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A STUDY ON EFFECTIVENESS AND IMPLEMENTATION OF HUMAN RESOURCE INFORMATION SYSTEM

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ABSTRACT

Organisations that want to improve their overall performance, streamline HR processes, and make better data-driven decisions are increasingly seeing HRIS implementation as a strategic imperative, and this paper takes a look at how Zestwings Informatics Pvt Ltd. implemented and used theirs. A combination of quantitative survey data and qualitative interviews with important players involved in the HRIS implementation process make up this study's mixed-methods approach.

By measuring the HRIS's effect on HR process efficiency, data correctness, employee happiness, and overall organisational performance, the quantitative study determines the system's perceived efficacy. At the same time, the qualitative interviews give light on the difficulties encountered, methods used to overcome, and perceived advantages of the implementation process.

Zestwings Informatics Pvt Ltd has improved in areas like payroll management, recruitment, and employee data management since implementing an HRIS, but there are still problems with system integration, educating users, and managing change, according to the findings. Nevertheless, the HRIS is generally regarded as a useful instrument for improving HR functions and aiding the company's strategic goals.

The report finishes with several suggestions for how to make HRIS deployment more effective. These include making sure that leadership is on board with the implementation at all times, investing in user training programs, and encouraging a culture of continuous improvement. Organisations may get the most out of HRIS and improve HR operations' efficacy and efficiency by implementing these suggestions.

INTRODUCTION

When it comes to human resource management, payroll, and accounting, HRIS software or an online solution is the way to go for data entry, tracking, and information needs.You can typically find an HRIS delivered as a database.

A variety of options are available to businesses who implement an HRIS. Instructional, payroll, human resources, regulatory, and hiring-related solutions are just a few examples. Improved efficiency and quality in HR decision making; enhanced productivity and effectiveness for both employees and managers; and better planning, control, and management of HR costs are key capabilities that an HRIS should typically offer.

A company's HR system, which stands for human resource information system or HRMS Improvements in HR decision-making efficiency are another common side effect of an HRIS. Managerial and staff output should rise and effectiveness should improve along with the decision-making process.

Put another way, HRIS encompasses more than just the technical aspects of a system, such as computers and software programs. It also includes the people, rules, processes, and data needed to oversee the HR department.

A few of the most often used features of human resource information systems are organisational charts, employee self-service, benefits administration, and training tracking.

Parts of the HRS System:

The human resources information system (HRIS) is comprised of running sub-systems.

The first system is the position control system.

The primary idea is to catalogue all of the jobs in the company. To achieve this goal, a job analysis is necessary.Following an investigation into the open post, the HRD manager formulates a strategy for hiring.Using personal computers, one might find issues with human resources.

2) Efficient Information System for Operations:

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Position control, performance management, government reporting, application placement and selection, and training systems are operational informational systems that assist the human resource function.

3)The method of payment or compensation:

The pay stubs are the main topic here.

4) Staff Competency Inventory:

REVIEW OF LITERATURE

Steven G. Westlund et al. (2022) , proposed a strategy to lower software developer turnover by highlighting aspects connected to developers' opportunities for growth, accountability, accomplishment, and appreciation. This poll drew responses from 24 different organisations across the US, including those in the consulting, software development, local government, and higher education sectors. Job satisfaction is defined as the degree to which factors such as compensation, working conditions, benefits, communication, type of work, coworkers, advancement opportunities, supervision, and pay are positively or negatively correlated with employee turnover. Based on the findings of this study, IT workers are an invaluable asset to any company in the modern era. To make the most of their talent, IT companies should foster an environment that rewards and acknowledges employees for going above and beyond, as well as giving them opportunities to learn new skills and advance in their careers.

According to a comprehensive analysis by Abhijit Siddhanta et al. (2021), 34% of Indian employees are fully engaged, while 13% are disengaged. This finding demonstrates that India has the most focused and satisfied workforce globally. The study drew on data collected from a variety of sources, including Gallup, Hay Group, ISR, Right Management, Blessing white, and HR Annexi, among others. Productivity, profitability, safety, innovation, customer service, satisfaction, loyalty, and retention are all important metrics that drive organisational performance. Engaged and devoted personnel are the key to achieving these goals. Not only was the new corporate culture concerned with output, but it also encouraged workers to tap into latent abilities for the benefit of the company. When it comes to employee engagement, there are four main variables to consider, including: culture of the organisation, policies that prioritise people, measurable key performance indicators, and the organization's overall performance. A company's stability and success, both financially and otherwise, are directly proportional to the level of engagement of its personnel.

The two-way communication between supervisors and workers lends credence to Solomon Markos et al.'s (2020) claim that employee engagement extends far and wide. When workers are enthusiastic about what they do, it shows in every area of the business, from retention rates to profits to customer happiness to workplace safety. The level of employee engagement is influenced by various factors such as the individual's

own personal attributes (knowledge, skills, attitude, etc.), the culture and environment of the organisation, and the practices of the leadership, social networks, personal respect, leadership style, and context component of job performance. In order to keep top talent from leaving and keep or improve the company's performance up, employee engagement begins on day one with a well-designed recruitment and orientation program and extends all the way to the company's upper management.

Staff motivation is contextual and depends on a wide range of elements, according to Mohammed Javed Kalburgi et al. (2019). Since different theories underpin different forms of motivation, one organization's rules regarding this topic may not work for another. The success of a company is dependent on its motivated workers, hence it's important for supervisors to provide a positive work atmosphere and assist employees in meeting their tasks.

Managing talent in a global organisation is more complicated and challenging, according to Preeti Khatri et al. (2018). There is a dearth of knowledge about talents, competencies, important employees, and top talent in today's business world, and many companies' management processes are flawed as a result. An organization's talent strategy is just as important as its overall plan. In addition to developing plans and keeping records of employees' talents, most companies also provide training and development opportunities, competitive salaries, a performance management process, a retention program, promotions, and smooth transitions so that the right people with the right skills are in the right jobs at the right times. The company's value proposition and competitive advantage can be greatly enhanced through talent management.

While many new technologies and pieces of machinery are entering the market with the promise of

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increasing productivity, Tamilselvan. R. et al. (2017) found that organisations cannot ignore the human element when it comes to driving productivity gains, economic development, and overall economic growth. When it comes to promoting production efficiency and capitalism, trade unions play a significant role in creating an ideal industrial environment.

Collective bargaining undergoes a noticeable transformation in appearance, character, and form during economic downturns (Francis C. Anyim et al., 2016). Achieving industrial relations and peace during a recession is a major issue for management and unions alike. The key is to bargaining effectively as a team and finding a win-win solution for everyone involved. It is currently a tremendous problem to preserve cordial human relations in India's automotive industries, according to Mostak, Ahamed Galib, et al. (2015), who compiled the eleven instances of labour unrest that occurred between May 2014 and June 2015 in these sectors. Wage increases, worker reinstatement, union recognition, the use of contract labour to operate 85% of plants, a lack of motivation, security, and safety in the workplace are all elements impacting industries. A number of causes, including raw material price hikes, consumer complaints, increased government tax burdens, and so on, are also indirectly related to the strike.

Research by Bassey, Antigha Okon, and colleagues (2014) examined the profound impact of multi-union on workplace harmony. Two hospitals in Cross River State that are part of a tertiary hospital organisation were randomly selected to participate in this study. The participants all belonged to different unions, and each one was fighting for a better working condition. The industrial concord was disrupted by regular strikes because of the existence of inter-union strife.

acknowledged that differences of opinion across departments or teams within an organisation can lead to tension and strife on the job. In order to avoid wage disputes and disparities, the government should regularly assess the current salary structure and scale of employees and make any necessary changes to industrial laws.

In order to boost profits in the face of cutthroat competition, corporations are increasingly turning to contract workers, according to research by M.N. Badrinath et al. (2013). Only about seven percent of car companies have full-time employees. The case study of Maruti Suzuki India ltd., a corporation, examines many facets of labour issues and discusses how they affect the organization's profit, the problem of contract labour, and the significance of collective bargaining in preserving strong industrial relations.

Research Gap

Although numerous studies have examined the implementation and benefits of Human Resource Information Systems (HRIS), several research gaps remain. Most existing research focuses on the technical aspects and organizational benefits of HRIS, such as improved efficiency, data accuracy, and cost reduction, while giving less attention to employee acceptance, user satisfaction, and behavioral factors influencing successful adoption. Many studies have been conducted in large multinational organizations, leaving limited evidence on HRIS implementation and effectiveness in small and medium-sized enterprises (SMEs), particularly in developing countries such as India. Furthermore, there is insufficient research on the integration of emerging technologies such as Artificial Intelligence (AI), machine learning, cloud computing, and predictive analytics within HRIS and their impact on strategic human resource management. Existing literature also provides limited insights into HRIS data security, privacy concerns, and cybersecurity challenges, which have become increasingly important with digital transformation. Additionally, there is a lack of longitudinal studies that evaluate the long-term impact of HRIS on employee performance, organizational productivity, talent management, and decision-making. Therefore, further research is needed to examine these aspects and provide comprehensive evidence on how modern HRIS can contribute to organizational effectiveness and sustainable human resource management.

CONCEPTUAL FRAMEWORKS

1. Technology Acceptance Model (TAM)

Fred Davis's Technology Acceptance Model (TAM) is a popular theoretical paradigm for HRIS research. This model states that the perceived utility and ease of use of an HRIS are the two most important aspects in determining its acceptability and utilisation by employees. The perceived utility of an HRIS is the degree to which its users feel it improves their performance on the job, whereas the perceived ease of use is the degree

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to which users feel the system is intuitive and easy to use. To maximise the system's performance and increase employee acceptance, organisations that install HRIS often prioritise user-friendly interfaces and functional benefits.

2. Resource-Based View (RBV) Theory

When an organization's resources are valuable, scarce, difficult to replicate, and non-substitutable, they can provide a durable competitive advantage, according to the Resource-Based View (RBV) theory. Organisations can better manage their human capital with the use of HRIS, which is seen as a strategic resource. Organisations may enhance efficiency and gain a competitive edge with the help of HRIS by efficiently managing data, planning the workforce, measuring performance, and providing decision-making support. According to the notion, a company's human resource skills are greatly enhanced by the efficient use of HRIS, which in turn leads to greater organisational success.

OBJECTIVES OF THE STUDY:

- Examine the present HRIS practice and identify strong and weak points in order to better understand the practices and issues related to HR information system adoption and deployment in a specific company, specifically Zestwings Informatics Private Limited.
- To investigate how an organization's performance is impacted by its human resource information system.
- To provide advice to the staff of Zestwings Informatics Private Limited regarding the protection of sensitive company information and personal privacy.
- In order to offer Zestwings Informatics Private Limited constructive criticism and recommendations for the enhancement of HRIS implementation in order to boost its efficacy

DATA ANALYSIS AND INTERPRETATION

1: To what extent are you satisfied with training provided by HRIS in your organization?

MODULES	PERCENATGE	RESPONDENTS
Not at all	10%	5
To a low extent	20%	10
To a fair extent	50%	25
To a great extent	20%	10

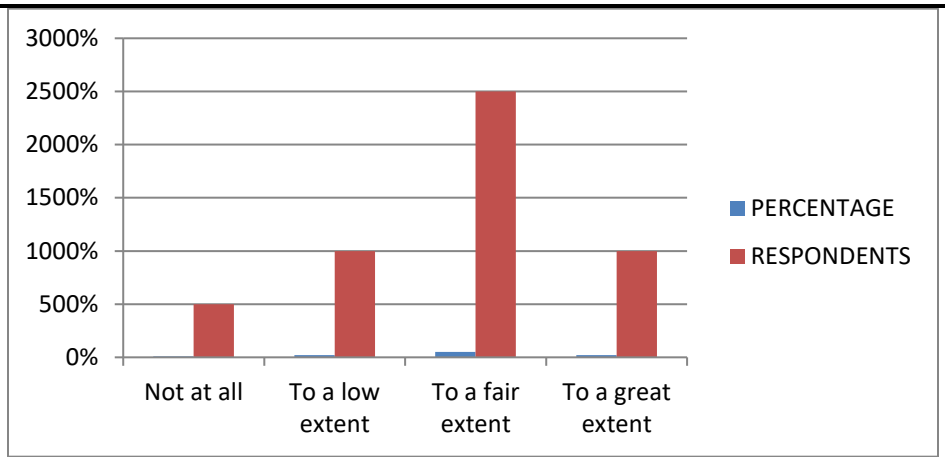
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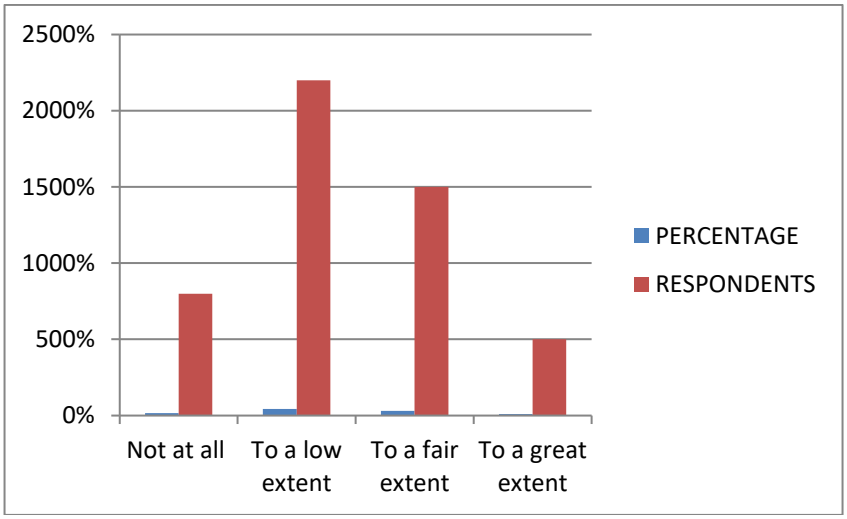
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INTERPRETATION:
The study found that half of the employees are satisfied with the training they received.

2: To what extent are you satisfied with employees information furnished in HRIS?

MODULES	PERCENTAGE	RESPONDENTS
Not at all	16%	8
To a low extent	44%	22
To a fair extent	30%	15
To a great extent	10%	5



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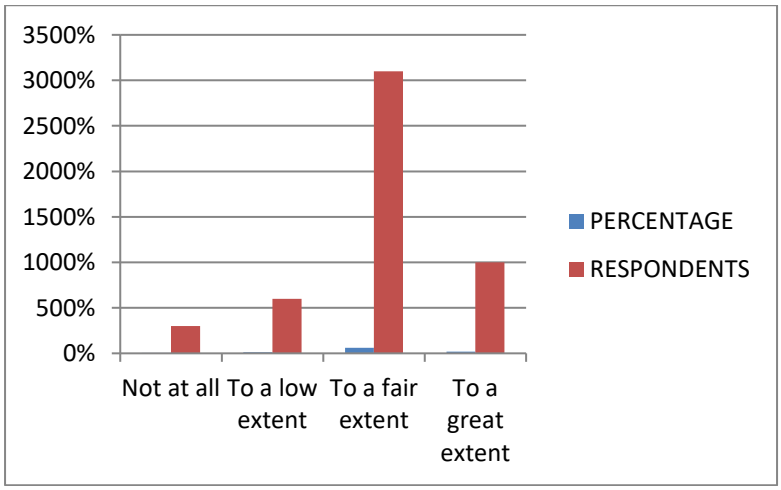
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INTERPRETATION:
The data shown above shows that 44% of workers are dissatisfied with the HRIS data they receive.

3:To what extent are you satisfied with accuracy of the data in HRIS maintained by the company?

MODULES	PERCENTAGE	RESPONDENTS
Not at all	6%	3
To a low extent	12%	6
To a fair extent	62%	31
To a great extent	20%	10



INTERPRETATION:
Conclusions drawn from the aforementioned study indicate that 62% of the workforce is somewhat or very happy with the reliability of the HRIS data.

4.Do you find replication of data in HRIS?

MODULES	PERCENTAGE	RESPONDENTS
Not at all	10%	5
To a low extent	20%	10
To a fair extent	30%	15
To a great extent	40%	20

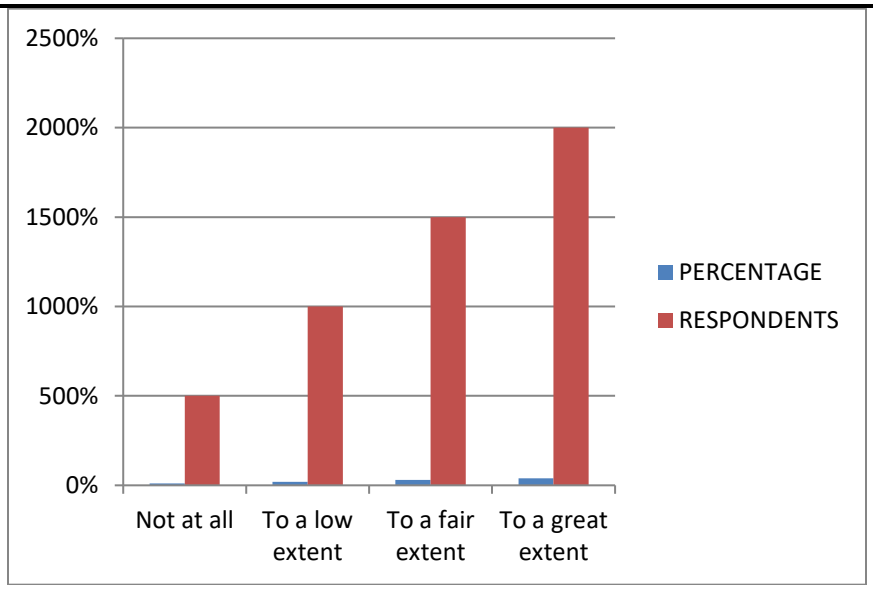
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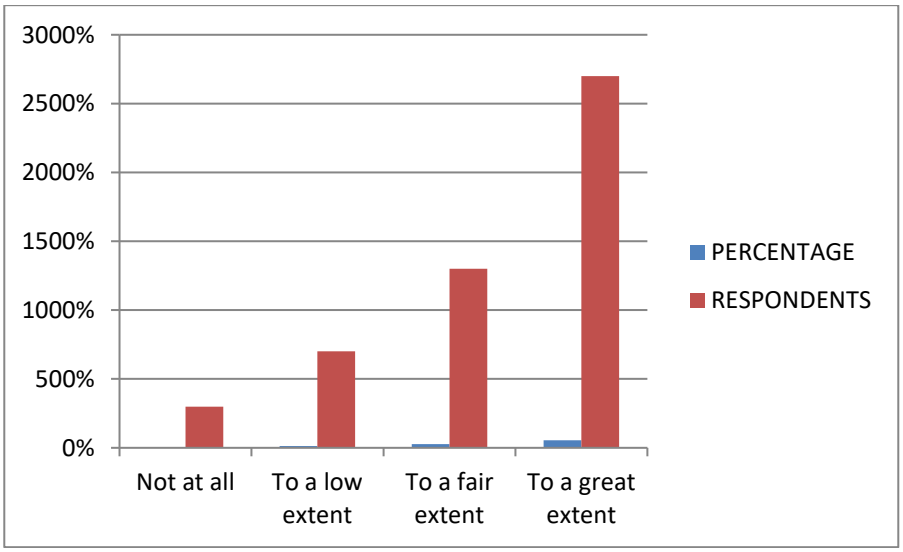
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INTERPRETATION:
Results show that 40% of workers discover replication of data to be the most common issue.

5: To what extent of HRIS will act as a basis for decision making?

MODULE	PERCENTAGE	RESPONDENTS
Not at all	6%	3
To a low extent	14%	7
To a fair extent	26%	13
To a great extent	54%	27



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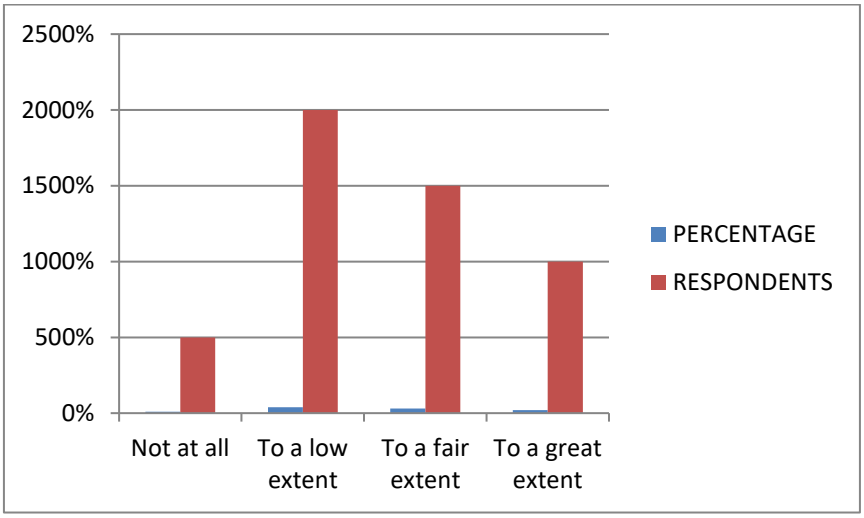
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INTERPRETATION:
The results of the survey show that when HRIS is used as a foundation for decision making, most employees, namely 54%, are extremely satisfied.

6.To what extent are you satisfied while accessing the information according to the requirements?

MODULE	PERCENTAGE	RESPONDENTS
Not at all	10%	5
To a low extent	40%	20
To a fair extent	30%	15
To a great extent	20%	10



INTERPRETATION:
It may be inferred from the data shown above that a mere forty percent of the staff members report a poor level of satisfaction.

FINDINGS:
The study found that training is enough for the maximum number of employees, which is 50%.
Based on the data shown above, 44% of workers are of the opinion that the HRIS data is inadequate and unsatisfactory.
Thirdly, the results show that 62% of workers are somewhat or very happy with the accuracy of the data kept by HRIS.
Results show that 40% of workers encounter data replication in HRIS, according to the aforementioned study.
Fifth, with 54% of workers agreeing strongly, the study concludes that HRIS serves as a foundation for decision making.
The study found that access information is to a modest level, specifically 40%.

SUGGESTIONS:

1. The organization should make an effort to ensure that its staff are satisfied with the HRIS by providing them with greater training on the system.
2. A more effective response on HRIS from the organization to its employees is required.
3. Organisations should provide training on how to use the HRIS so that staff members may easily access it.

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4. It is important to train staff so that data is transparent, as not all employees in the business are aware of how HRIS works.
5. Fifth, low-level staff should have training on HRIS since only the upper-level management knows about it.
6. Employees need training so they can be happy with the HRIS system's output and adapt to its new features.
7. Acquaint employees with how the HRIS system is utilised within the company.

CONCLUSION

An important step towards updating HR procedures and improving organisational efficiency has been taken by Zestwings Informatics Pvt.Ltd with the installation of an HRIS. This research has offered a thorough review of the benefits and difficulties of the HRIS deployment by combining quantitative analysis with qualitative views.

The HRIS has shown real benefits in different areas of HR administration, despite problems with system integration, training users, and opposition to change. Better payroll management, easier recruiting, more accurate data, and happier employees are all part of these advantages. With the help of the HRIS, HR professionals are now able to make data-driven decisions that are in line with the organization's objectives.

Nevertheless, it is essential to note that the process of completely using HRIS's capabilities is a continuous one. Achieving the full potential of HRIS requires ongoing commitment to user education, system enhancements, and meeting changing business requirements. To overcome resistance to change and drive adoption across the business, it is crucial to develop a culture of creativity and cooperation, underpinned by strong leadership commitment.

The study concludes that the organization may further enhance the efficiency of its HRIS and continue to promote organisational success in the evolving business landscape by resolving the highlighted obstacles and exploiting the insights acquired.

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