To assess the level of employee satisfaction on HRIS usage in select software companies in Bangalore Karnataka, India

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ABSTRACT

Implementation of Human Resource Information Systems in an organization facilitates information flow, reduces cost, saves time and enables employees to take effective decisions. It reduces the burden of employees and creates a stress free work life. With this background, an attempt has been made to assess the level of employee satisfaction on HRIS usage in selected software companies in Bangalore. For this research, 50 companies were selected based on purposive sampling method through a structured questionnaire administered. The sample included 350 IT professionals from different designations. The analysis of the research was shown to be reliable and valid. Statistical tools like descriptive statistics, ANOVA and t-test were used. The results of the data analysis demonstrates significance between HRIS and designation wise, HR processes, time & cost, information flow, decision making, in the organizations. The scope of the study is restricted to only HRIS usage in the selected software companies and measures the impact of HRIS on HR processes, time & cost, information flow and decision making across various designations. The results of this research would help software companies to better understand the satisfaction level of employees towards the usage of HRIS.

Introduction

In a competitive business environment as of today, the effective and efficient functioning of an organization depends heavily on the spontaneous and timely decisions taken by the managers as well as on time management and cost effectiveness. The decisions have to be made based on past experiences focusing their impact on the development of the future for gaining competitive advantages and to withstand in the dynamic world of the organization. This depends mainly on the potential skills of the employees selected though the application of HRIS on scientific lines. HRIS helps the managers to take timely decisions by providing information at the right time. When the employees are satisfied with the work life they contribute more. With this background an attempt has been made to assess the level of employees satisfaction on HRIS usage in selected software companies in Bangalore City.

Review of literature:

Asoke and Sathiyanarayana (2007)[1] discussed about the difficulties of the organizations at the time of implementation of HRIS. However Employee Self Service (ESS) and HR Portal work together as a tool for the vision design of the organization. Aston Beadles (2005)[2] made research work on usage of HRIS in public sector. This HRIS process produces lot of information which can be utilized in the decision making process to make right decision at the same time & cost control, communication process and less time spent on mundane activities. Finally they concluded that HRIS develops the professional status of the organizations.

The piece of remarkable study conducted by Bill Roberts (1999)[3] with sample size of 5,000 employees' of United Defense LP in San Jose found that HRIS develops the work speed. Another noteworthy research work by Buckley et.al.(2004)[4] on the role of HRIS in US Universities shows that HRIS can reduce employee turnover, staffing costs, and increase the hiring processes efficiency. Brijesh Kapil (2007)[5] took 1200 population as a sample of scientist of the Ranbaxy Laboratories their study stated that HRIS play a key role in decision making process it may work as a decision making tool it enhance the efficiency and effectiveness of the human resources.

The Chartered Institution of Personnel & Development (2006)[6] found that technology is supporting the HR activities and processes. In addition to that HRIS was found to be developing effective communication between employees and managers. In the study of Huo.P.Y. and Kearns (1992)[7] identified that human resource information system has a true value and is a powerful analytic tool for decision making especially in IT sector. Hussain et al. (2006)[8] surveyed around 450 organizations in UK firms. The main aim of this study was to know the usage of HRIS in developing the professional status of HR managers. According to them HRIS usage is more at operational level and all most all the HR professionals expressed their opinion on the usage of HRIS that it develops their professional status and their work is done very fast and quick as well.

According to research agenda of Huub Ruël, Rodrigo Magalhães and Charles C.Chiemeke (2011)[9] identified that organization and information systems cannot be separated. Large global companies by doing research activities in HRIS can get to know better about the strategic role of HRISs in the organizations. Jim Spoor.al.et.(2008)[10] discussed about the implementation of HRIS in Credit Union organization. This work reveals the benefits of implementation of HRIS in areas like employee self service (ESS), update the employee information and policy manuals, product brochures, organizational charts and phone numbers.

According to John Edwards (2008)[11] HRMS lifts the HR activities fast, streamline the work processes, reduces the errors, collection of more data, improving budgeting, simplified

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access, enhances distribution, reduced duplication, improved security, better hires, easier compliance and enhances the employee morale. Joseph Rasquinha (2007)[12] concluded that all HR consultants felt that implementation of HRIS enables to get effective and efficient work.

Mohammed Owais Qureshi & Dr Syed Rumaiya Sajjad (2013)[13] have done study with sample size of 71 companies across India which involved six different sectors and concluded that human resource professionals are using various software packages for their business solutions. Mujeeb L M (2012)[14] in his notable research work pointed out that HRIS is helpful in the Human Resource (HR) management practices because of this reason HR department is facilitating effective HR services. In the research study of Tim Smedley (2007)[15] pointed out that the HRIS create lot of quality information, reduce administrative burden, significance role in the speed of work, playing vital role in employees' services and very useful in HR metrics all these factors empowering the line managers performance in the organizations.

Research gap:

The integration of HRIS and Human Resource Management enhances and facilitates the flow of information and also saves time and reduces cost. This paves way for effective decision making process. All the above reasons contribute to employee satisfaction. Most of the studies are focused on other industries leaving the software companies, which also contribute sizably to the nation's economic growth. Therefore it is proposed to conduct an in-depth study of selected software companies operating in Bangalore. Hence "To assess the level of employee satisfaction on HRIS usage in selected software companies in Bangalore" Karnataka, India has been taken up for detailed investigation and analysis.

Research Objective:

To know the level of employees' satisfaction of Human Resource Information System usage in various HR processes, time and cost savings, information flow, and decision making.

Major Hypothesis:

There is no positive relationship existing between human resource information systems (HRIS) and the usage on employee satisfaction in selected software companies.

Methodology:

The research was conducted in top 150 software companies in Bangalore City listed by DQ India Survey of 2008. Out of 150 companies 50 companies responded positively and accorded permission and 500 questionnaires were administered at the rate of 10 respondents from each company by email and informal discussion out of which 350 respondents were finally selected by adopting purposive sampling method. The data have been collected from primary and secondary sources and have been analyzed by using descriptive statistics, Oneway ANOVA &'t' test.

Results & Discussions:

In this study an endeavor is made to measure and analyse the overall employee satisfaction on HRIS usage in HR processes, time and cost savings, information flow and decision making. Percentage analysis has been done and conclusions have been drawn. Table 1 gives the mean value of HRIS usage on various dimensions of overall employee satisfaction and conclusions are drawn.

Table 1 represents designation-wise opinion of the respondents about the overall satisfaction on HRIS usage in HR processes. A penetrating look at the Table1 reveals that majority of the selected employees in software companies under study

have felt a high level of satisfaction about the usage of HRIS in HR processes.

Table 1. Respondents' Overall Opinion on HRIS usage in HR Processes

N=350

Sl.No	Designation of Employee	Level of Satisfaction			Total
		Highly Satisfied	Satisfied	Moderately Satisfied	
1	IT Recruiters	18 (10.5)	38 (21.5)	0 (0)	56 (16)
2	HR Executives	46 (26.7)	47 (26.6)	0 (0)	93 (26.6)
3	Asst. HR Managers	29 (16.9)	29 (16.4)	0 (0)	58 (16.6)
4	HR Managers	40 (23.2)	25 (14.1)	1 (100)	66 (18.9)
5	HR staff	13 (7.6)	9 (5.1)	0 (0)	22 (6.2)
6	Managers of other departments	26 (15.1)	29 (16.3)	0 (0)	55 (15.7)
7	Total	172 (50.17) (100)	177 (49.12) (100)	1 (0.01) (100)	350 (100)

Source: Data collected through questionnaire by the Researcher
Note : Figures in parentheses represent percentages to the respective vertical totals and horizontal grand total

Hence, there is evidence to reject the null hypothesis due to lack of influence of HRIS on employee satisfaction. In other words it may be constructed that there is a relationship between these two variables.

Table 2. Respondents' Overall Opinion on HRIS usage in Time and Cost Savings

N=350

Sl.No	Designation of Employee	Level of Satisfaction		Total
		Highly Satisfied	Satisfied	
1	IT Recruiters	39 (20.9)	17 (10.4)	56 (16)
2	HR Executives	40 (21.4)	53 (32.5)	93 (26.6)
3	Asst. HR Managers	25 (13.4)	33 (20.2)	58 (16.6)
4	HR Managers	39 (20.6)	27 (16.6)	66 (18.9)
5	HR staff	8 (4.4)	14 (8.6)	22 (6.3)
6	Managers of other departments	36 (19.3)	19 (11.7)	55 (15.6)
7	Total	187 (53.43) (100)	163 (46.57) (100)	350 (100)

Source: Data collected through questionnaire by the Researcher
Note : Figures in parentheses represent percentages to the respective vertical totals and horizontal grand total

Table 2 shows designation-wise opinion of the respondents about the overall satisfaction on HRIS usage in time and cost savings. Thus, it can be inferred that HRIS usage is helpful in saving time and cost elements in the current study.

Table 2 depicts the details about designation-wise opinion of the respondents about the overall satisfaction on HRIS usage in information flow.

Table 3. Respondents' Overall Opinion on HRIS Usage in Information Flow

N=350

Sl.No	Designation of Employee	Level of Satisfaction		Total
		Highly Satisfied	Satisfied	
1	IT Recruiters	33 (18.2)	23 (13.6)	56 (16)
2	HR Executives	53 (29.3)	40 (23.7)	93 (26.6)
3	Asst. HR Managers	29 (16)	29 (17.2)	58 (16.6)
4	HR Managers	26 (14.4)	40 (23.7)	66 (18.9)
5	HR staff	8 (4.4)	14 (8.3)	22 (6.3)
6	Managers of other departments	32 (17.7)	23 (13.5)	55 (15.6)
7	Total	181 (51.71) (100)	169 (48.29) (100)	350 (100)

Source: Data collected through questionnaire by the Researcher
Note : Figures in parentheses represent percentages to the respective vertical totals and horizontal grand total

Table 3. Respondents' Overall Opinion on HRIS Usage in Decision Making

N=350

Sl.No	Designation of Employee	Level of Satisfaction			Total
		Highly Satisfied	Satisfied	Moderately Satisfied	
1	IT Recruiters	22 (14.1)	34 (17.9)	0 (0)	56 (16)
2	HR Executives	39 (25)	50 (26.3)	4 (100)	93 (26.6)
3	Asst. HR Managers	22 (14.1)	36 (18.9)	0 (0)	58 (16.6)
4	HR Managers	41 (26.3)	25 (13.2)	0 (0)	66 (18.9)
5	HR staff	7 (4.5)	15 (7.9)	0 (0)	22 (6.2)
6	Managers of other departments	25 (16)	30 (15.8)	0 (0)	55 (15.7)
7	Total	156 (44.58) (100)	190 (54.28) (100)	4 (1.14) (100)	350 (100)

Source: Data collected through questionnaire by the Researcher
Note : Figures in parentheses represent percentages to the respective vertical totals and horizontal grand total

Details of designation-wise opinion of the respondents about the overall satisfaction on HRIS usage in decision making can be found in Table 3. From this analysis, it can be inferred that majority of the IT professionals in the study are satisfied about the utility of HRIS on decision making process in the current study.

Table 4. Summary of HRIS Usage on Various Dimensions of Overall Employee Satisfaction - Mean

	Factors	Mean
1	HR Processes in selected software companies	1.51
2	Time and Cost Savings	1.47
3	Information Flow	1.48
4	Decision Making	1.57

An analysis of the mean values of different variables of HRIS usage in the sample companies as detailed in Table 4 points out that HRIS usage level relating to all the variables is significant and felt a high level of satisfaction. A close look at the overall satisfaction mean indicates that the level of satisfaction is high in the factors like time and cost savings, information flow, HR process including decision making.

The null hypothesis that there is no significant influence of HRIS on employee satisfaction.

Conclusion:

In the organizations there is an overall satisfaction of employees, in the usage of HRIS in various aspects of HR processes, time and cost savings, information flow and decision making. From the analysis above, it can be deduced that almost all the employees are satisfied with HRIS usage in selected software companies in Bangalore City.

In Table 5 the means, standard deviation of all the variables put together that are included under all the four areas have been given. By summing the scores of all dependent variables that add up to 174 of the IT Recruiters, Human Resource Executives, Assistant Human Resource Managers, Human Resource Managers, Human Resource Staff and Managers of other departments of software professionals 't' values have been calculated for each pair of all possible pairs means to find the significant differences between each pair of means. As many as 8 pairs of means are found to be significantly different in view of their 't' values being significant either at 0.01 level probability or at 0.05 level of probability.

Table 5. Analysis of all Variables in the area of HR processes, Time & Cost Savings, Information Flow and Decision Making

	ITR (N=56) (M=557.03) (SD=13.79)	HRE (N=93) (M=554.52) (SD=10.72)	AHRM (N=58) (M=551.98) (SD=13.69)	HRM (N=66) (M=561.63) (SD=8.74)	HRS (N=22) (M=550.04) (SD=11.29)	MOD (N=55) (M=548.16) (SD=12.17)
ITR (N=56) (M=557.03)		NS 1.17	NS 1.96	* 2.16	* 2.3	** 3.59
HRE (N=93) (M=554.52)			NS 1.2	** 4.59	NS 1.69	** 3.21
AHRM (N=58) (M=551.98)				** 4.61	NS 0.64	NS 1.57
HRM (N=66) (M=561.63)					** 4.39	** 6.86
HRS (N=22) (M=548.16)						NS 0.65

* 't' more than or equal to 1.98 at .05 level for respective df
** 't' more than or equal to 2.61 at .01 level for respective df

Findings:

i) The mean usage level of all variables put together, IT Recruiters are less than the mean usage level of all variables put together of Human Resource Managers, Human Resource Staff and Managers of other departments.

ii) The mean usage level of all variables put together of Human Resource Executives are lesser than the Human Resource Managers and more than all variables put together of Managers of other departments.

iii) The mean usage level of all variables put together of Asst. Human Resource Managers are less than all variables put together Human Resource Managers.

iv) The mean usage level of all variables put together Human Resource Managers are less than the mean usage level of all variables put together of Human Resource Staff and Managers of other departments.

Suggestions:

❖To reward those employees who have an expertise in HRIS with good incentives.

❖To maximize the usage of HRIS and keep HRIS updates

❖To give training regarding usage of HRIS to all employees and take constant feedback.

❖To encourage good performers by giving sponsorship for the higher education and research.

Future Research Directions:

HRIS is an emerging area, especially in human resource management. Hence, there is a wide scope for further research in it by way of extending the same to different companies such as business outsourcing, hardware manufacturing companies, information technology, information technology enabling services companies, telecommunication, pharmaceutical companies, hotel, airlines, tourism and universities.

To verify the results of the present study in a wider setting and wider acceptance, sample may be selected from south India covering software dominated cities like Hyderabad, Chennai, and Mysore by selecting more number of respondents. The dependent variables selected for the study were more in number under each of the areas. These could be reduced by doing factor analysis and arriving at two to three factors that have higher levels of loading. Using such factors as dependent variable would be more meaningful both in terms of scoring as well as to have a better conceptualization of dependent variable.

Further the same study may be replicated selecting the companies that have been not included in the present study and by collecting data from larger sample size. The studies of this type can also be conducted in wireless HRIS usage in software companies among the sub-modules of HRIS. Internet based HRIS usage in software companies and comparative studies can also be undertaken between Indian based and MNC's.

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