

ABSTRACT

The Outputs of Digital Transformation on Human Resources Development in Developing Countries (Case of Rwanda)

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Human resources are the backbone of every organization. In the current digital technology era, many changes are happening and resulting in digital transformation. Thus, organizations need to take advantage of technology to succor their human resource development. The purpose of this study was to explore and explain the outputs of digital transformation on human resource development, using Rwanda Federation of Transportation Cooperatives as a case study based specifically on their newly adopted cashless payment system for public transportations. A case study research qualitative approach was adopted in data collection and analysis using interview with 30 purposively selected informants from different areas of work, levels, experiences, gender, education and age ranges. The research results indicated that digital transformation has many outputs to human resources development including but not limited to emerging new opportunities of training and development programs resulting in high competitiveness, improvement of creativity and innovation resulting in effectiveness, harness of customer experience, support in career development resulting in improved performance, availing new technologies that fastens service and product production and delivery, and bringing change in organization systems and culture resulting in organizational development. However, the results showed that digital transformation can be a challenge to human resource development based on resistance to change of employees or employers and lack of infrastructures as well. The research encourages and recommended the use and adoption of digital transformation to all organizations either startups or developed ones, wherever it is possible and available to make their human resource development successful, as well as organizational performance and development improvement.

Keywords: *Digital transformation, technology, workforce, human resources development, career development, performance*