



iJRASET

International Journal For Research in
Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 9 Issue: VI Month of publication: June 2021

DOI: <https://doi.org/10.22214/ijraset.2021.36085>

www.ijraset.com

Call:  08813907089

E-mail ID: ijraset@gmail.com

The Impact of Human Resource Information System on Human Resource Management: A Case Study of Bank of Baroda Dharwad City

Mr. Vijay N Budihal¹, Dr (Smt.) Chandramma. M²

¹Research Scholar, Department of commerce, KUD

²Professor and chairperson, Department of commerce, KUD

Abstract: Human Resource system isn't a brand-new thought currently. it's gained large quality among companies round the world. It plays a significant role in Human Resource management with in a bank. Human Resource management with plays a big role in managing the manpower of any banks. Ineffective Human Resource management with might cause insignificant variety of workers. Thus, HR planning permits cheap management with of human resource in a bank. the key aim of this paper is to focus the impact of Human Resource information system on Human Resource management activities. The results of paper recommend that Human resource Information system play a really important role in effectiveness of HR management functions in a bank.

Key Terms: Human Resource Information Systems (HRIS), Human Resource Management (HRM), Information Technology (IT).

I. INTRODUCTION

Technological optimistic voices need America to believe that, from a technical perspective, the IT prospects for HRM area unit endless: in principle, all unit of time processes will be supported by IT. EHRM is that the comparatively new term for this IT supported HRM, especially victimisation internet technology. in an exceedingly apace and drastically dynamic competitive environment, human resources area unit one necessary supply of competitively property advantage. Human resource systems will contribute to sustained competitive advantage through facilitating the event of competencies that area unit firm specific. Information technology is one among the foremost necessary facilitators for the transformation of the Indian banking system in terms of its transactions process as well as for varied alternative internal systems and processes. the varied technological platforms utilized by banks for the conduct of their day-to-day operations, their manner of reporting and therefore the manner during which interbank transactions and clearing is affected has evolved well over the years.

The technological evolution of the Indian banking system has been mostly directed by the assorted committees created by the run batted in and therefore the government of Asian country to review the implementation of technological modification. No major breakthrough in technology implementation was achieved by the trade till the first 80s, though' some working teams and committees created stray references to the requirement for mechanization of some banking processes. This was mostly thanks to the stiff resistance by the terribly sturdy bank workers unions. the first Eighties were instrumental within the introduction of mechanization and mechanization in Indian banks. This was the amount once banks as well because the run batted in went terribly slow on mechanization, rigorously avoiding the employment of „computers“ to avoid resistance from worker unions. However, this was the vital period acting because the icebreaker, that crystal rectifier to the slow and steady move towards largescale technology adoption.

A. Historical Development of HRIS

In the 1960's and 1970's, enormous organizations wanted to bring together their faculty information part to encourage record keeping and address administrative issues. Projects were composed on huge centralized server PCs that went about as a focal information archive with little value-based preparing, generally just for finance. The Human Resource Information System (HRIS), otherwise called a Human Resource Management System (HRMS) got pervasive in the 1980's with the notoriety of Enterprise Resource Planning (ERP) applications and the move from centralized computer frameworks to customer worker innovation. This pattern depended on another school of reasoning, one that saw the change of exchanges into business cycles and information into data. HR data can engage organizations with "insight" empowering the board to settle on more convenient and more educated choices. All the level One ERP programming sellers, for example, Oracle, PeopleSoft and SAP remembered some kind of human asset the board for their set-up of uses giving their clients a solitary, comprehensive perspective on their labour force.

Simultaneously, the 1980's saw a lack in talented specialists, particularly in the innovation area. Human Resource Management had since a long time ago developed from the premise of an abilities the executives order to a greater amount of a worker fulfilment and profitability apparatus. Be that as it may, by the 1980's, HRIS frameworks currently incorporated a large group of capabilities and utilitarian abilities pointed toward pulling in, holding and appropriately remunerating the labour force. By 2000, the human asset programming industry saw HRIS develop to incorporate enrolment, benefits the board, time the executives, finance, pay the executives, learning the board, cost revealing and repayments, and execution the board. Self-administration applications based on top of the underlining information engaged representatives to deal with their own information and roll out ideal improvements. Online representative gateways further united different frameworks, archives and data into one spot. As PC equipment costs fell and registering power all the while developed, an ever-increasing number of organizations had the option to manage the cost of big business programming frameworks and sellers saw a business opportunity for independent HRIS programming. Information connectors and application programming interfaces engaged clients with HR frameworks that need not be conveyed with their monetary bookkeeping programming. They presently have an individually alternative and can use a higher fit framework that better satisfies their HRIS needs and can coordinate data like finance and headcount to their monetary framework. Sellers, for example, Sage Software and Ultimate Software saw a specialty in the midmarket area for their HRIS contributions. Nonetheless, Software as a Service (SaaS) discovered critical selection in a cutting back economy. Organizations would now be able to have every one of the benefits of a HRIS that accommodates their particular necessities and prerequisites, incorporate pertinent data with their monetary applications, knead the information with a business insight (BI) detailing suite and settle on administration choices dependent on realities, figures and patterns. Furthermore, they need not cause the weight or cost of dealing with the equipment or programming climate themselves. Not to be abandoned, the Tier One ERP programming merchants follow the pack by giving their ERP arrangements, bundled with HRIS, as a SaaS choice. This contribution for the most part benefits little to average sized organizations. Notwithstanding, associations searching for a SaaS alternative for their HRIS will have a large group of decisions.

B. Need for the Study

Information Technology has fetched an excellent transformation to the Indian banking system, the perform of Human Resources Management department is typically directorial and communal to organizations however to decrease the effortful of the executive activities, banks began to electronically systemize many of those processes by developing and introducing IT- orientating software package applications that advanced to the improvement of targeted Human Resource Management Systems. thanks to this development, the utilization of knowledge technology in HRM has developed and there are nowadays widespread applications of HRM activities within the banking sector. Hence, a need was felt for an analysis the impact of technology on HRM in Banks.

II. LITERATURE REVIEW

Before crystallization the analysis downside, it had been additionally felt the required to travel into the details of the analysis works done earlier or being done at the moment for the aim of avoiding the attainable overlapping or to grant a definite form to analysis downside to be undertaken.

A. Jay M. Shafritz (1977)

Conducted their study once HRIS was a brand-new conception and simply came into market. They delineate HRIS as a system helpful in coming up with and answerableness of human resources and as a personnel management tool too. The authors additionally fixed numerous modules, advantages, uses etc of HRIS at that point and future expectations from HRIS in human resource management.

B. Mayfield et al., (2003)

Noted that one such major changes enclosed modern use of IS in support of the HRM method. More so, a careful analysis indicated that increased HRIS usage enabled improved skilled performance and so expedited involvement in internal practice activities.

C. Hassan et al. (2006)

In his analysis paper, tried to live worker perception relating to human resource development practices on worker development and quality orientation in organizations. A sample of 229 staff happiness to eight organizations was taken for the purpose of the study. A form, that measured career system, work coming up with system, a development system and self-renewal system, was used for knowledge assortment.

The results indicated that there have been massive variations within the 60 minutes practices adopted by the organizations, and combined impact of 60 minutes performance index was important in predicting firm performance as well as worker turnover and productivity. The study unconcealed that workers' satisfaction with HRD climate was foreseen by learning & training system and employee development system. The results conjointly instructed that organization that had associate adequate system of potential appraisal and promotion, performance steering and development would be ready to promote worker trust and satisfaction.

D. Mann (2009)

Eleven, in her Ph.D. thesis, evaluated the accomplishment, selection, coaching and therefore the wage policy of SSIs in geographical area. A sample size of 429 units had been taken for the aim of the study. She all over that accomplishment and choice in SSIs were done at the plant gate and thru agents and HRM personnel required some special coaching. She more all over that staff were of the read that wage policy had differed in several SSIs and wage matters were the key issue of conflict in these organizations. She instructed that there was would like of awareness of HRM practices in SSI and specific form of coaching was needed to enhance the talent of staff.

E. Manjinder (2009)

Examined the employees' perception relating to planning, implementation, and analysis of the coaching and development programs and comparative analysis of coaching and development ways publicly and personal sector banks. A sample of a hundred and fifty staff was taken for the aim of the study. She all over that each non-public and public sector bank had targeted on coaching planning half that was influenced by job demand, technology advancement, and internal quality. She more all over that each forms of banks had used absolute best ways for the coaching of their staff. She instructed that coaching programs ought to be additional varied. the advantages of those programs ought to be extended to any or all the staff operating at totally different levels from time to time; and e- coaching idea required to be enforced in these banks.

F. MD. Sadique Shaikh (2012)

Developed 3 models in his analysis paper for HRIS planning particularly basic HRIS style model, HRIS hexangular and HRIS phase's model. The author emphasised on the payback of HRIS engineering and execution for all levels and domains of businesses; within the type of profitable strategic 60 minutes and connected business plans and call, to forecast and to regulate 60 minutes method within and outdoors of business victimisation HR-databases or HR-Knowledgebase's, which incorporates data associated with human resource maintained and processed by HRIS.

G. Khanna and Sehgal (2016)

Tried to look at and analyse the result of HRM practices on job satisfaction of staff of personal sector banks with special respect to ICICI banks in Ludhiana town. within the study, Authors took job satisfaction as dependent variable & (training, performance, appraisal, teamwork, staff participation & compensation) as variable. It was AN wildcat analysis. The sample units embody executives, middle level managers & managers UN agency square measure operating in the completely different departments of branches of ICICI bank in Ludhiana. one hundred respondents were contacted out of that ninety-two responses were collected. Regression model was applied for analysis of information. within the study the calculable regression model known that the HRM practices like coaching, performance appraisal, team work & compensation has vital impact on job satisfaction. On the opposite hand staff participation has no vital impact on job satisfaction.

H. Research Gap

Review of literatures shows that there is no research work done on impact of technology on HRM in Banks. Thus, this research is undertaken to understand different types of technology in banks adopted in HRM operations.

III. OBJECTIVES OF THE STUDY

- 1) To evaluate the impact of Information Technology tools on functional efficiency in various operational areas of HRM.
- 2) To analyse the current status of adoption of Information Technology tools in the sample bank.

IV. RESEARCH METHODOLOGY

A. Scope of the Study

The present study is confined to an analysis of information technology tools in the HRM of the Bank of Baroda with special reference to Dharwad district.

B. Type of Data

The present research study based on both primary and the secondary data.

C. Primary Data

The required data will be collected through the structured questionnaires by adopting different scaling techniques to get the required information regarding the impact of technology on HRM from the Bank of Baroda employees and HR Department. In addition, Survey and interview method will be used to collect the information.

D. Secondary Data

While Secondary Data will be obtained through Study Reports, Articles, Books, Newspapers, Annual reports, Magazines, Banking Journals and through various search engines the secondary data will be collected to analyse different types of technology on HRM in banks and its developments in present scenario.

E. Sample Size

The present study is based on 60 employees from different levels and different departments in different branches of Bank of Baroda Dharwad District.

F. Tools for Analysis of Data

Thus, the collected data will be classified, tabulated and analysed as per the objectives of the study and the same will be analysed by using suitable statistical tools to draw the sound conclusion.

V. DATA ANALYSIS

The collected data has been analysed using SPSS and Excel software.

Table 1. The table showing Gender wise responses

Gender	Total	Percentage
Male	39	65%
Female	21	35%
Total	60	100%

Source: Through Questioner

- Interpretation:* Table 1 shows that out of total respondents i.e., 60, 65% are male respondents and rest 35% are female respondents. It means that the majority respondents working in the bank are male.

Table 2. The table showing educational qualification wise responses

Educational Qualification	Total	Percentage
SSLC	03	5%
PUC	06	10%
DEGREE	21	35%
POST GRADUATE	18	30%
PROFESSIONAL	12	20%
Total	60	100%

Source: Through Questioner

- Interpretation:* Table 2 indicates that among the 60 responded, the graduates are of 35 percentage, the post graduates are of 30% and the professionals are of 20%, only few employees are undergraduate the bank is having graduates and post graduates at higher level and undergraduates at lower level.

Table 3. The table showing impact of IT on different operational areas of HRM

Operational Areas	Before IT	After IT	Total noof responses	Mean before introduction of IT	Mean after introduction of IT
Trainingand development	29	44	60	48%	73%
HR skills	32	48	60	53%	80%
Information processing and compliance	26	50	60	43%	83%
Transparency and consistency of system	33	46	60	55%	77%

Source: Through Questioner

- Interpretation:* It is often discovered that the general mean response to the impact of IT on worker communication and engagement is seventy-three as against forty eighth before its adoption in HRM. Overall mean response to the impact of IT on HRM roles and skills is eightieth as against 51% before its adoption in HRM. Overall mean response to the impact of IT on information processing and compliance is eighty-three as against forty third before its adoption in HRM and also the overall mean response to the impact of IT on consistency of the system is 77% as against fifty fifth before its adoption in HRM. These statistics are collected after interviewing sixty workers across 5 completely different branches.

Table 4: Summary of factors extracted adoption of Information Technology

Factor's adoption of Information Technology	Variables	Factor loadings
Estimating variables (X1)	Cost of salary and benefit per employee	.894
	Cost of selection per employee	.920
Employee management (X2)	Personnel information and identification (attendance tracking, etc)	.958
	Salary planning	.981
	Absenteeism Analysis	.949
	Turnover Analysis	.775
	Work scheduling	.921
Benefits and compensation (X3)	Compensation management	.533
	Performance management	.975
	Benefit administration. (retirement plans, medical and life insurance plans etc)	.975
HR development factors X4)	Training and development management	.935
	Succession planning. (identification of key positions and their requirements)	.906
	Applicant tracking in recruitment and selection	.528
	Manpower planning	.931
Employee and labour relation (X5)	Grievance management	.815
	Union negotiation	.836

After computing new factors X1, X2, X3, X4 and X5, mean and standard deviation are calculated to know which factors are practiced more in the banks.

	N	Minimum	Maximum	Mean	Std. Deviation
X1	60	1	5	3.70	1.057
X2	60	1	5	3.74	1.158
X3	60	1	5	3.74	1.099
X4	60	1	5	3.85	0.983
X5	60	1	5	3.17	1.209

Source: Through Questioner

- *Interpretation:* Table 4 shows that issue X4 (Training and development management, succession designing (identification of key positions and their requirements), applier pursuit in achievement and choice and hands planning) has the best mean sketching out that 60 minutes development is that the main use of HRIS in IT organizations and lowest variance anticipating that there's no uncertainty for this to be the key use of HRIS. Second highest mean of X3 (Compensation management, performance management and profit administration like retirement plans, medical and life assurance plans etc) postulates that these are the strategic uses of HRIS in IT banks. Third highest mean of X2 (Personnel data and identification (attendance pursuit, etc), earnings designing, absence analysis, turnover analysis and work scheduling). Fourth highest mean of X1 (Cost of salary and benefit per employee Cost of selection per employee) and the last variance of X5 (grievance management and union negation) depicts that respondents aren't clear concerning HRIS use for grievance management and union negation.

VI. FINDINGS

- It found that 65% are male respondents and rest 35% are female respondents out of total 60 respondents.
- Overall mean response to the impact of IT on HRM roles and skills is eightieth as against 51% before its adoption in HRM.
- It shows that bank is having 35% of graduates and 30% post graduates at higher level and undergraduates at lower level.
- Here it is clear that 83% of the employee's accepts that for implementation of IT will helps in handling Information processing and compliance of various departments whereas before implementation employee do not handle effectively as compare to other operational areas like HR skills, transparency and consistency of system and training and development of the employees.
- It depicts that respondents aren't clear concerning HRIS use for grievance management and union negation.

VII. SUGGESTIONS & RECOMMENDATIONS

- E-HRM can also improve organizational performance through reframing the HR policies according to the preferences of the employees.
- The HR department has to bring in more options under e-HR technology foremployees to enrol for flexible benefit administration.
- The e-HRM technology should be modified as to increase efficiency of conducting e-induction meetings via web technology in order to bring in high efficiency level of employees.
- HR department can conduct more reviews and training in order to pick out high performing teams.
- The HR department should record and maintain all incoming applications online in order to make the applicant tracking system easily accessible.

VIII. CONCLUSION

From the study we will perceive that the majority of the human resources functions of bank, has been machine-driven and also the staff square measure quite snug mistreatment these functions through net primarily based technology. It conjointly shows the number of interest folks at intervals the corporate show towards the perform and also the effort place forth so as to find out a way to perform these functions. it's conjointly evident that the system followed at bank, is kind of effective and user friendly. so, it's suggested to alternative banks conjointly to use E-HRM and HRIS technology, because the software system solutions guarantee to relinquish a trouble-less system and cheap technology the actually the amount of this promise is created up solely to a particular extent. however, the software system resolution keeps up the promise to produce a helpful, economical and inflated performance through this e-HRM and HRIS technology in spite of all barriers it's to face. maybe the last word determinant of the success of unit of time are its own ability to supply and develop human talent with the potential to share and lead unit of time into a pre-eminent position at intervals the banks, wherever its own worth is then really appeared to be making worth through folks.

REFERENCES

- [1] Lallan prasad and A.M. Bannerjee's book titled "Management of Human Resource".
- [2] H.K. Swain and B.B. Acharya., ICFAI HR management review, pp- 34-35 Jan 2000.
- [3] Anil Kumar Singh: Philosophy of management and HRM practices in Indian organizations. Indian journal of commerce April –Sep. 2003.
- [4] Ahmad Ashfaq, Malik Muhammad Imran, HumayounAsadAfzal (2010) Banking Developments in Pakistan: A Journey from Conventional to Islamic Banking, European Journal of Social Sciences, Vol.17, No. 1.
- [5] J. Poornima, A. Sharmila, "Recent HR Practices of Selected Banks In India", IndianJournal of Applied Research, Vol.I, Issue. I November 2011.
- [6] Mosadeghrad, A.M. (2003). Principles of Health Care Administration. Tehran: Diagram Tehran.
- [7] Shah Nawaz, M. G., & Juyal, R. C. (2006), Human resource management practices and organizational commitment in different organizations, Journal of the Indian Academy of Applied Psychology, Volume: Issue: 3, pp.267-274.
- [8] Schuler, R.S. and Jackson, S.E. (1987) "Linking competitive strategies with human resource management practices", Academy of Management Executive, Vol.1, No.3, pp. 207-19.
- [9] Appelbaum, S. H., (2001): "Human Resource Management", John Molson School of Business, Concordia University, Montreal.
- [10] Paauwe, J. (1996) HRM and Performance- The Linkage between Resources and Institutional Context, ESRC Series Paper, Bath University.
- [11] Mann, Kittu (2009), Human Resource Management Policies and Practices in Small Scale Industries in Punjab, Doctoral Thesis, Punjabi University, Patiala.
- [12] Zulfar Bowra and Kabirizi (2011). "Impact of human resource practices on employee perceived performance in banking sector of Pakistan, Pakistan.
- [13] Selvaraj, M. (2009). Total quality management in Indian commercial banks: A comparative study. Journal of Marketing and Communication, 4(3), 59–70.
- [14] D'Souza, E. (2002). Employment and human resource practices in public sector banks in the nineties. In Shuji Uchikawa (Ed.). Labour market and institution in India: 1990s and beyond. Japan: Institute of Developing Economies.
- [15] Karthikeyan K. Karthi R Shyamal Graf. D, (July 2010) "Impact of Training in Banking Sector – An Empirical Investigation" International Journal of Business and Management, Vol.5, No.7, 77-83
- [16] Shikha N. Khera (2010) "Human Resource Practices and Their Impact on Employees Productivity- A Perceptual Analysis of Private, Public and Foreign Bank Employees in India", DSM Business Review, Vol2, No 1 (June 2010).
- [17] Purohit, Govind Narain (1992), Human Resource Development with Special Reference to Commercial Banks in Rajasthan, Doctoral Thesis, Jai Narain University, Jodhpur, Rajasthan.
- [18] Jammu, Iqbal Singh (1994), Personnel Administration in Punjab and Sind Bank, Zonal Office, Chandigarh, M.Phil. Dissertation, Panjab University, Chandigarh.
- [19] Kumar, Satish (1996), A Critical Study of Human Resource Development in Cooperative Banks of Himachal Pradesh, Doctoral Thesis, Himachal Pradesh University, Shimla.
- [20] Mahajan, Sanjeev K.; and Sharma, I.D. (2005), "Human Resource Development Practices in Cooperative Banks of Himachal Pradesh", in S.L. Goel and P.N. Gautam (eds.), Human Resource Development in 21st Century, Deep & Deep Publication, New Delhi.
- [21] Sharma, Rajinder; and Nayyar, Sushil (2005), "Human Resource Development in State Bank of India – A Case Study of Chandigarh Circle", S.L. Goel and P.N. Gautam (eds.), Human Resource Development in 21st Century, Deep & Deep Publication, New Delhi.
- [22] Hassan, Arif; Hassim Junaidah; and Ismail Ahmed, Zach. (2006), "Human Resource Development Practices as Determinant of HRD Climate and Quality Orientation", Journal of Industrial Training, Vol. Issue 1, pp. 4-18.
- [23] Melcher, Sujatha; and Krishnamacharya, C.S.G. (2008), "Challenges of Human Resource Management in Public Sector Banks", JIMS 8 M, January-March, pp. 42-45.



10.22214/IJRASET



45.98



IMPACT FACTOR:
7.129



IMPACT FACTOR:
7.429



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24*7 Support on Whatsapp)