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## IMPACT OF HUMAN RESOURCE INFORMATION SYSTEM (HRIS) ON THE EMPLOYEES OF BUSINESS PROCESS OUTSOURCING (BPO) SECTOR AND HUMAN RESOURCE (HR) CONSULTANCIES –WITH SPECIAL REFERENCE TO JAIPUR

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### ABSTRACT

The aim of this paper was to find the number of Business Process Outsourcing (BPO) and Consultancies using Human Resource Information System (HRIS), its impact on Management activities and the advantage of using in the organisation. In this research, total 7 consultancies have been taken and 7 Business Process Outsourcing industries have been taken. The Sample Size was 100; analysis was done using Pie Chart and Bar Diagram. Primary and secondary research was done and data was collected through Interview and

Distributing the Questionnaires. Total of 170 questionnaires was distributed out of which 100 respondents were replied and some of the data was collected through Interview. Simple random Sampling was used as a Sampling Technique. This study provides the understanding of the use of Human Resource Information System (HRIS) and gave a deep knowledge about the advantage of using the system in the organisation as well as how it is useful for employees in making the work easier.

**KEYWORDS** :Business Process Outsourcing (BPO), Consultancies, Human Resource Information system (HRIS), Human Resources (HR), Information Technology.

### INTRODUCTION :

Over the past Eight years there has



been phenomenal increase in the usage of Human Resource Information System technology in BPO Sector as well as consultancies. The Human Resource Department in the Business Process Outsourcing as well as in Consultancies have been looking for talented and sustainable employees to work in the organisation. In order to regulate the functions of Human Resource Department, the HR Department is using Human Resource Information System (HRIS) or Human Resource Management software (HRMS). These HRMS have made the work easier of HR Department as well as other department in BPO's and Consultancies. With the entry of new technology, there is intense competition of attracting and retaining customers. Under these circumstances the usage of computers and allied technology has

become evitable to achieve a satisfactory level of customer service. Computers are best suited for the situation where the large amount of work is done in a day and lot of transactions have been done in an organisation. In this era of information explosion and visual interaction, Human Resource Information System has become one of the most important pillars of modern Human Resource Management (HRM). Human Resource Management Issues have been a major concern for the managers at all the levels, because they all meet their goals through the efforts of others, which require the effective and efficient use of people (Dessler, Cole and Sutherland in, 2008). Lately the increasing pressure to support the strategic objectives and the greater focus on the shareholder value have led to changes in the job content and expectation of HR Professionals (Ball,2000).

Information System is a medium that help the Human Resource Professionals perform their job roles more effectively. (Broderick & Boudreau, 1992) Human Resource Information System or HRMS are the software system managed by the company that purchased it, or by an outsourced agent or firm to manage the employee's information database. (Martin sons 1994) pointed out that Human Resource Information System (HRIS) is normally used for two different purposes. One for simple automation like payroll and benefit administration and keeping the employee records electronically for administrative purpose to reduce cost and time. The other use of Human Resource Information System is decision Making (Kovach and Catchcart, 1999). This research paper studies the usage of Human Resource Information System in Business Process Outsourcing (BPO) and Consultancies, its impact on management activities and also it draws attention to the employees' perspective about the advantage of using Human Resource Information System (HRIS) in BPO and Consultancies.

### RESEARCH PROBLEM

The problem of the study is that many BPO and Consultancies are using Human Resource Information system (HRIS) in India, but there are much software's to be used, the survey finds out which software is most effective in the present era, how it is advantageous to the employees in the organisation and helpful for the employees.

### SIGNIFICANCE OF STUDY

Human Resources are the asset of the organisation. They handle the work of every department so it is useful for them to operate the work in a computerized system and in today's scenario study on Human Resource Information System (HRIS) has become necessary as it makes the work easier for the organisation.

### SCOPE AND LIMITATIONS OF THE STUDY

The Human Resource Information System (HRIS) Study can be done in any of the sectors as Human resources are the asset of the organisation. Future researches can be done on difference between traditional Human Resource Information System (HRIS) and modern Human Resource Information System (HRIS).The study was done in Business Process Outsources (BPO) and Human Resource Consultancies but the employees in those sectors were stringent in making the confidentiality of the information. The survey is subjected to the bias and prejudices of the respondents hence 100% accuracy can't be assured and future researches can take up studies on Human Resource Information System (HRIS) by including above mentioned limitations.

## II) RESEARCH METHODOLOGY

### Objective of Study

The main objective of study is to assess the number of BPO and Consultancies using Human Resource Information System, its impact on management activities and its advantage of using in the organisation.

### Hypothesis

H<sub>a1</sub>:- There is significant impact of usage of HRIS among employees working in BPO and HR Consultancies

H<sub>o1</sub>:- There is no significant impact of usage of HRIS among employees working in BPO and HR Consultancies

### Data Collection

The study is based on primary data collected from employees working in BPO and Consultancies. The organisation in this study is from Information and Technology and Consultancies handling the work of Human Resource. Secondary Data is also used for the study and data collection.

Research Design: - A Descriptive Research Design was used to conduct the study.

### Sample Size

The study was done on the sample size of 100 employees. 170 questionnaires were distributed. Out of which 100 respondents gave the response. Secondary data was used in the research which was taken from the websites, Portals, Research articles related to the topic, Websites of the companies

### Survey Instrument: - Questionnaire and Interview Method

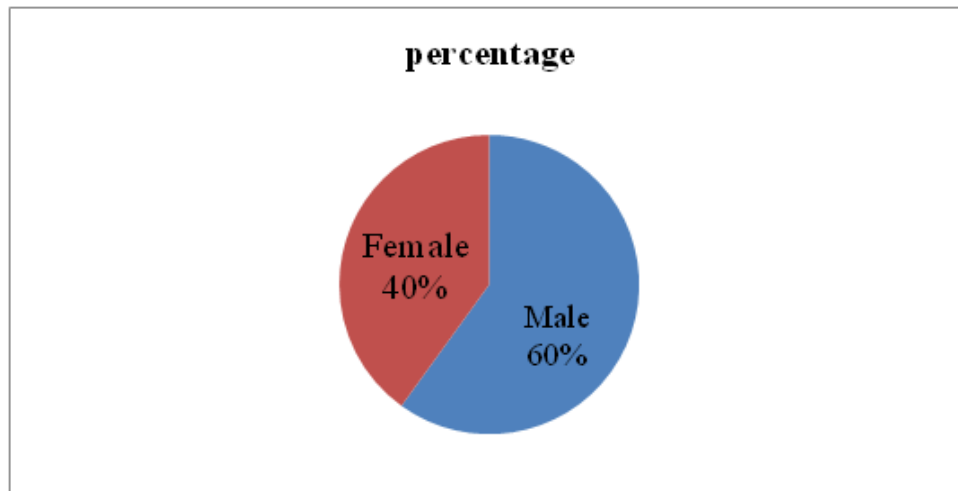
List of Business Process Outsourcing and Human Resource (HR) Consultancies in JAIPUR and some of them selected for the survey

<b>Business Process Outsourcing</b>	<b>Human Resource Consultancies</b>
<b>Genpact</b>	<b>Activant Solutions</b>
Vikalpa	Calibre HR pvt Ltd
<b>Data Infosys Ltd</b>	<b>Infinite HR Solutions</b>
IGM Technologies	Radian HR Consultancies
Trust worth InfoTech	Global HR Consultancies
Cyber Futuristic India	<b>ACS Job Consultancies</b>
<b>Infosys BPO</b>	Lead Man power service

In The research paper, data has been collected from the highlighted Business Process Outsources (BPO) and Human Resource Consultancies

### III) INTERPRETATION OF THE STUDY

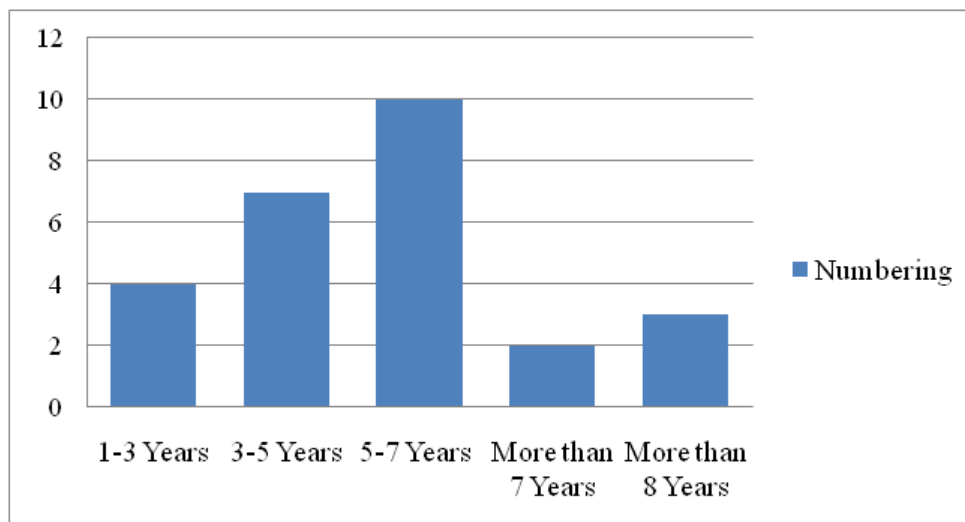
#### Q1) Number of Employees filled the questionnaire



#### Interpretation

Out of the total Sample size, it has been that Total 40% Female employees have Filled The Questionnaire and 60% of the male employees

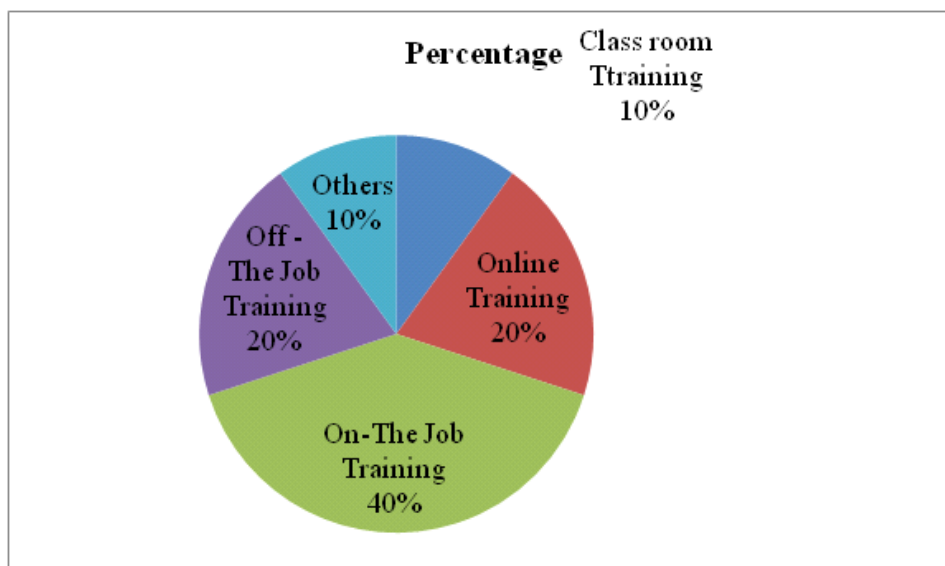
#### Q2) Time duration of using HRIS by the BPO and HR Consultancies



#### Interpretation

it has been found from the study that Human Resource Information System (HRIS) is being used for more than 5-7 years in the organization

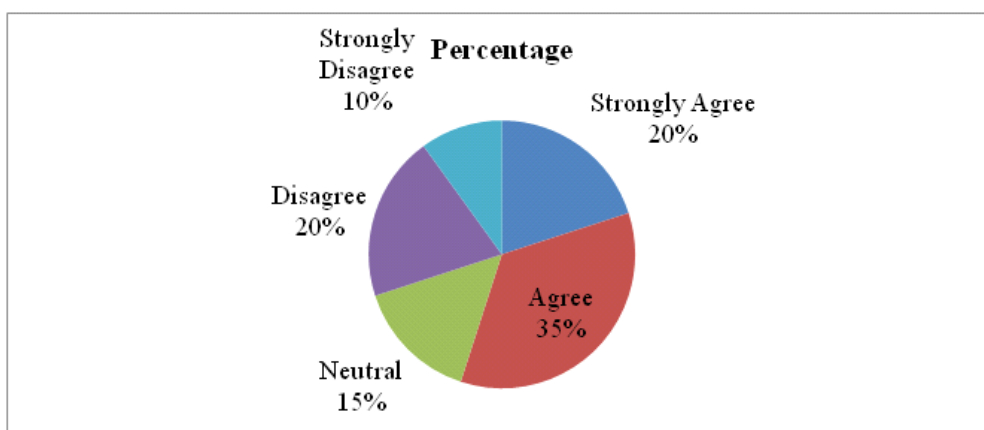
### Q3) Types of Training Provided to the employees



#### Interpretation

From the study it has been found that 40% of the employees agree that they were getting On-The Job Training regarding the usage of Human Resource Information System (HRI) in their organization and some were getting Off-The Job Training in their respective Organization.

### Q4) Human Resource Information System (HRIS) has improved Recruitment process, Training Process, Data Input and Maintenance process

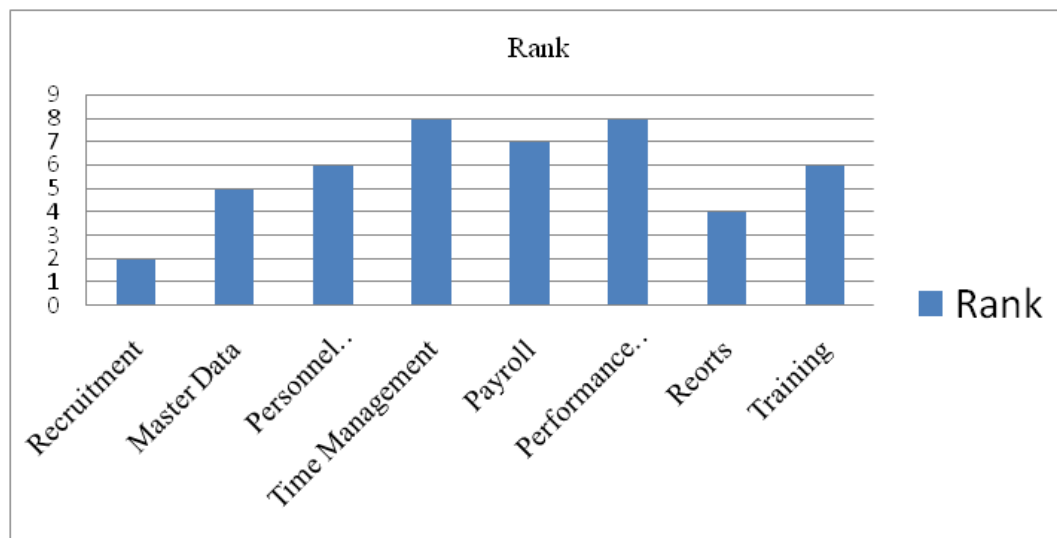


#### Interpretation

It has been found from the study 35% of the Employees Agree that HRIS has Improved the HR Work 20% Strongly Agree with the same only 10% Employees Disagree.

#### Q5) Rank in order from least to Most Favourable

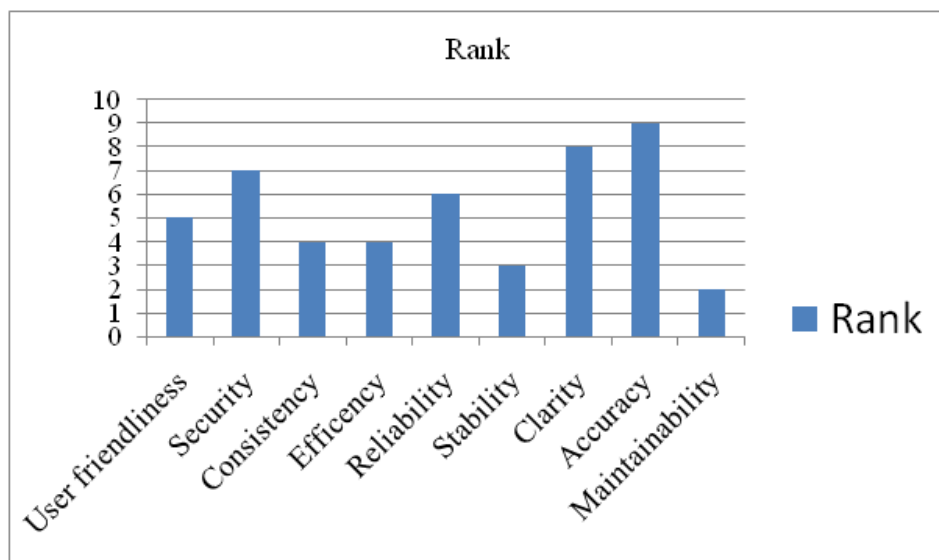
##### a) Rank the Modules of HRIS



##### Interpretation

It has been Interpretated that employees have ranked Payroll System the most preferable system then Training and less preference have been given to the Recruitment

##### b) Features of Human Resource Information System (HRIS)

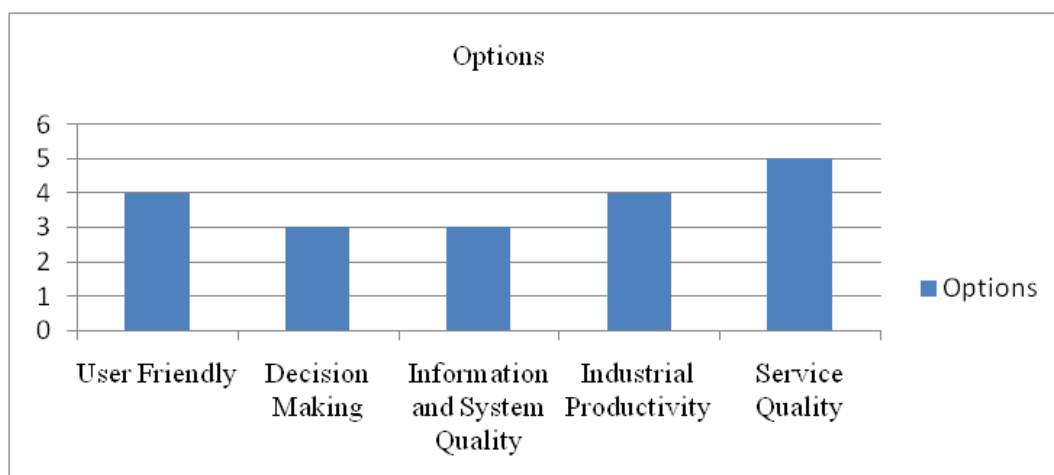


##### Interpretation

It has been found from the study that employees have found that Human Resource Information System (HRIS) is accurate and information is secured and equal preferences have been given to consistency and efficiency.

c) Promotion of following areas by Human Resource Information System (HRIS) in Employee's Concern

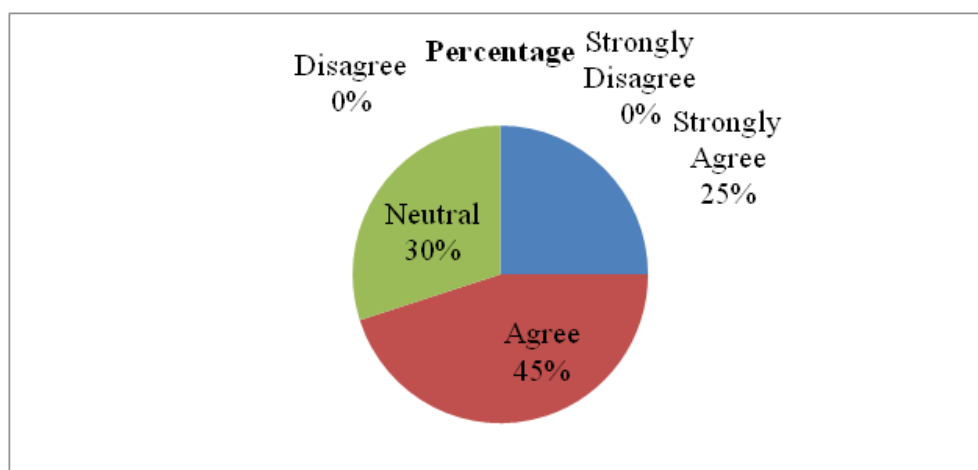




#### Interpretation

It has been found from the study Employees Liked the quality Service provided by the system and Equal Preferences have been given to the Decision Making System and Information Management System

#### Q6) Satisfaction while using Human Resource Information System (HRIS)



#### Interpretation

It has been found from the study that Most of the employees were satisfied using the system

#### FINDINGS

It has been found from the study that In JAIPUR City, in Business Process Outsourcing (BPO) Human Resource Information System (HRIS) is used in other departments like Finance, Logistics, and Marketing Department and in JAIPUR city maximum BPO and HR Consultancies are using HRIS in their work .The study also shows that this system is useful in maintaining the work and it is easy to use. Today, with the advancement of technology , the Organisation are using new HR Software like SAP, Oracle for doing Human Resource Work and other works and has found the system is effective and user friendly. This system is mostly used in every organisation but according to the study Male employees were

working more than the female employees so the ratio of using the system varies. This system have been installed in the organisation for 5-7 years and have been used by the employees for more than 4 years which shows that training has been provided before working on this system. Most of the employees gave the response that on the job training have been provided while using this system. Overall their responses lies between neutral and Agree.

### CONCLUSION

From the study it has been concluded that Human Resource Information System (HRIS) is important system software which is being used in every organisation. It is important that Human Resource Professional should know why the system is being implemented and they also come to know what is being done in their department but do not really know why it is being done. For making sure that Human Resource Information System(HRIS) being implemented impacts human resource management activities and the organisation is able to get the most out of the integration between the two ,knowing that why it is important for the human resource professionals of the human resource department. Presently the industry is in huge demand of work force at various levels which is expected to increase in future. The study finds out that Human Resource (HR) Professionals from the Business Process Outsourcing (BPO) and human resource consultancy thinks that HRIS has made significant improvement in their work place. It is the need of the hour that all the sectors should be at par and share important inputs regarding the implementation and use of Human Resource Information System (HRIS) so as to facilitate each other in making important progress in better management of Human Resource Management activities.

### RECOMMENDATION

The study is done in JAIPUR city to study the usage of Human Resource Information System (HRIS) among employees in BPO and HR Consultancy. It is being recommended that employees must know that why Human Resource Information System is implemented. They only know the application of the system but do not really know why it is being done. It is the need of the hour that organisation should also have the more knowledge about using this system so that each and every employee make more progress in better management of human resource activities.

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