The Role of Information System on the Performance of Human Resources with special reference to Bank of Baroda

Mr. VIJAY N BUDIHAL[1], Dr (Smt.) CHANDRAMMA .M[2]

Research Scholar, Department of commerce, KUD, India.
Professor and chairperson, Department of commerce, KUD, India.

Abstract: The growth in information technology, the heart of the modern work environment has changed and frameworks have been made more successful by presenting new procedures. Majority of the banks has now perceived the significance of data buildup and recovery. In this paper, we center around how current innovation is helping in guaranteeing capability of HR functions. Human resource information system (HRIS)is a chance for banks to make the HR department administratively and strategically participative in operating the bank. The fundamental target is to realize the degree to which HRIS is being utilized in increasing the authoritative and key elements of the HR division. For this reason, a need was felt for reviewing the impact of HRIS on administration by collection and analysis the data relating to HR Managers responses and staff working in bank. The outcomes show that HRIS is absolutely utilized as a device to accomplish greater administrative effectiveness by adding esteem in the division. In any case, the entirety of its advantages is difficult to evaluate. HRIS utility as an essential device is as yet not been completely perceived, and this is preventing the framework to be utilized to its completest possible. Ideas and suggestions are provided.

Key terms: Human resources (HR), Human Resource Information System (HRIS), Information System (IS)

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1. Introduction

The addition of information technology to the human resource industry has reformed the contemporary work environment. HR experts currently have an expanded capacity not just to accumulate data, yet additionally to store and recover it in a convenient and powerful manner. This has not just expanded the proficiency of the association but also the feasibility of management capacities. New innovation has likewise set out open doors for more high levels of stress for more youthful and more experienced laborers the same (Mujtaba, Afza, and Habib, N. (2011), untrustworthy temptations and practices (Mujtaba, 2011), and openings for better authority prepares (Mujtaba and Afza, 2011). The twenty-first century is described as the information century (Chin-Loy and Mujtaba, 2007). The vast majority of the associations are presently dependent upon information laborers and thus on effective knowledge management practices. Today, knowledge management offers a unique idea considered by numerous individuals in the business as reformist and "delicate" in application, primarily because of the intangible components of information (Mujtaba, 2007, p. 201). The capacity to not only attract and recruit yet in addition to hold and appropriately use these people is critical information for the resolution and accomplishment of the association. In this globalized world, a department that is increasingly becoming central to the implementation of organization policy is the HR department. So, the HRIS is presently viewed as a dynamic piece of each association (Waytt, 2002). More and more associations are currently creating data

innovation which can assist the organization with accomplishing its objectives in an ideal way. These data frameworks would then be able to help the organization make more strategic decisions.

2. Need for the study

HRIS is a successful device that can be utilized for smoothing out the authoritative capacities of the HR office. This can be achieved by making a complex and relevant database. The data that a feasible HRIS would have on singular workers can incorporate preparing completed, awards got, projects shared in and completed effectively, level of instruction attained, number of long stretches of administration, abilities, capabilities, and so forth by utilizing this information the HR office can make a commitment towards procedure development inside an organization. With an efficient HRIS in place, the development of HR systems becomes easier (Dessler, Griffiths, and Walker, 2004). Against this background a need was felt by the researcher to study the impact of HRIS on HRM practices.

3. Literature Review

Before crystallization of statement of problem, it was felt necessary to travel into the details of the analysis works done earlier or being done at the present for the purpose of avoiding the attainable overlapping or to grant a definite form to analysis downside to be undertaken.

1. Albert C. Hyde and Jay M. Shafritz (1977)
Led their investigation when HRIS was another idea and just came into market. They depicted HRIS as a framework helpful in arranging and responsibility of HR and as a staff the executives instrument as well. The creators additionally indicated different modules, benefits, utilizes and so forth of HRIS around then and future assumptions from HRIS in human asset the board.

2. Carole Tansley, Sue Newell, Hazel Williams, (2001)
Fought that the expression "Greenfield" conceptualizes the break with worker relations rehearses close by, or to set out a philosophical break with the past. It is additionally stressed that computerize/informate/transformate capability of HR frameworks in the e-greenfield environmental factors emphatically influences the nature and execution of HRM style methods of reasoning, strategies and practices. Not taking into concern the data sharing potential hamper the improvement of HR expert's information on the requirements of their customers. In the "information period" of things to come this may give proof of an expensive missed possibility.

3. S.C. Aggarwal (2001)
Examined that the issues and concerns looked by nine Indian associations in executing and overseeing HRIS. The associations are assorted as far as size and area that they have a place. The basic achievement components and shortcomings in different phases of carrying out a HRIS are investigated in the paper. The issues are established in fundamentally two components. One is the way that HR office needs information about HRIS and consequently can't obviously explain the prerequisites of the framework. Helpless need appraisal is a continuation of this issue. Second is the absence of significance given to HR office in the associations? The range of cases covered shows the reasonable variety as far as the achievement of execution.

4. Sadri and Chatterjee (2003)
Tracked down that the fundamental target of this paper lies in setting up the significance of the Human Resource Information System (HRIS) in building hierarchical character and in the viable organization of human asset the executives. A basic goal of the paper is to foster a familiarity with the ramifications of HRIS in fortifying Organizational Character (OC).

5. Dr Shikha N Khera, Ms Karishma Gulati (2012)
In their research focused on HRIS job on HRP and they led concentrate in top 7 IT organizations. It is discovered that HRIS more helpful for vital exercises of HR administrators and more required in preparing and improvement, progression arranging, candidate following in enrolment and determination and labour arranging

6. S.C. Kundu & Rajesh Kadian (2012)

This exploration expected to evaluate the uses of HRIS in HRM in organizations working in India. Design poll appropriated for 544 respondents and 18 utilizations of HRIS in HRM were analysed. The majority of the respondents felt that specialized and vital HRM and execution and prize administration were the vital and another hand representative record, pay roll and corporate correspondence were found significant for the associations.

7. Sistla Samkarpad (2013)

Led concentrate on the selection of HRIS of in different colleges and their partnered universities arranged in Hyderabad and furthermore to analyse the applications, advantages and hindrances. The aftereffect of the investigation uncovered that there is no critical relationship between impression of respondents with respect to the applications, advantages and boundaries of HRIS.

8. Madhuchanda Mohanty and Santosh Kumar Tripathy (2009)

Investigated the HRIS of NALCO in his examination. The creator displays that the present HRIS of NALCO has improved the general speed and ability of HR capacities, yet needs reengineering. The investigation upholds that HRIS is utilized for regulatory reason and not scientific reason. To acquire cost viability in-house improvement of HRIS is chosen however it was extremely tedious cycle. Notwithstanding this there are some different downsides that must be conquered to make the HRIS of NALCO more capable.

4. Statement of the research problem:

Review of literatures shows that there is no research work done on "The Role of Information System on the Performance of Human Resources in Banks". Thus, the research is undertaken to understand different types of Information System technology in the bank adopted in HRM operations. Hence the statement of research problem: "The Role of Information System on the Performance of Human Resources in Banks".

Objectives of the study

1. To examine the role of Information system in the Bank of Baroda for HRM adopted by the bank.
2. To analyse the HR managers attitudes and satisfaction towards the impact of Information Technology on the performance of the HR department.

5. Nature of Data:

The study is based on primary data collect through the structured questionnaire served to 300 respondents.

Data Collection Method

The study is based on primary Data. Primary Data have been collected from the bank employees and HR Department through appropriate Questionnaires and Personal Observations.

Sample Size: 300 employees from different levels and different departments in the bank**.**

Analysis of Data: Statistical tools and software's used for analysis of data like percentage, bar diagrams etc.

Data Analysis and interpretation of data

Table 1: Breaking of respondents on the basis of gender

Gender	Respondents	Percentage
Male	221	73.67
Female	79	26.33
Total	**300**	**100%**

Source: Filed survey

Interpretation: Table 1 shows that out of total respondents i.e., 300, 73.67% are male respondents and rest 26.33% are female respondents. It means that the majority respondents working in the bank are male.

Table 2: distribution of respondents on the basis of length of work experience

Length of working	Respondents	Percentage
7 – 12 years	45	15
13 – 18 years	112	37.33
1-6 years	143	47.67
Total	**300**	**100%**

Source: Filed survey

Interpretation: With regard to length of working, table 2 indicates among the 300 employees 1-6 years' experience in the bank are of 47.67%, 13-18 years' experience are of 37.33% and the 7-12 years' experience are of 15%. It clearly indicates that the employees are having 1-6 experience and 13-18 years' experience are more, only few are having 7-12 years' experience in the bank.

Table 3: Distribution of respondents on the basis of level of education

Qualifications	Respondents	Percentage
PUC	32	10.67
Graduate	165	55
Post Graduate	81	27
Others (Professional Certificate)	22	7.33
Total	**300**	**100%**

Source: Filed survey

Interpretation: Table 3 indicates that among the 300 responded, the graduates are of 55 percentage, the post graduates are of 27% and the undergraduate are of 10.67%, only few employees are Professional i.e., 7.33% the bank is having graduates and post graduates at higher level and Professional and undergraduates at lower level.

Table 4: Distribution of the respondents on the basis of position held in the HR department

Sl. No	Current HR Department position	Respondents	Percentage
l	HR Staff	27	84.37
2	HR Manager	04	12.50
3	HR Director	01	3.125
	Total	**32**	**100%**

Source: Filed survey

Interpretation: Table 4 shows that among the 32 responded, the HR Staff are of 84.37 percentage, the HR Manager are of 12.50% and the HR Director are of 3.125%, the bank is having only few employees in HR department including Manager, staff and Director.

Table 5: Analysis of impact of HRIS on HRM process

Items	% Agreed (out of 300)
The HRIS System has improved the recruitment process.	76.0
The HRIS System has improved the training process.	53.0
The HRIS System has improved the data input process.	72.0
The HRIS System has improved the data maintenance process.	86.5
The HRIS System has helped with forecasting staffing needs.	84.5
The HRIS System has decreased paper work.	88.0

Source: Filed survey

Interpretation: With regard to HRIS contribution in rearrangement various HR processes, nearly 88% respondents agreed that managerial processes such as decrease in paperwork, forecasting staffing need and data maintenance had indeed improved. Furthermore, 76% of the employees surveyed agreed that data input and recruitment process had been made more efficient. On the question of HRIS having a considerable impact on the training process, the response in favor of it.

Table 6: Analysis of impact of HRIS on Time management by HR department

Items	% Agreed (out of 300)
The System has decreased the time spent on recruiting.	78.0
The System has decreased the time spent on training.	47.5
The System has decreased the time spent on making staff decisions.	78.0
The System has decreased the time spent on inputting data.	62.5
The System has decreased the time spent on communicating information within our institution.	50.0
The System has decreased the time spent on processing paper work.	78.0
The System has decreased the time spent on correcting errors.	62.5

Source: Filed survey

Interpretation: Time saving is one of the barometers against which the efficiency of any IS system can be gauged. This study showed that 78% of the respondents believed that the system had a positive impact on some administrative functions such as time spent on recruiting, routine staff decisions, processing of paper work, and error correction. However, only half believed that it had actually helped in improving the communication of information within the organization. Only a third of the surveyed employees believed that HRIS decreased the time spent on training.

Table 7: Analysis of impact of HRIS on Cost Savings by bank

Items	% Agreed (out of 300)
The System has decreased cost per hire.	47.5
The System has decreased training expenses.	18.5
The System has decreased recruiting expenses.	26.5
The System has decreased data input expense.	72.5
The System has decreased the overall HR staff's salary expense.	29.5

Source: Filed survey

Interpretation: When it came to the actual cost saving from the HRIS in the organization, the results were pretty similar to previous researches, such as the one carried out by Beadles (2005). Only 47.5% of the respondents believed that the HRIS had actually decreased the cost of hiring, the recruitment expenses or the salary of HR staff. Even a lower percentage (18.5%) of respondents thought that training expenses were reduced; however, 72.5% of the respondents believed that administrative tasks such as data input expenses did come down.

Table 8: Analysis of impact of HRIS on Information Effects

Items	% Agreed (out of 300)
The System has improved our ability to disseminate information.	33.5
The System has provided increased levels of useful information.	70.0
The information generated from HRIS is shared with top administrators.	87.5
The information generated from HRIS is underutilized by top administrators.	50.0
The information generated from HRIS has increased coordination between HR department and top administrators.	61.5
The information generated from HRIS has added value to the institution.	87.5

Interpretation: The adequate storage and timely retrieval of information is a hallmark of an effective IS system. 70% of the respondents believed that HRIS indeed provided useful information, while a greater number (87.5%) of the respondents believed that the information received through HRIS added value. Whereas an identical percentage (87.5%) felt that generated information was being shared with the top management and only half (50%) believed that this information was actually being utilized by the administrator. These results indicate a lack of willingness to use the information as a strategic tool.

Table 9: Analysis of impact of HRIS in Decision-Making

Items	% Agreed (out of 300)
The System has made our HR decision-making more effective.	57.5
The information generated from HRIS helps our institution decide on employee raises.	57.5
The information generated from HRIS helps our institution to make more effective promotiondecisions.	25.0
The information generated from HRIS helps our institution decide when to hire.	25.0
The information generated from HRIS helps our institution make better decisions in choosing better people.	57.5
The information generated from HRIS helps our institution decide when training and skill development are necessary.	57.5

Source: Filed survey

Interpretation: With regard to HRIS helping management in making better decisions, the findings support the results of Beadles (2005) that HRIS is not considered a decision-making instrument. Only a third of the total respondents believed that HRIS contributed to making decisions more effective, and an equal numbered believed that HRIS played a significant role in the selection of better candidates or improving training and development of the staff. Even a lower percentage (25%) said that hiring decisions were made using information available through HRIS. This would indicate that HRIS was viewed rather favorably as an administrative tool, but not a strategic one.

Table 10: Analysis of Strategic Impact and Role of HRIS in HR department

Items	% Agreed (out of 300)
The System has made the HR department more important to the institution.	85.5
Overall, administration thinks that HRIS is effective in meeting strategic goals.	47.5
The information generated from HRIS has improved the strategic decision making of top administrators.	63.5
The information generated from HRIS has made HR a more strategic partner in the institution.	85.5
The System has promoted our institution's competitive advantage.	37.5

Source: Filed survey

Interpretation: In terms of whether HRIS has enhanced the strategic role of the HR department, 85.5% respondents believed that HRIS increased the importance of HR department and made it a strategic partner, whereas only 47.5% believed that HRIS gave a competitive edge to the institution or was effective in helping the organization meet its strategic goals. However, 63.5% did believe that HRIS improved the strategic decision-making of the top administrators.

Table 11: Analysis of HR department employees Satisfaction with HRIS

Items	% Agreed (out of 300)
Overall, I am satisfied with our HRIS.	37.5
The employees of HR department appear to be satisfied with our HRIS.	50.0
The System has met our expectations.	50.0
The System could be better utilized.	100.0

Source: Filed survey

Interpretation: Table 11 displays the satisfaction of management with the HRIS system. The results show that, only about half were satisfied with the HRIS, and a similar number of respondents concurred that the system was up to their expectation. The percentage of people actually being satisfied was just above one-third, and all employees agreed that their HRIS could be put to better use. These studies indicated that the satisfaction with regards to HRIS was mixed. And almost all of the respondents felt that it could be better utilized. These results do not take into consideration whether the staff had been trained properly in the use of HRIS, nor were they properly briefed about the systems utility.

Findings

1. It found that 73.67% are male respondents and rest 26.33% are female respondents out of total 300 respondents.
2. It shows that employees 1-6 years' experience in the bank are of 47.67%, only few are having 7-12 years' experience in the bank out of total 300 employees.
3. It is identified that the bank is having graduates and post graduates at higher level and Professional and undergraduates at lower level.
4. It Shows the bank is having only few employees in HR department including Manager, staff and Director.
5. Here it is clear that nearly 88% respondents agreed that administrative processes such as decrease in paperwork, forecasting staffing need and data maintenance had indeed improved.
6. Shows that 78% of the respondents believed that the system had a positive impact on some administrative functions such as time spent on recruiting, routine staff decisions, processing of paper work, and error correction.
7. In overall mean responses Only 47.5% of the respondents believed that the HRIS had actually decreased the cost of hiring, the recruitment expenses or the salary of HR staff.
8. It depicts that 70% of the respondents believed that HRIS indeed provided useful information, while a greater number (87.5%) of the respondents believed that the information received through HRIS added value.
9. It found that HRIS is not considered a decision-making instrument. Only a third of the total respondents believed that HRIS contributed to making decisions more effective, and an equal numbered believed that HRIS played a significant role in the selection of better candidates or improving training and development of the staff.
10. HRIS has enhanced the strategic role of the HR department, 85.5% respondents believed that HRIS increased the importance of HR department and made it a strategic partner.
11. These studies indicated that the satisfaction with regards to HRIS was mixed and almost all of the respondents felt that it could be better utilized.

Suggestions

1. 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.
2. The *HR* department has to give in a description on how assessment of the employee performance is made online in order to realize the payments calculated online.
3. The *HR* department has to bring in more options under *e-HR* technology for employees to enrol for flexible benefit administration.

4. The *HR* department should record and maintain all incoming applications online in order to make the applicant tracking system easily accessible.
5. The DBMS should be subject to periodical review so as to ensure that relevant changes are made in the data bases in the light of ever-change environment.
6. There must be a periodical review of the impact of IT on the efficiency and effectiveness if different facets of HRM for the purpose of stream ling the strategic HRM decision.

6. Conclusion

The HRM coupled with the need-based IT adopted by the HRIS with a strategic focus would go long way in making HRIS as a strategic partner in ensuring the success while managing the manpower in banks.

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