Research on Human Resource Outsourcing Service Platform in Internet Age

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Abstract

"Internet + Human Resource Outsourcing Service" is a key development trend of the future human resources outsourcing service industry. Creating a human resources outsourcing service platform is a trend. Based on the problems existing in the current human resources outsourcing service industry, this paper puts forward the necessity of the creation of human resources service platform, and discusses the construction strategy of human resource outsourcing service platform from three perspectives: human resource suppliers, enterprises and enterprise employees.

Keywords

Internet, human resources, service platform, research.

1. Introduction

Human resources outsourcing refers to the management of enterprises and institutions that entrust all or part of the work of human resources affairs to talent services in order to reduce labor costs and maximize their own benefits. This is a strategic strategy for the business function of human resources. The purpose of outsourcing is to enable enterprises to focus on improving their core competitiveness while enhancing their ability to adapt to the environment. Based on Internet thinking, "Internet+" integrates traditional industries with modern information and communication technologies and Internet platforms, enabling traditional industries to create new development ecology. The Internet is a new tool for mass entrepreneurship and innovation. In the context of "Internet +", the human resources outsourcing service industry has ushered in new opportunities and challenges such as information dataization, information sharing, and construction of information platforms.

2. Analysis of problems existing in the current human resources outsourcing service industry

2.1 Lack of effective supervision of HR outsourcing service companies and customers

Human resources outsourcing services started relatively late in China compared with foreign countries. Due to policy support, the initial stage was mainly the state-owned enterprises and Sino-foreign joint ventures as the main force of the industry; later, with the further opening of the market, private enterprises relied on their flexible business model. High-speed development has occupied the dominant position in the market. China's human resources market is large in scale, wide in scope and high in flexibility. With the rapid development of China's economy, the demand for

Chinese enterprises has also increased dramatically. The above two background conditions have made the human resources outsourcing service market grow rapidly; The threshold for HR outsourcing services is low and the competition space is large. The quality of these HR outsourcing services companies is uneven, first because of the lack of authoritative government agencies and clear laws to define their business boundaries; in addition, because HR outsourcing services are an "imported product", they are not starting from the Chinese market. And the development time is short, so the legality of the business related to human resources outsourcing services has not formed precise legal constraints, especially for the labor dispatch business in the human resources outsourcing service; finally, the charging problem in the human resources outsourcing service There is no consistent standard. This phenomenon will lead to a price war for enterprises to obtain short-term benefits, and the human resources outsourcing service industry will develop negatively.

2.2 HR outsourcing service enterprises have low information sharing

The theory of resource sharing points out that information resources are a kind of national economic and social development resources with important value, which are characterized by sharing, loss, renewability and scarcity. Therefore, information resources should be strengthened through various ways and means. Management, development and shared use to fully realize and realize its value. The sharing of information resources is conducive to enterprises to analyze the market environment, determine their own competitive advantages, and thus identify the positioning of enterprises. In this way, the phenomenon of "homogeneous competition" can be avoided to the utmost extent. However, there is basically no public information sharing between China's human resource outsourcing service companies. Even if there is, it is a strategic alliance between a few companies. This will not make the industry as a whole prosperous, but it may deepen the vicious competition in the industry. The most common form of "homogeneous competition" is to reinstate the market price in the short-term, recklessly, so that competitors can withdraw from the competitive market because they cannot obtain operating profits. In fact, this kind of behavior will seriously hurt its own profits and disrupt the overall order of the industry.

2.3 HR outsourcing services have low information sharing between enterprises and customers

At present, the domestic human resources outsourcing service mainly solves the recruitment and allocation, performance management and salary management in the six functions of human resource management, and involves two main business forms: wage generation and talent dispatch. Paying wages is a cumbersome business. First, you need to calculate basic wages, commissions, and rewards based on the company's compensation system. You can also calculate statistics on various forms in different formats, and calculate taxes and fees. Docking is a good job; in the talent dispatching work, there is often a need for self-employed employees to transfer employees. In this case, there will be problems that must be solved, such as labor relations and employee status conversion. Before the order between the HR outsourcing service enterprise and the customer is formed, because the customer does not have the complete information of the supplier and the supplier does not have the customer's demand information, there will be a "time difference" between the two, resulting in imbalance between supply and demand; After the resource outsourcing service is launched, it is difficult for customers to track the progress of human resources outsourcing services in a timely manner. There is no two-way communication mechanism at the same time. After the human resources outsourcing service, the customer has no public evaluation mechanism for the human resources outsourcing service company, which makes the human resources outsourcing. The service quality of the service company is not effectively monitored within the market. The above problems are all due to the low level of information sharing, which not only damages the interests of customers, but also makes it difficult for human resources outsourcing service enterprises to achieve sound development.

2.4 Corporate employees have low levels of understanding of human resources related policies

Employees as human resources in the enterprise, due to various practical reasons, most of the government and the company's human resources related policies are not understood. For example, for

the current social security fund-related policies, employees of the company rarely go to the relevant government websites to inquire and understand, and the HR in the enterprise does not specifically explain the provisions of the company's welfare. This will increase the actual workload of HR, because they need to frequently explain the policies and regulations that constantly update and change with employees, greatly increase the work energy consumption of compensation and benefits, and reduce the sense of belonging of employees to enterprises.

3. Create Unicom "Supplier‑Customer‑Employee" Human Resource Outsourcing Service Platform under the "Internet +" wave

The human resources outsourcing service platform refers to a specialized platform that realizes data information sharing and enhances the quality and efficiency of human resource outsourcing services through Internet technology, through the service channels between China Unicom human resources outsourcing service providers, enterprises and enterprise employees.

3.1 Human Resource Outsourcing Service Platform and Human Resource Outsourcing Service Provider

The HR outsourcing service platform does not directly provide HR outsourcing service products, but collects service fees from the platform by providing business contacts. The human resources outsourcing service platform integrates the resources of the human resources outsourcing service market, enabling all suppliers to independently register stores on the platform, display product services, and accept customer evaluations. First, the fair competition in the HR outsourcing service market makes suppliers no longer limited by the limited information of competitors in the region or industry, thus facing difficulties in developing new markets or defining their own competitive advantages. At the same time, due to the timely availability of the Internet The characteristics of communication, timely reflection and timely feedback, on the human resources outsourcing service platform, suppliers can obtain timely demand information, quickly capture market dynamics, avoid resource waste or vicious competition; and, because of the disclosure of service information In order to obtain new competitive advantages and maintain competitive position, HR outsourcing service providers will continue to develop new products and services, which will contribute to the overall sound development of the HR outsourcing service industry.

3.2 Human Resource Outsourcing Service Platform and Enterprise (HR)

As a third party of human resources outsourcing services, one of the biggest advantages of the platform is fairness. For enterprises, due to limited time and resources, suppliers of HR outsourcing services are often poorly understood. Most business choices are based on word of mouth and there is no platform to choose from a wide range of vendors. First of all, with the support of Internet technology, the HR outsourcing service platform can provide all suppliers' information for enterprise selection at one time. Secondly, after selecting supplier services, enterprises can track the progress of HR outsourcing services in real time and understand the specifics of services. The situation, in order to make corresponding changes according to actual needs; finally, after the supplier service is over, the company can give the supplier evaluation, which helps other companies to compare the qualifications of different suppliers and further optimize the rating of the human resources platform. Function and promote the fairness of the human resources market.

3.3 Human Resource Outsourcing Service Platform and Enterprise Employees

It turns out that employees who want to get any information about human resources can only pass the HR of the company. The HR outsourcing service platform can provide employees with information such as salary and social security fund at any time through the mobile client, and push the human resources policy package to the employees at the same time, so that the employees can better understand the human resources related information and reduce the HR work. burden.

3.4　Risk of creating a human resources outsourcing service platform

In the context of "Internet +", the HR outsourcing service platform relies on the application of the cloud platform to realize the real-time dispatch of HR outsourcing service orders. In particular, one of the main businesses of HR outsourcing services is the payment of employees' salaries. This not only involves the privacy of the employee's personal salary, but also indirectly shows the overall compensation structure of the company. Therefore, the data security issue of the HR outsourcing service platform needs to receive sufficient attention. In the absence of a sound legal mechanism, the platform itself needs to make a series of strategic preparations for data storage, analysis and processing, and backup.

4.　Conclusion

The emergence of human resources outsourcing service platform is an inevitable trend of the development of human resources outsourcing service industry. At present, there is no human resources outsourcing service platform that is well developed and recognized by most companies in the industry. Under the background of "Internet +", the human resources outsourcing service platform should combine the data advantages brought by the Internet and the advantages of China Unicom to break through the tradition. The development barriers of the human resources outsourcing service industry bring new vitality to the industry.

Acknowledgements

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