A STUDY ON HR INFORMATION SYSTEM

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ABSTRACT

The main purposes of this study are to explore the extent to which public Jordanian universities have adopted Human Resource Information System (HRIS) and to examine the current HRIS uses, benefits and barriers in these universities. A structured questionnaire was constructed based on other previous studies, it also pre-tested, modified and translated to capture data from HRIS users in Jordanian universities. The main findings of this study reveled that the quick response and access to information were the main benefits of HRIS implementation. While, the insufficient financial support; difficulty in changing the organization's culture and lack of commitment from top managers were the main HRIS implementation barriers. The present study provides some insights into the performance and applications of HRIS in Jordanian universities that could help Human Resource Management (HRM) practitioners to get a better understanding of the current HRIS uses, benefits and problems, which in turn, will improve the effectiveness of HRIS

Scholars in many disciplines have considered the antecedents and consequences of various forms of trust. This paper generates 11 propositions exploring the relationship between Human Resource Information Systems (HRIS) and the trust an individual places in the inanimate technology (technology trust) and models the effect of those relationships on HRIS implementation success. Specifically, organizational, technological, and user factors are considered and modeled to generate a set of testable propositions that can subsequently be investigated in various organizational settings. Eleven propositions are offered suggesting that organizational trust, pooled interdependence, organizational community, organizational culture, technology adoption, technology utility, technology usability, socialization, sensitivity to privacy, and predisposition to trust influence an individual's level of trust in the HRIS technology (technology trust) and ultimately the success of an HRIS implementation process. A summary of the relationships between the key constructs in the model and recommendations for future research are provided.

1. INTRODUCTION

HUMAN RESOURCE INFORMATION MANAGEMENT

Definition: A Human Resources Information System is a system that lets you keep track of all your employees and information about them. It is usually done in a database or, more often, in a series of inter-related databases. These systems include the employee name and contact information and all or some of the following:

- department,
- job title,
- grade,
- salary,
- salary history,
- position history,
- supervisor,
- training completed,
- special qualifications,
- ethnicity,
- date of birth,
- disabilities,
- veterans status,
- visa status,
- benefits selected,

They include reporting capabilities. Some systems track applicants before they become employees and some are interfaced to payroll or other financial systems. The Human Resource Information System (HRIS) is a software or online solution for the data entry, data tracking, and data information needs of the Human Resources, payroll, management, and accounting functions within a business. Normally packaged as a data base, hundreds of companies sell some form of HRIS and every HRIS has different capabilities. Pick your HRIS carefully based on the capabilities you need in your company.

Typically, the better The Human Resource Information Systems (HRIS) provide overall:

- Management of all employee information.
- Reporting and analysis of employee information.
- Company-related documents such as employee handbooks, emergency evacuation procedures, and safety guidelines.
- Benefits administration including enrollment, status changes, and personal information updating.
- Complete integration with payroll and other company financial software and accounting systems.
- Applicant tracking and resume management.

The HRIS that most effectively serves companies tracks:

- attendance and PTO use,
- pay raises and history,
- pay grades and positions held,
- performance development plans,
- training received,
- disciplinary action received,
- personal employee information, and occasionally,
- management and key employee succession plans,

- high potential employee identification, and
- applicant tracking, interviewing, and selection.

An effective HRIS provides information on just about anything the company needs to track and analyze about employees, former employees, and applicants. Your company will need to select a Human Resources Information System and customize it to meet your needs.

With an appropriate HRIS, Human Resources staff enables employees to do their own benefits updates and address changes, thus freeing HR staff for more strategic functions. Additionally, data necessary for employee management, knowledge development, career growth and development, and equal treatment is facilitated. Finally, managers can access the information they need to legally, ethically, and effectively support the success of their reporting employees.

NEED FOR THE STUDY

Our study HRIS helps the organization to follow systematic way of collecting data & information of each employee to aid planning, decision –making and submitting of returns & reports to the external agencies.

This collected information about the personnel (information about the employee) will be helpful in solving the employees problems and organization problems .HRIS maintains the data related to the employee's personal profile, career profile, skill profile & benefit profile, which would help in their growth.

Our study HR Information system also maintains the data related to the personnel identification i.e. The employee code to recognize every individual with their employee codes.

HRIS also includes managing the salary discrepancies of employees. Some

modifications are done in order to rectify the salary discrepancies of the employees.

SCOPE OF THE STUDY:

To prepare Human Resource Information system, we can collect the information from the HR department and partially from employees also.

Because of the security regions the company is much confidential about the information of the employees in organization.

- ✓ Employees should be motivated to give their information taken.
- ✓ Top management should trust the employees that after making huge effort to take the information of employees, employees will work for the well being of organization and for human being also.
- ✓ Top management's philosophy should be clear towards Human Resource information system and its well being to encourage the employees.
- ✓ Management and Managers need to give equal importance.
- ✓ Employees must be feeling of belongingness among the employees, and also willingness to give the information.

OBJECTIVES OF THE STUDY:

The primary purpose of an HRIS is the application of technology for enhancing the efficiency of human resource management.

HRIS is used for data storage and report generation, while some others may use it for decision alternatives' generation, decision making, and even for simulation.

Hence the underlying objectives are

- Make a study in prevailing HRIS.
- To identify Accuracy of Employee data.
- To make the required changes in SAP.
- Identify the Mistakes of Employee's data and Update the same in SAP.
- To identify the **"Data Needed"** and suggest the same to the organization.

The involvement and participation of both the administration and the executives in bringing about desired betterment both in daily routine and procedure assessment by adopting a new outlook , attitudes and practices of executive business.

II. METHODOLOGY

The present study has been conducted in **HERITAGE FOODS INDIA LIMITED** situated at Hyderabad. The online Interviews are conducted through a properly designed questionnaire constitute the primary source of data for the study.

Unit of study

Two instruments are used ; the first one is the management schedule to gather information from management on different angles of organization.

The second one intended to administer among the sample.

Research & Design

1. Research method : Survey

2. Data collection Method :

- Primary source : Structured closed ended questionnaire
- Secondary source : Company brochures , records , magazines (REINFOREC), journals , Internet.
- Research Instrument : Personal Interview with aid
- Sampling plan : Size 100
- Procedure : simple random sampling

LIMITATIONS OF HRIS

While the computerized Human Resource Information System , described earlier, has many benefits , it also has many problems , which need to be addresses to before it

can really be useful . Some of them are described below.

(a) It can be expensive in terms of finance and manpower requirements.

(b) Often the personnel designing HRIS do not have a thorough

Understanding of what constitutes quality information for the users . Thus, The user managers do not get exactly the reports , which they Want Producing information that is of quality to the users requires an investment in time , effort and communication on the part of HRIS managers.

(c) Computers cannot substitute human beings. Human intervention will

Always be necessary. Computers can at best aid the human effort. The Quality of response is dependent upon the accuracy of data input and Quires fired. The 'Garbage-in Garbage-out ' is the key expression in any Computerized system.

(d) In many organizations , the system is operated in batch mode with

the records being updated once a week. Online facility in multi-Environmental needs to be developed so that the reports generated are not out of place with the realities.

III. Human Resource Management System (HRMS) or Human Resource Information System (HRIS):

Refers to the systems and processes at the intersection between human resource management (HRM) and information technology. It merges HRM as a discipline and in particular its basic HR activities and processes with the information technology field, whereas the programming of data processing systems evolved into standardized routines and packages of enterprise resource planning (ERP) software. On the whole, these ERP systems have their origin on software that integrates information from different applications into one universal database. The linkage of its financial and human resource modules through one database is the most important distinction to the individually and proprietary developed predecessors, which makes this software application both rigid and flexible.

Purpose

The function of Human Resources departments is generally administrative and common to all organizations. Organizations may have formalized selection, evaluation, and payroll processes. Efficient and effective management of "Human Capital" progressed to an increasingly imperative and complex process. The HR function consists of tracking existing employee data which traditionally includes personal histories, skills, capabilities, accomplishments and salary. To reduce the manual workload of these administrative activities, organizations began to electronically automate many of these processes by introducing specialized Human Resource Management Systems. HR executives rely on internal or external IT professionals to develop and maintain an integrated HRMS. Before the *client–server* architecture evolved in the late 1980s, many HR automation processes were relegated to mainframe computers that could handle large amounts of data transactions. In consequence of the high capital investment necessary to buy or program proprietary software, these internally-developed HRMS were limited to organizations that possessed a large amount of capital. The advent of client–server, Application Service Provider, and Software as a Service SaaS or Human Resource Management Systems enabled increasingly higher administrative control of such systems. Currently Human

Resource Management Systems encompass:

1. Payroll
2. Work Time
3. Benefits Administration

4. HR management Information system
5. Recruiting
6. Training/Learning Management System
7. Performance Record
8. Employee Self-Service

The **payroll module** automates the pay process by gathering data on employee time and attendance, calculating various deductions and taxes, and generating periodic pay cheques and employee tax reports. Data is generally fed from the human resources and time keeping modules to calculate automatic deposit and manual cheque writing capabilities. This module can encompass all employee-related transactions as well as integrate with existing financial management systems.

The **work time module** gathers standardized time and work related efforts. The most advanced modules provide broad flexibility in data collection methods, labor distribution capabilities and data analysis features. Cost analysis and efficiency metrics are the primary functions.

The **benefits administration module** provides a system for organizations to administer and track employee participation in benefits programs. These typically encompass insurance, compensation, profit sharing and retirement.

The **HR management module** is a component covering many other HR aspects from application to retirement. The system records basic demographic and address data, selection, training and development, capabilities and skills management, compensation planning records and other related activities. Leading edge systems provide the ability to "read" applications and enter relevant data to applicable database fields, notify employers and provide position management and position control. Human resource management function involves the recruitment, placement, evaluation, compensation and development of the employees of an organization. Initially, businesses used computer based information systems to:

- produce pay checks and payroll reports;
- maintain personnel records;
- pursue Talent Management.

Online **recruiting** has become one of the primary methods employed by HR departments to garner potential candidates for available positions within an organization. Talent Management systems typically encompass:

- analyzing personnel usage within an organization;
- identifying potential applicants;
- recruiting through company-facing listings;
- recruiting through online recruiting sites or publications that market to both recruiters and applicants.

The significant cost incurred in maintaining an organized recruitment effort, cross-posting within and across general or industry-specific job boards and maintaining a competitive exposure of availabilities has given rise to the development of a dedicated Applicant Tracking System, or 'ATS', module.

The **training module** provides a system for organizations to administer and track employee training and development efforts. The system, normally called a Learning Management System if a standalone product, allows HR to track education, qualifications and skills of the employees, as well as outlining what training courses, books, CDs, web based learning or materials are available to develop which skills. Courses can then be offered in date specific sessions, with delegates and training resources being mapped and managed within the same system. Sophisticated LMS allow managers to approve training, budgets and calendars alongside performance management and appraisal metrics.

The **Employee Self-Service module** allows employees to query HR related data and perform some HR transactions over the system.

Employees may query their attendance record from the system without asking the information from HR personnel. The module also lets supervisors approve O.T. requests from their subordinates through the system without overloading the task on HR department.

Many organizations have gone beyond the traditional functions and developed human resource management information systems, which support recruitment, selection, hiring, job placement, performance appraisals, employee benefit analysis, health, safety and security, while others integrate an outsourced Applicant Tracking System that encompasses a subset of the above.

HUMAN RESOURCE PLANNING

American companies must now operate in a rapidly changing business environment. These changes have important implications for HRM practices. To ensure that management practices support business needs, organizations must continually monitor changing environmental conditions and devise HRM strategies for dealing with them. The procedure used to tie human resource issues to the organization's business needs is called human resource planning. Also known as HR planning, this procedure is defined as the "process of identifying and responding to [organizational needs] … and charting new policies, systems, and programs that will assure effective human resource management under changing conditions."

The purposes of HR planning are to enable organizations to anticipate their future HRM needs and to identify practices that will help them to meet those needs. HR planning may be done on a short- or long-term (three or more years) basis. Its aim is to ensure that people will be available with the appropriate characteristics and skills when and where the organization needs them. The use of HR planning enables companies to gain control of their future by preparing for likely events. That is, they can anticipate change

and devise appropriate courses of action. When companies learn how to capitalize on future events, their own future improves.

As valuable as HR planning is, many companies ignore this opportunity. Some see it as too difficult and frustrating, while others simply do not see the need for it. However, when failing to properly plan for their human resources, employers are forced to respond to events after they occur, rather than before; they become reactive, rather than proactive. When this outcome occurs, an organization may be unable to correctly anticipate an increase in its future demand for personnel. At best, such a company would be forced to recruit personnel at the last minute and may fail to find the best candidates. At worst, the company may become seriously understaffed.

Consequences. For instance, the understaffing could cause existing employees to experience a great deal of stress as they attempt to meet additional demand without adequate resources and assistance. If required work is not getting done, the firm ultimately may experience an increase in back orders, which could cause a decrease in customer goodwill, an increase in competition, and a loss of market share.

When engaged in human resource planning, a company derives its human resource needs by first forecasting its demand for human resources (i.e., the number and types of people needed to carry out the work of the organization at some future point in time), and then its supply (i.e., the positions that are expected to be already filled). The difference between the two forecasts signifies the firm's HR needs. For example, if a firm estimates that it will demand 12 accountants during the next fiscal year and expects to retain its supply of nine who are already on staff, its HR need would be to hire three additional accountants. Following is a closer look at how a company can determine its HR needs and devise plans to meet them.

DEMAND FORECASTING

Demand forecasting involves predicting the number and types of people the organization will need at some future point in time. There are two general approaches to demand forecasting: statistical and judgmental. Using a statistical approach, an organization predicts its needed workforce size on the basis of certain business factors. A business factor is an attribute of the business, such as sales volume or market share, which closely relates to the size of the needed workforce. For example, a hospital could use the business factor of projected patient load to predict the number of nurses it would need at some point in time.

A statistical approach to demand forecasting typically is used when an organization operates in a stable environment, where an appropriate business factor can be predicted with some degree of certainty. For example, a statistical approach may be appropriate for a hospital located in an area with little population growth. Organizations operating in less stable environments (e.g., a hospital in an area experiencing explosive growth and change) are more likely to rely on a judgmental approach.

STATISTICAL APPROACHES.

The most commonly used statistical methods of demand forecasting are trend, ratio, and regression analysis. In *trend analysis,* the future demand for human resources is projected on the basis of past business trends regarding a business factor. An example of a trend analysis is illustrated in Exhibit 1, which depicts the relationship between a business factor (namely, sales volume) and workforce size. As one can see from the exhibit, if the company expects its 2010 sales to be $10 million, it will need to increase its workforce to a size of nearly 240, which is the number of employees it had in 2006 when sales were $10.2 million.

Ratio analysis is the process of determining future HR demand by computing an exact ratio between the specific business factor and the number of employees needed. It thus provides a more precise estimate than trend analysis. For instance, the demand for professors at a university could be forecast on the basis of the student-faculty ratio. Suppose that a university has 10,000 students and 500 professors; the student-faculty ratio is thus 10,000:500 or 20:1. This ratio means that for every 20 students, the university needs 1 professor. If the university anticipates a student enrollment increase of 1,000 for next year, it would need to hire 50 (1000/20) new professors. This is in addition to any hiring needed to fill vacancies from existing faculty who might leave in the meantime.

JUDGMENTAL APPROACHES.

Judgmental approaches to demand forecasting involve the use of human judgment, rather than a manipulation of numbers. Two of the most commonly used judgmental techniques are group brainstorming and sales force estimates. The group brainstorming technique of demand forecasting uses a panel of experts (i.e., people within the organization who collectively understand the market, the industry, and the technological developments bearing on HRM needs). These experts are asked to generate a forecast through the process of brainstorming. A variety of brainstorming techniques exist. Most involve a face-to-face discussion among group members, who are asked to reach a consensus.

When using a *group brainstorming* technique to forecast human resources demand, participants must make certain assumptions regarding the future. That is, they must examine the firm's strategic plans for developing new products or services, expanding to new markets, and so forth, and then try to predict such things as:

- Future marketplace demands for the organization's products and services

- The percentage of the market that the organization will serve
- The availability and nature of new technologies that may affect the amounts and types of products or services that can be offered

The accuracy of the forecasts depends on the correctness of these assumptions. Of course, the future is very difficult to predict because it is subject to many uncertainties. Therefore, the organization must continually monitor its demand forecasts in light of any unexpected changes. HRMS packages facilitate the calculation and monitoring of demand forecasts.

The use of *sales force* estimates represents another judgmental approach for forecasting HR demand. This approach is most appropriately used when the need for additional employees arises from the introduction of new products. When a new product is launched, sales personnel are asked to estimate the demand for the product (i.e., expected sales volume) based on their knowledge of customer needs and interests. The organization then uses this information to estimate how many employees will be needed to meet this demand. One drawback of this approach is the possibility of bias. Some sales personnel may purposely underestimate product demands so they will look good when their own sales exceed the forecasts. Others may overestimate demand because they are overly optimistic about their sales potential.
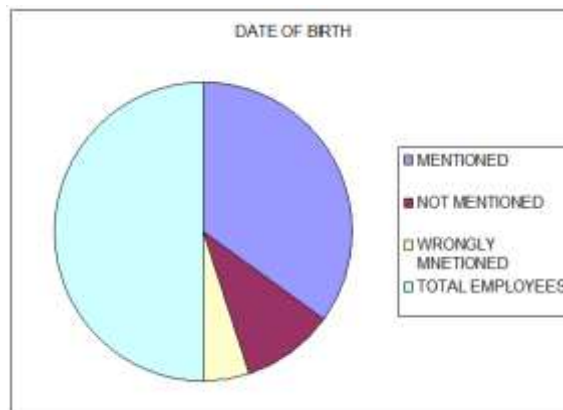
IV. Data analysis and interpretation

The Organization is maintaining this information in their HR information system

DATE OF BIRTH

DATA	NO OF EMPLOYEES
MENTIONED	70
NOT MENTIONED	20

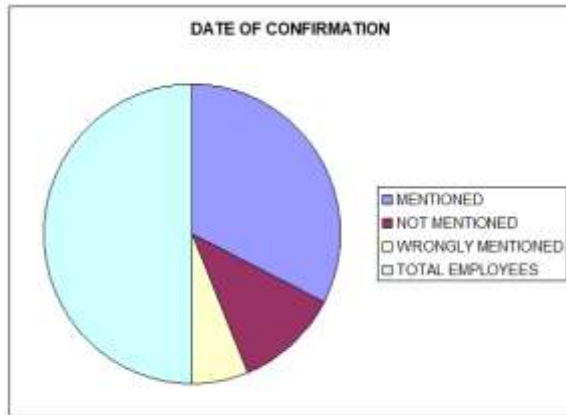| WRONGLY MNETIONED	10
TOTAL EMPLOYEES	100

Interpretation

Out of Sample Size of 100 Employees, 70 mentioned date of birth correctly, 20 of them did not mention date of birth at all , 10 of the employees mentioned wrong date of birth . Correct mentioning of birthday would facilitate correct date of retirement

DATE OF CONFERMATION

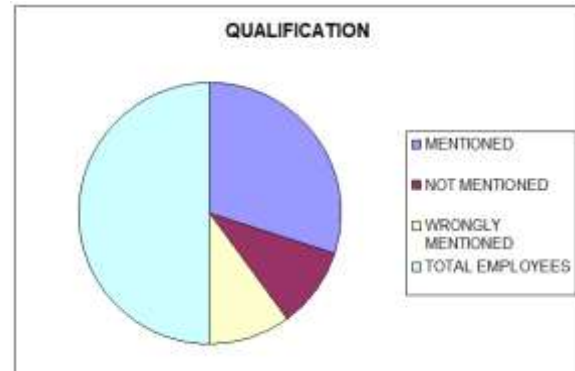| DATA	NO OF EMPLOYEES
MENTIONED	65
NOT MENTIONED	23
WRONGLY MENTIONED	12
TOTAL EMPLOYEES	100

Interpretation

Out of Sample Size of 100 Employees , 65 mentioned date of confirmation correctly , 23 of them did not mention date of confirmation at all , 12 of the employees mentioned wrong dates of confirmation.

Information about employees leaves & benefits

QUALIFICATION

| DATA	NO OF EMPLOYEES
MENTIONED	60
NOT MENTIONED	20
WRONGLY MENTIONED	20
TOTAL EMPLOYEES	100

Interpretation

Out of Sample Size of 100 Employees , 60 mentioned qualification details correctly, 20 of them did not mention Qualification at all , 20 of the employees mentioned wrong Qualification details.

Correct mentioning of Qualification would facilitate correct information on Employee Performance Appraisal & Career Growth

PREVIOUS EXPERIENCE

DATA	NO OF EMPLOYEES
MENTIONED	55
NOT MENTIONED	15
WRONGLY MENTIONED	30
TOTAL EMPLOYEES	100
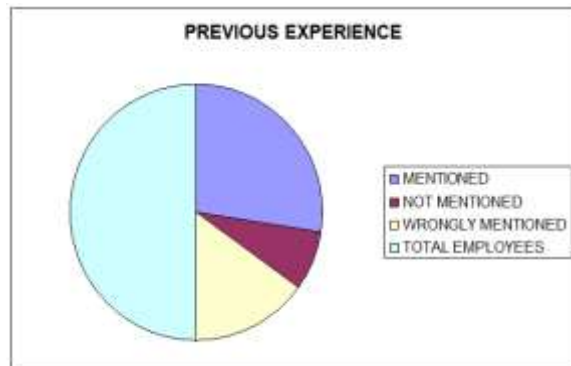
Interpretation

Out of Sample Size of 100 Employees , 55 mentioned Previous Experience , 15 of the did not mention Previous Experience , 30 of the employees mentioned wrongly. Correct mentioning of Previous experience would facilitate on Employees Performance Appraisal & Career Growth

FINDINGS:

- HRIS in Heritage foods is properly streamed lined.
- It is so designed that it has each and every information of an employee Stored and maintained
- Uses the best product in information technology , which is SAP HR to maintain its employee database.
- Every person in HR team is properly trained in using SAP
- Training should be more professional with a proper training course in SAP HR with a certification exam at the end.
- So that every employee in the HR team would be SAP certified.
- The training provided is more oriented on the job.
- The objectivity and rationality is found to be greatly satisfied.

SUGGESTIONS

- **Stress Management**
In the growing complicated work environments , people need relaxation ……so organization have to cope up with stress management to overcome the challenges . For this the employees need to be trained in mediation and campus on personality development to provide better work force.

- **Knowledge Management**
Knowledge Management is a process of sharing the information through all the teams and gaining extra knowledge , which can lead to the process of extensive learning.

HERITAGE FOODS INDIA LIMITED is an organization with cultures and development, which has well said procedures covering all the similar organization and development , which has well said procedures covering all the necessities of administration and human relation component , where in similar organization impersonal elements creeping HERITAGE FOODS INDIA LIMITED successfully maintains very personal linkage which in itself is launch able achievement for organization.

For any organization the employee-relation management is the main criteria in the Challenging organizations , where there is constant up gradation of technologies like Re-engineering business process and enterprise resource planning , which formulates SAP application . HR department is strengthening the connection towards the employees.

In deed it was wonderful experience interaction with the employees in the Organization in midst of pleasant work culture.

People only work through people . It is HUMAN RELATIONS that bind them together horizontally and vertically in an organization . It is the right motivational efforts that keep efficacy of production.

It was my great experience to be associated with HERITAGE FOODS INDIA LIMITED and related to work on certain projects at all company , which were of greatest importance . I , was overwhelmed to work under concrete team , who were highly experienced in their phenomenal careers.

The project I have undertaken at HERITAGE FOODS INDIA LIMITED had given me good experience and good scope to implement the project experience I have learned in the work environment and mark towards goal orientation.

V. CONCLUSION:

Information is a vital ingredient to management . Accurate , timely , and relevant Information is necessary for decision making , being key to the employee productivity , competitive strength , and corporate excellence , information is being reorganized as the fifth organizational resource .

A well-designed and comprehensive HRIS provides the needed information with in the shortest period and at reduced cost . This is why computerized HRIS is being increasingly used.

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