IMPACT OF HUMAN RESOURCES INFORMATION SYSTEM ON HUMAN RESOURCE STRATEGIES WITH EMPIRICAL STUDY OF BANKING INDUSTRY

Anchal Bhatia¹, Dr. Richa Nangia²

¹ Research Scholar, K. R. Mangalam University, Gurgaon-Sohna Road.
² Associate Professor, K. R. Mangalam University, Gurgaon-Sohna Road.


Abstract

This paper highlights the impact of human resource information system with human resource strategies. HRIS is a kind of tool which is designed to meet the core need of business which automatically fulfill the requirements and needs of both managers and employees. As this paper highlights the human resource information system with the banking industry, on one side banking industries are adapting the software for the betterment of their employees but on the other side still people in the banking industry have the resistance towards the accepting of this software. Thus, in today’s scenario organization motive is to build up the morale of their employees and get them familiar with the new technologies which automatically give the best result to the organisation. This study of research paper gives the glimpse of some banking sector who already adapted the technology. This paper focus on the employees about why they have resistance in adapting the new tech software.

Keywords: Banking Sector, Human Resource Information System, Human Resource Strategies, New tech software.

1. INTRODUCTION

Banks are the core part of any economy. Any changes in banking sector brings changes in the economy in high peak. Thus, banking sector should be adopted with all the new technologies and it should be up to date with the current or upcoming scenarios. Now the banking industry revolutionized the impact is in today’s time the bank offers loans and other related services at lower interest so basically it enhances the growth of economy and vice-versa. So with emerge changes and development how can we ignore the new technology human resource information system. This is something which cant be ignore today as it is the main part of the economy and while talking about the banking industry which is loaded with lots of documents and strategies, adaption of HRIS is important. Though it’s been almost 16 years since Indian Government has enacted economic reforms, but the role Human Resource Management in banking sectors is now entering into a limelight. In last 10 years, Human Resource Management (HRM) specialist and departments were under severe pressure to bring about large-scale professionalized changes in the organization and to cope up with the challenges brought about by the new economic environment. (Som, 2002, 2006). In his study of 54 organizations, he concluded that the use of technology-enabled services, computer-based information system and technical vendor development will rise recklessly. And to operate these technologies, an organization will need technically sound, motivated, competitive, and highly diverse workforce. In addition, to cope up with these changes organizations has to re-design and modify various functions related to HR like recruitment, selection, training, compensation patterns, etc. Increased technological sophistication in the job redefined work environments lead to a situation wherein employees had more time and information for experimentation and innovation. HR executives have turned to information technology (IT) to help them meet the needs of banking sector. Human Resources (HR) and information
technology are the two elements that many firms are learning to use as strategic weapons to compete. (Jenkins and Lloyd, 1985).

2. LITERATURE REVIEW

- Jenkins and Lloyd, 1985. The business community also realizes that after people, Study of Human Resources Information Systems in Public Sector Banks in India – A Case Study Shine David 7 information is its most important asset.
- Martinsons, 1999. Beginning in the 1960’s personnel management was an early candidate for office automation in payroll, benefits administration and other transaction processing application such as employee record holding.
- Kossek et al., 1994. Typically, this information was held on a mainframe in flat file format with the databases being interrogated via simple keyword searches. Growth in strategically focused HRM ethos produced an increase in demand for useful information about the human resource. During the past decade, information technology has greatly impacted the way businesses are managed. Reports on how information technology helps companies create and sustain advantages are abundant.
- Walker 1993 expresses concern that a new model for the human resource function has evolved in concept and practice over the past years. Many companies have reduced costs and improved the quality of operational services by using vendors for services or establishing internal centres to provide shared services. Such restructuring has been supported by new, more powerful information systems, such as Peoplesoft, SAP, and online information access for managers and employees. At the same time, companies have invested in capabilities to enhance business performance and to develop specialized human resource expertise, such as consultants or leaders within business units.
- Spencer 1995 has stated that information technology is transforming human resource management, and its impact will include outsourcing, automation, and integration.

3. MEANING OF HRIS AND ITS IMPORTANCE OF HUMAN RESOURCE INFORMATION SYSTEM

HRIS software can breathe new life into a company's HR processes and procedures. HRIS is a safest tool which stores and manage the employees data, their personal information like their address, their salary, names with national IDs. Human Resource Information System provides the HR functions like Recruitment, Selection procedure and on-boarding process. In some ways, an HRIS can be considered a smart database of employee information. In past, people use to write on paper the basic things of the organisation in simple terms we can say in past the work is done manually, the data entries were manual which can cause errors, manual cross checking of documents and the papers is time consuming so in that case HRIS help the organisation to maintain data on one side and to get together all the data in a second whenever the employee or the organisation want. This is not time taking thing and with this software employees can focus more on other work rather than wasting time on paper work and documentation.

HRIS BENEFITS:

- HRIS keeps things secure: As we know with HRIS we don’t need to worry about the documents and the information, it keeps all the information safe and secure. In the past when data is stored on laptops there was an ever-present risk of compromise. Today’s HRIS software has high security protocols which ensures the documents to be safe.
• Makes HR admin faster: HRIS makes the HR work faster and more accurate by decreasing the paper work and manual work. HR admins now can focus more on their other work and can strategies things for their betterment future.

• HRIS improves employees’ experience: In past, lots of paper work and documentation makes the employees giving much time which result in errors with documentation, but with the adoption of HRIS software employees are having great exposure and now they are free from all the paper work and work load consumed in the documentation.

**HRIS IN BANKING SECTOR:**

Banking sector was limited to umpteen number of paper work, thus consuming much time. This manual system resulted in delays in commitment, inaccurate and incomplete information, inefficient documentation, and higher expenses incurred on maintenance and storage of files. But in recent years, both financial and non-financial processes in banks have undergone a complete transformation. The banking sectors has shifted from manual to computer-aided automated systems, which not only has reduced the processing time but resulted in better customer satisfaction. HR department, thus, is playing multi-tasker by handling multiple roles at the same time, viz, an information center, internal consultant, change agent, service provider, cost manager, business partner, facilitator, and a consultant. Thus, need for a systematic yet automated system was required to streamline the banking function and processes. So in order to perform all functions banks need to ensure that they have an effective system to retrieve and manipulate all HR data, and here comes HRIS in picture. HRIS is continuously growing in banking sector because of effective role which banks are playing in socio-economic development. At the same time high expectations of the society from banking industry can only be met by integrated HR system. An effective HRIS makes sure that banks are hiring best people suitable for jobs, providing them with necessary training, ensuring sustainability of the employees, fair treatment with employees, high people strategies to meet the goals, rewarding by best compensation policies, etc.

**GROWTH OF HRIS IN BANKING SECTOR IN DEVELOPING COUNTRIES**

Few of the banks has adapted the intervention of technology into HR system, but now majority of banks in India is taking benefits of intertwining of HRIS with the developments of IT. The role of HRIS is now turning into a more strategic function.

In India, SBI is using HRIS software interfaces which allows data to be transferred from one place to another also HRIS ensures data is up to date and secure itself.

In Pakistan, SBP use oracle based HRIS in different unit like with the employee policy, employee database, employees information and so on.

In Kenya, KCB bank is using HRIS software which help to maintain the efficiency of the employee’s database. This oracle system removes the data redundancy, creates a consistent and gives the complete and reliable picture of each and every employee.

In Thailand, BT bank is using MIS software for training administration and time management. Also, HRIS is used for employee life-cycle, relationship and transaction management.

**CHALLENGES FACED DURING HRIS:**

HRIS is not only for private banks but it is important to be adopted by public sector banks as well. developing countries and public sector banks are facing some of the challenges which are:

• Installation of the software
• Lack of resources
• Fear of loss of information or misuse of information
• Lack of sufficient infrastructure to support HRIS

CONCLUSION

HRIS in banking sectors can prove to be an added advantage provided employees are able to enhance their capabilities, competencies, and capacities. At the same time, banks should do efforts to attain maximum cooperation from its employees through atmosphere of trust and confidence. The paper highlighted the importance of HRIS in banks, but it will only be fruitful if this transformation from manual to automation is implemented through a planned and collaborated efforts of all. And this can be easily attained through efficient and effective use of OD interventions and its tools. India is no doubt a developing country, but the initiatives done by banks in making the banking sector at par with developed economy is highly commendable.

REFERENCES
1. https://in.search.yahoo.com/search?fr=mcafee&type=E211IN714G0&p=what+is+hris
3. https://www.techtarget.com/searchhrsoftware/definition/HRIS