

Effectiveness of Human Resource Information Systems: A Study with Reference to Greaves Cotton Limited

Patcha Bhujanga Rao

Associate Professor, Department of MBA, SITAMS, Chittoor, Andhra Pradesh, India

E-mail: prof.pbr@gmail.com

Abstract - A key issue in the management of information system in the 1980s is the growing sophistication of specialized information systems within the traditional functional areas of the organization. The human resource information systems (HRIS) is one such system which in recent years has become critical to the operation of the personnel departments of the companies. Information systems in personnel have evolved from the automated employee record keeping in the 1960s into complex reporting and decision systems today. The HRIS is designed to support the planning, administration, decision-making and control of human resources management. The purpose of the article is to present the status of HRIS, to trace its development as an entity independent of the centralized MIS, to assess its current operation and technological base and to project its future role in the firm, especially its relationship to human resource department.

Keywords: HRIS, Management, Employees Human Resource Department

I. INTRODUCTION

The use of human resource information system has been advocated as an opportunity for human resource professionals to become strategic partners with top management (Lengnick-Hall and Moritz 2003). The idea has been that HRIS would allow for the HR function to become more efficient and to provide better information for decision-making.

Organizations have become more complex and the amount of information they need increased the need for automated information systems. The organization determines the kind of information it needs by deciding what kind of decision it is making based on the HRIS information. HRIS is more than a simple aggregation mechanism for inventory control and accounting; it is the foundation for a set of management tools enabling managers to establish objectives for the use of their organizations human resources and to measure the extent to which those objectives have been achieved.

A significant problem with deciding whether HRIS benefits the organization in measuring the effect of HR and more particularly HRIS. While it is difficult to measure precisely the return on investment and specific improvements in productivity within the HR, there is a link between human resource information systems (HRIS) and strategic human resources. To gain vital information to be

able to compete in the competitive environment, the study seeks to have an in depth analysis of the issue at hand.

II. REVIEW OF LITERATURE

Khushbu Arora in his study importance of HRIS a critical study on service sector identified that HRIS has many advantage it can easily serve as a data base for various HR functions like human resource planning, Training & development performance appraisal, etc. the overall contribution of HRIS is that it helps in managing various strategic activities of HR department very efficiently and effectively.

Kovach and Cathcart in their study does HRIS matter for HRM today identified that an HRIS can be used first, for administrative purpose in organization. It is related to administrative and operational efficiency, which reduce costs and time. Martinsons (1994) categorizes two types of HRIS usage according to their degree of sophistication he suggests that payroll and benefits administration and employee absence records were electronically unsophisticated because of their electronic replication of the contents for a HR department.

III. OBJECTIVES OF THE STUDY

1. To study how Human Resource Information Systems(HRIS) contributes to the effectiveness of strategic human resource management;
2. To examine and assess the difference of perceptions of HRIS and the importance of using HRIS at the work place;
3. To examine the effectiveness of in human resource information systems (HRIS) at work place; and
4. To suggest measures to minimize data loss and human errors reducing the office paper work that may produce wastage of time and papers.

IV. DATA COLLECTION

Primary source

Responses collected with the help of questionnaire administered to the employee and management of GREVES COTTON LIMITED, is the main primary source of data for this research work. The primary data are collected in three phase In the first phase, the purpose and objective of study

are explained to them and requested to go through the schedule thoroughly. In the second phase, doubts of the respondents about the content of the schedule, if any are clarified. In the third phase, the filled in schedules are collected from the respondents by holding further discussions to elicit additional information.

The secondary source of data are collected from the magazines, journals, bulletins, web sites and annual reports, etc. , published by the organization. In addition to these, several structured interviews, have also been conducted with experts on the subject and also a number of persons who are connected in one way or other, either directly or indirectly to know about the HRIS.

Secondary source

V. DATA ANALYSIS

TABLE I HUMAN RESOURCE INFORMATION SYSTEM (HRIS) MEETS THE CURRENT NEEDS

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	70	63%
2	Agree	20	18%
3	Moderately agree	10	9%
4	Disagree	5	5%
5	Strongly disagree	5	5%
	Total	110	100%

The above table depicts that 90% of employees expressed satisfaction with regard the HRIS in meeting the current needs where 63% strongly agreed, 18% agreed, 9% moderately agreed in their opinions and 10% disagreed in

their opinions where 5% disagreed and 5%strongly disagreed in their opinion stating that the system does not meet the current needs of the employees.

TABLE II COMPANY MAINTAINS HRIS VIA SPREADSHEETS OR OTHER ELECTRONIC DOCUMENTS

S.No.	Opinion	Respondents	Percentage
1	Strongly agree	20	18%
2	Agree	65	59%
3	Moderately agree	15	14%
4	Disagree	7	6%
5	Strongly disagree	3	3%
	Total	110	100%

The above table depicts that 91% of employees satisfaction with regard to the company receives and enters HRIS via spreadsheets or other electronic document where 59% agree, 18% strongly agree, 14% moderately agree, and

6% disagree in their opinion and only 3%strongly disagree in their opinion.

TABLE III HRIS PLAYING A VITAL ROLE IN EMPLOYEE DEVELOPMENT

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	20	18%
2	Agree	60	55%
3	Moderately agree	10	9%
4	Disagree	10	9%
5	Strongly disagree	10	9%
	Total	110	100%

The above table depicts that 82% of employees expressed satisfaction with regard to the organization gives much attention for employee development based on HRIS where

55% agree, 18% strongly agree, 9% moderately agree, 9% disagree and 9% strongly disagree in their opinion.

TABLE IV MAINTAINING STANDARD SET OF DATA AND REPORTS THAT ARE PROVIDED BY THE EMPLOYEES REGULARLY

S.No.	Opinion	Respondents	Percentage
1	Strongly agree	8	7%
2	Agree	75	68%
3	Moderately agree	18	16%
4	Disagree	4	4%
5	strongly disagree	5	5%
	Total	110	100%

The above table depicts that 91% employee expressed satisfaction with regard to have a standard set of data or set reports that you provide regularly where 68% agree, 16% moderately agree, 7% strongly agree, 5% strongly disagree, 4% disagree in their opinion.

TABLE V HRIS IN OBTAINING AND PROVIDING OPPORTUNITY FOR PRACTICAL DECISION MAKING

S.No.	Opinion	Respondents	Percentage
1	Strongly agree	16	15%
2	Agree	20	18%
3	Moderately agree	44	40%
4	Disagree	11	10%
5	Strongly disagree	19	17%
	Total	110	100%

The above table depicts that 73% employee expressed satisfaction with regard to the company if data ware easier to obtain and provide is there opportunity for additional use in practical decision making where 40% moderately agree, 18% agree, 17%strongly disagree, 15% strongly agree and 10% disagree in their opinion.

TABLE VI HRIS IN PROVIDING ROUTINE REVIEW OF ALL THE EMPLOYEES IN THE ORGANIZATION

S.No.	Opinion	Respondents	Percentage
1	Strongly agree	7	6%
2	Agree	56	51%
3	Moderately agree	30	27%
4	Disagree	3	3%
5	Strongly disagree	14	13%
	Total	110	100%

The above table depicts that 84% of employees satisfaction with regard to the company is there routine review of the HRIS for all employees in your department where 51% agree, 27% moderately agree, 13% strongly disagree, 6% strongly agree and only 3% disagree in their opinion.

Hence, it can concluded that most of employees express satisfied with regard to the company there a routine review of HRIS for all employees in your department.

TABLE VII COMPANY HAVING TECHNICAL SUPPORT TEAM FOR EXECUTING HRIS

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	35	32%
2	Agree	40	36%
3	Moderately agree	16	15%
4	Disagree	15	14%
5	Strongly disagree	4	3%
	Total	110	100%

The above table depicts that 83% of employees are satisfied with the technical support person/team for executing HRIS where 36% agree 32% strongly agree, 15%

moderately agree, 14% disagree, 3% strongly disagree in their opinion.

TABLE VIII IMPROVEMENT IN HRIS APPLICATION IN THE ORGANIZATION

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	35	31%
2	Agree	25	18%
3	Moderately agree	40	36%
4	Disagree	10	9%
5	Strongly disagree	0	0%
	Total	110	100%

The above table depicts that 85% of employees feel that there must be still improvement in HRIS application in the organization where 36% moderately agree, 31% strongly

agree, 18% agree, 9% disagree, 0% strongly disagree in their opinion.

TABLE IX COMPANY UPDATES REGULARLY THE FEEDBACK AND THE PERFORMANCE OF THE EMPLOYEES THROUGH HRIS

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	10	9%
2	Agree	34	31%
3	Moderately agree	51	46%
4	Disagree	10	9%
5	Strongly disagree	5	5%
	Total	110	100%

The above table depicts that 86% of employees agree that the company updates regularly employees feed back and their performance with the help of HRIS where 46%

moderately agree, 31% agree, 9% strongly agree, 9% disagree, 5% strongly disagree in their opinion.

TABLE X HRIS IS BEING TAKEN AS A BASE IN RECOMMENDING THE TRAINING PROGRAM

S. No.	Opinion	Respondents	Percentage
1	Strongly agree	15	14%
2	Agree	60	55%
3	Moderately agree	18	16%
4	Disagree	13	12%
5	Strongly disagree	4	3%
	Total	110	100%

The above table depicts that 85% of employees agreed that the company recommends training to its employees based on HRIS where 55% agree, 16% moderately agree, 14% strongly agree, 12% disagree, 3% strongly agree in their opinion.

7. All the employees opined that there needs improvement in HRIS application in the organization
8. 95% of the employees opined that the company updates regularly the feedback and the performance of the Employees
9. 85% of employees agree that HRIS is being taken as a base in recommending the training program
10. 85% of employees satisfaction with regard to the company regarding improvement in HRIS application in the organization
11. All the employees opined that the company receives and enters HRIS via spreadsheets and also other electronic document.

VI. FINDINGS

1. 90% of employees expressed satisfaction with regard the HRIS in meeting the current needs
2. 82% of employees expressed satisfaction with regard to the HRIS playing a vital role in employee development
3. 91% employee expressed satisfaction with regard to the company maintaining standard set of data or set reports that are provide by employees regularly
4. 73% employee expressed satisfaction with regarding on HRIS in obtain and providing opportunity for practical decision making
5. 84% of employee opined that the present HRIS provides routine review of all the employees in the organization
6. 83% of employees agree that the company has technical support team for executing HRIS

VII. CONCLUSION

The concept of human resource information systems is fast becoming a reality and the role of human resources in information systems has been gaining sustained competitive advantage and has been proved empirically by numerous studies.

The company's are heavily people driven and hence requires proper management of its human resources. The

present study in this regard attempts to understand the dynamics of human resource management and the role in information systems in Greaves cotton limited.

The results of the study show that the current levels of services provided by the HR department were found to be of moderate level. The analysis of the perception of quality of services provided to the employees and HR staff through HRIS shows differences in their perception. The current study thus helps in understanding the role of HR through information systems(IT).

Organization and HR department thus need to formulate appropriate plans, policies, programmes and strategies to make the HRIS function more strategic and improve the quality of services provided by the HR department. It will also be of great help for organization to align and involve the HR function in the process of strategy formulation and implementation.

REFERENCES

- [1] Tannenbaum & Kavanagh et al (1990), S.I human resource information system in Boston: PWS-Kent
- [2] Becker's, A.M, & Bsat, M.Z. (2002) A DSS classification model for research in human resource information system information system management, 19(3).
- [3] Lengnick-Hall, C. A & Lengnick-Hall, M. L. (2006). HR, ERP, and knowledge for competitive advantage. *Human Resource Management*, 45(2).
- [4] Nagi, E W T. & Wat, F.K. T (2004). Human resource information system. A review and empirical analysis *personnel review*, 35(3).
- [5] Becker, B.E Huselid, M.A, & Ulrich, D (2001) the HR scorecard: Linking people, strategy, and performance Boston: Harvard Business schools press.
- [6] Csasio W.F (2000) costing of human resource: the financial impact of behavior in organizations(4thed). Cincinnati , OH : South-Western College.
- [7] Fitz-Enz j. how to measure human resource management (3rd ed) New York: McGraw-Hill.
- [8] Roberts. B, (1999). Calculating return on investment for HRIS, *HR magazine*, 44(13).
- [9] *Global Journal of management and studies* ISSN 2248-9878 volume 3 Number 9 (2013), pp 971-976. @research India publications, [http:// www:republication.com/gj_mbs.htm](http://www.republication.com/gj_mbs.htm)
- [10] Kovach. K.A & Cathcart, C.E (1999). "HRIS: providing Business with rapid data access, information exchange and strategic advantage" *public personnel management*, 28(2), 275-282.
- [11] Martinsons,M.G. (1994). Benchmarking HRIS in Canada and HongKong *information and management*, 26, pp. 305-316.