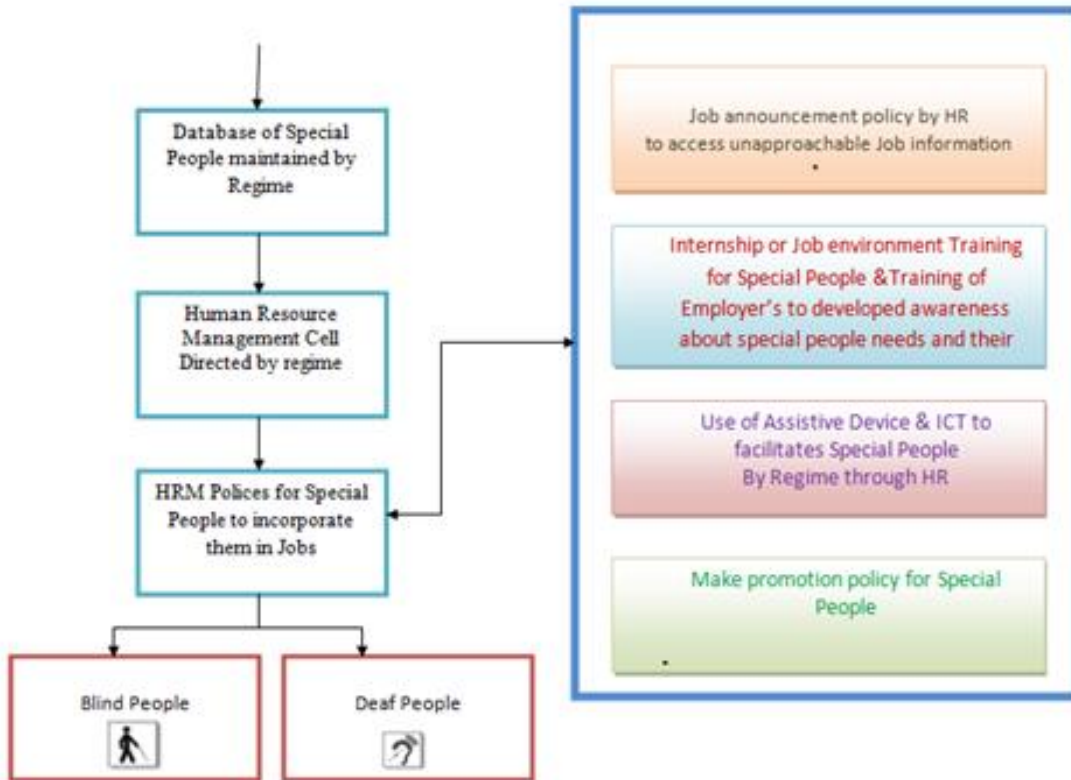


FIGURE 1: ICT'S IMPACT ON HRM: FOR SPECIAL PEOPLE ENDEAVORS

Mobil or Cell phone is a very common technology for communication voice command cell phone which helps the Special people to minimum usage of device. Mobile, wireless technologies such as mobiles and PDAs are drastically increasing as a new transfer source that provides high speed access in sending and receiving information, content, video voice. The latest and newly developed wireless technologies may allow mobile phones, and to be made transferable or computers that are wearable to perform their tasks as universal inaccessible consoles for obtaining data and facilities and control and monitor of different appliances and devices. To sum up, it can be said that wireless technology may soon become a vital and integral part in the lives of every individual and without its assistance the disabled may feel more neglected and ignored from the society and a number of activities [8],[9].

The Selection of special people for job is same as the procedure use for normal people. The general process model for selection or recruitment of Special people is shown in Figure-1 .The procedure of incorporate Special people is divided into three different phases.

IV. CONCLUSIONS

It is a matter of fact and indeed, it is a reality that even today most of the employees with disabilities are hired as low-grade employees in the workplaces and organizations like peons, messengers, etc. Most of the hired employees are physically handicapped with polio problem and some are hearing impaired, very few were visually impaired and the number of mentally retarded is almost rejected.

This research provides a framework that makes it possible to integrate the blind employees along with the normal employees in a way that is appropriate to the blind as well as the normal employees. This in turn leads to the enhancement of the selection criterion of the blind employees in work environment.

This research also lays emphasis on the fact that the disability of blindness is neither a hindrance nor an obstruction in the flow of the employee selection for a particular job in a working organization and that employees even with this disability can apply for jobs in the same manner in which the normal employees. In Pakistan further research is suggested, to enable the government on a voluntary basis to make a system for implementation in the most comprehensive way.

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