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## Perception of employees of HRIS in the Service sector: An Empirical Study

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### Abstract

An abstract of Human Resource Information Systems is provided in this research article (HRIS). The goal of HRIS is to assist companies in the generation, transmission, and use of information relating to human resources or personnel. HRIS enables human resource managers to carry out HR activities in a more effective and methodical manner. The purpose of this study is to present a theoretical analysis of HRIS deployment, as well as an examination of the benefits and problems. The significance of HRIS is also emphasized since it is an important research in the service industry. The researcher used a descriptive research technique. There are 350 employees in the organization. The administration division was chosen by the researcher of 60 employees. A simple Random sampling technique was used. The main findings include employees' lack of awareness and usage of HRIS because it is a developing one in the service sector, and the employers need to be given based on HRIS and how it should be used by the employees.

**Keywords:** Satisfaction, Perception, Awareness, Software Effect

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### Introduction

In the service industry, where businesses rely significantly on their workers to deliver high-quality customer service and maintain a competitive advantage, human resource information systems (HRIS) are becoming more and more significant. HRIS solutions may aid firms in the service industry in managing employee data, streamlining HR procedures, and enhancing workforce planning, all of which boost customer satisfaction and business results.

The capacity to enhance staffing and scheduling is one of the main advantages of HRIS systems in the service industry. It may be challenging to manage personnel numbers and make sure there are enough workers on hand to satisfy consumer demands in the service industry due to the sometimes shifting demand for their services. Organizations may track employee availability and schedules with the use of HRIS systems, which can also estimate staffing requirements based on past data and trends. business results.

The capability of HRIS systems to handle training and development initiatives is another advantage in the service industry. Giving staff continual training and development opportunities is essential to ensure that they have the skills necessary to deliver high-quality service, as service industries frequently call for specific knowledge and abilities. In order to guarantee that employees have the skills they need to succeed, HRIS systems may assist firms in tracking employees' training and development needs and automating the delivery of training programs.

Organizations in the service industry may manage employee engagement and performance with the use of HRIS solutions. HRIS systems may assist managers in identifying areas for strength and progress, as well as in providing feedback and coaching to employees to help them perform better. Moreover, HRIS systems may assist businesses in monitoring employee happiness and engagement, which is essential for preserving a motivated and effective staff.

In general, HRIS systems are crucial tools for businesses in the service industry that wish to enhance their HR processes and

deliver top-notch customer service. HRIS systems' management of scheduling, training and development, performance, and engagement can assist service sector firms in achieving their objectives and maintaining their competitiveness in the current, quickly changing business climate.

### Review of Literature

Lee, Chung-Shing, C. Christopher, Kwon, H e-Boong (2007) This paper attempts to develop a framework for interrelationships among human resources information systems (HRIS), outsourcing, and corporate culture. This research investigates the impacts of outsourcing HRIS on corporate culture. In this paper, we hypothesize that outsourcing corporate HRIS is less appealing (1) if the quality of product and customer service matters for a firm, (2) if a firm is concerned with a loss of intellectual property, and (3) if a firm requires maintenance of a distinctive human resource service function that is capable of meeting the challenges of fast-changing customer demands in a dynamic business environment. In addition, this study argues companies must be aware of the total costs associated with HRIS before outsourcing their human resource functions. Finally, the impact on employee morale and performance must also be considered. By outsourcing HRIS, managers will be able to spend more time and resources dedicated to an employee's professional career development.

Astrid M. Beckers & Mohammad Z. Bsar (2002) [2] A DSS Classification Model for Research in Human Resource Information Systems Any field of study can benefit from a framework into which past and present research can be classified and from which potential research hypotheses can be generated. This article develops a decision support system classification model for research in human resource information systems (HRIS), a model that can then be utilized for evaluating whether an HRIS does provide a competitive advantage for an organization in today's ever-changing, fast-paced, global business environment. As background for this article, the topics of managerial decision making, decision support systems, human resource information systems, and the principle of competitive advantage are reviewed.

**Urvashi Makkar Rinku Sanjeev (October 2014) Determining Employees Perception Through Effective HRIS: An Empirical Study** Human Resource Information System (HRIS) refers to the systems and processes at the connection between Human Resource Management (HRM) and Information Technology (IT). The human resources department deals with administrative functions and is very common to all organizational activities. Every organization has procurement, evaluation, and payroll functions. The HR function comprises tracking existing employee data that include personal records, skills, capabilities, achievements, and compensation benefits, and it's maintained manually. To reduce the manual workload of these administrative activities, organizations began to electronically automate many of these processes by introducing a specialized Human Resource Information System. In nutshell, HRIS can support various HR practices such as HR planning, staffing, compensation, salary forecasts, pay plans, and employee relations. Design/Methodology/Approach: This research measures the effectiveness of the Human Resource Information System in the Banking Sector and also evaluates

the underlying factors of HRIS in determining the employees' perception. The study is based on the primary data, collected from the employees of the banking sector and is located in Delhi and the National Capital Region. Data analysis was done using SPSS software. The statistical analysis method employed was Descriptive Analysis, Factor Analysis, and T-test. Findings: The findings show that HRIS is effective and efficient in the banking sector. HRIS is not only assisting banks to increase their productivity but also bringing positive change in the banking sector. The finding also indicates that HRIS is not only time-saving and cost-effective but it also improves the quality of work. So, it is clear that HRIS implementation has many benefits and it's proved convenient and beneficial to banks.

### S.C. Kundu Rajesh Kadian (2012) [5] Applications of HRIS in Human Resource Management in India: A Study

This study intends to assess the applications of HRIS in human resource management (HRM) in companies operating in India. Primary data based on 544 respondents and 18 applications of HRIS in HRM were analyzed. Five factors from factor analysis were further analyzed. Respondents perceived "technical and strategic HRM" and "performance and reward management" as the most important factors for HRIS applications. The most frequent application of HRIS in organizations operating in India was found to be in "employee record", followed by "payroll". Sophisticated HRIS applications i.e., "technical and strategic HRM", "performance and reward management" and "corporate communication" were also applied in organizations in India. ANOVA results showed that manufacturing and service companies differed significantly on all sophisticated HRIS applications. Mean scores showed that on all the sophisticated HRIS applications, service companies had a significant edge over manufacturing companies. However Indian and multinational companies did not differ significantly on any of the HRIS applications.

### Significance of the study

Efficiently storing each employee's data and information for planning, payroll accounting, benefits administration, and personal data management and it is to facilitate well-informed decision-making in daily personnel matters, as well as in the planning, budgeting, carrying out, and overseeing of the human resource function. providing information and returns to the government and other public institutions allowing for the settlement of employee provident funds and decisions on issues including earned leave compensation, retirement, gratuities, transfers, and nominations. Cost-cutting. Increasing accuracy. The HRIS can benefit the service sector.

### Aim of the study

The aim of the study is "To study the Preception on implementation of HRIS in the Hotel Industry"

### Objectives

- To know the background of the employees in the hotel,
- To find the awareness level about HRIS,
- To know the opinion of employees about HRIS,
- To know about the perception benefits of HRIS,
- To give suggestions for the implementation of HRIS.

### Research design

The descriptive design was used to observe and analyze the current investigation. The researcher employed a descriptive research strategy to emphasize the qualities and importance of several study criteria. The objective of this approach is to methodically gather data to characterize a phenomenon and comprehend the population designated in the research.

### Universe & Sampling

The total population of the organization is 350 employees. The researcher selected the administration department which consists of 60 respondents, A simple random sampling technique was adopted.

### Tool for data collection

To conduct the study, the researcher used a Likert scale. This scale is utilized as a rating system to assess respondents' ideas, attitudes, and perceptions about HRIS perception and the awareness of employees in organization.

1. Software effect factor of HRIS
2. Perception factor of HRIS
3. Satisfaction factor of HRIS
4. Awareness factor of HRIS

The reliability test was conducted Cronbach's Alpha value is 0.832. In this study, Cronbach's Alpha as a measure was used to assess the reliability of a set of attributes or test items. The general rule of thumb is that a Cronbach's alpha of .60 and above is good, .70 and above is better, and .90 and above is best.

### Analysis & interpretation

**Table 1:** Distribution of respondents based on software effect

Satisfaction of HRIS	Frequency	Percent
Low	29	59.2
High	20	40.8
<b>Total</b>	<b>49</b>	<b>100.0</b>

The above table less than majority (59.2%) of the respondents have low level at satisfaction of HRIS and two fifth (40.8%) of the respondents have high level at satisfaction on HRIS. Hence the table states that the satisfaction level of HRIS among employees seems to be low.

**Table 2:** Distribution of respondents based on the employee perception

Employee Perception	Frequency	Percent
Low	32	65.3
High	17	34.7
<b>Total</b>	<b>49</b>	<b>100.0</b>

The table inferred that a little more than majority (65.3%) of the respondents have low level of perception on HRIS and more than one third (34.7%) of the respondents have high level of perception on HRIS. Henceforth the employee perception on HRIS among is low due to the low level of knowledge among employees on HRIS.

**Table 3:** Distribution of respondents based on satisfaction of HRIS

Satisfaction of HRIS	Frequency	Percent
Low	29	59.2
High	20	40.8
<b>Total</b>	<b>49</b>	<b>100.0</b>

The above table less than majority (59.2%) of the respondents have low level at satisfaction of HRIS and two fifth (40.8%) of the respondents have high level at satisfaction on HRIS. Hence the table states that the satisfaction level of HRIS among employees seems to be low.

**Table 4:** Distribution of respondents based on the Awareness of HRIS

Awareness of employees on HRIS	Frequency	Percent
Low	30	61.2
High	19	38.8
<b>Total</b>	<b>49</b>	<b>100.0</b>

The table state that's more the majority (61.2%) of the respondents have low level of awareness on HRIS and less than two fifth (38.8%) of the respondents have high level of awareness on HRIS. The table shows that there is low level of awareness among employees in the organization.

**Table 5:** Distribution of the respondents based on the Perception of employees on HRIS in Service sector.

Overall Perception of employees on HRIS in service sector	Frequency	Percent
Low	25	51.0
High	24	49.0
<b>Total</b>	<b>49</b>	<b>100.0</b>

The table shows that more than half (51%) of the respondents have a low perception of employees on HRIS in the service sector and less than half (49%) of the respondents have high level Perception of employees in HRIS on the service sector. It commonly shows that low level of knowledge, Perception, Awareness, Satisfaction and overall perspective.

### Suggestions

Before choosing an HRIS system, determine the particular needs and requirements of your firm. Think about things like your workforce size, the services you offer, and the degree of customization and integration needed. Make sure the HRIS system you choose is simple to use and can be incorporated into your current HR procedures. This will make it more likely that the system will be used by the staff and provide the intended results.

By providing them with skill training and raising knowledge of HRIS the organisation should be more successful in upgrading the HRIS.

### Conclusion

In conclusion for businesses aiming to enhance their HR operations and deliver top-notch customer service, deploying a Human Resource Information System (HRIS) in the service industry can have a number of advantages. HRIS systems may assist service sector firms save time and money while also enhancing workforce planning, scheduling, training and development, performance management, and employee engagement through the automation of administrative activities and the streamlining of HR operations.

When choosing an HRIS system, service sector firms should carefully assess their particular needs and requirements and check that the system is user-friendly and simple to incorporate into current HR procedures. For an HRIS installation to be effective, staff must get thorough training and support.

Organizations in the service industry may make better

decisions regarding people management, workforce planning, and succession planning by utilising the data and analytics offered by HRIS systems. This will eventually improve business outcomes and boost customer satisfaction. As a result, deploying an HRIS system is a smart investment for any service sector corporation aiming to maintain competitiveness and succeed in the modern, quickly changing business environment.

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