Human Resource Information System Use, Satisfaction, and Success

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ABSTRACT

With the advent of technology in the workplace, the applicability of the human resource information system (HRIS) within organizations has gained momentum widely. Indeed, employees' perceptions towards human resource information system has changed gradually. Human resource information system is influencing employees' work activities to such an extent that it has become imperative precedence for organizations' to maintain HRIS quality. Keeping this in the background, the study aims to examine the relationship of HRIS system quality, HRIS information quality, HRIS service quality, and HRIS perceived usefulness in determining HRIS system use and its users' satisfaction. Further, the study also aims to analyze the relationship of HRIS system use and HRIS users' satisfaction in determining HRIS success in Indian organizations. A sample of 116 HR staffs and managers working in IT-enabled service sector from National Capital Region (India) has been taken for step-wise regression analyses. The findings of the study revealed that HRIS service quality and perceived usefulness showed a significant positive relationship with HRIS system use. The results also revealed that HRIS system quality and perceived usefulness showed a significant positive relationship with users' satisfaction. Further, the findings also revealed that HRIS system use and HRIS users' satisfaction has a significant relationship with HRIS success.

KEYWORDS

Human Resource Information System, Human Resource Information System Success, Information Quality, Perceived Usefulness, Service Quality, System Quality, System Use, Users' Satisfaction

1. INTRODUCTION

In this modern era, with the initiation of technology, human resource management gets its makeover both in its effectiveness and competence (Al Shibly, 2011; Marhraoui M.A., El Manouar A. 2020). The movement of Human Resource Information System(HRIS) from administrative to strategic business decision making role has been examined by many scholars (Bali, 2020; Broderick & Bounreau, 1992; Ernst Kossek, Willard Young, 1994; Masum, A.K., 2018; Ngai & Wat, 2006). Prior to the onset of HRIS, HR had to dissipate lots of time in managing task and in generating reports which required cumbersome retrieval of data (Singh, Jindal, & Samim, 2011).

In the current competitive and challenging business environment; organizational growth and development depends on the effective functioning of its human resources, which could be effectively managed by HRIS. DeSanctis (1986) defined HRIS as a "systematic procedure for collecting, storing, maintaining, retrieving, and validating data needed by an organization about its human resources, personnel activities, and organizational unit characteristics". Further Tannenbaum (1990) has defined HRIS as a "technological system that is used to acquire, store, manipulate, analyze, retrieve & distribute pertinent information regarding an organizational human resource". Additionally, Kavanagh et al, (2012) has defined "HRIS as a system used to acquire, store, manipulate, analyze, retrieve, and distribute information regarding an organization's human resources to support HRM & managerial decisions". Recently Rietsema, (2016) defined HRIS as "a suite of software, databases & cloud computing which provide an all- encompassing solution for managing every aspect of a workforce". Thus the movement of HRIS could be seen from these definitions; initially it started with managing employees' data then it started assistance in HRM activities further it encompasses solutions to every aspects of workforce. Thus automation of HR functions plays an important strategic tool in the hands of HR and helps in managing and taking effective decision for organization and for its employees (Fenech, R., Baguant, P., & Ivanov, D. 2019 ; Nagendra & Deshpande, 2014).

Researchers have acclaimed the benefits and usage of HRIS from time to time as it enhances the accuracy and speed of the employees' work (Hosnavi and Ramezan 2010); ease in the information access and helps in strategic decision making (Lengnick-Hall and Steve 2003; Nejib Ben Moussaa, Rakia El Arbi,2020; Rangriz,Mehrabi & Azadegan 2011). Further, HRIS improves HR quality (A Davarpanah & N Mohamed, 2020; Reddick, 2009) and employee productivity which leads to the overall fulfillment of individual and organizational objectives (H Begum et al., 2020; Lengnick-Hall & Steve, 2003; M. I. R. Imron, 2020; Rand H. Al-Dmour, 2020). HRIS supports all the HR and management practices within an organization (Aizhan Tursunbayeva et al, 2020; Irum, A. & Yadav, R.S. 2019; Tursunbayeva et al., 2016). Therefore implementation of HRIS initiates innovation in HR activities within an organization (Túlio Gomes Mauro & Jairo Eduardo Borges-Andrade, 2019).

Nowadays, organizations spend heavily on information system for enhancing the strategic role of Human Resource Management (Aswanth Kumar & Brijball Parumasur, 2013; Bayraktaroglu et al., 2019; Brandon-Jones & Kauppi, 2018; P Goktas & Y Akgul, 2019; Sanjeev R., Natrajan N.S. 2020). Organizations have taken utmost consideration while managing information effectiveness that supports the business functioning of any organization (Bal, Bozkurt, & Ertemsir, 2012; L. Syafiraliany, M. Lubis & R. W. Witjaksono, 2019). For facilitating a strategic value to an organization, HRIS is becoming a prominent tool in the hands of an organization which improves its information processing via lowering HR cost along with leveraging productivity (Boateng, 2007; Dery, Grant, & Wiblen, 2007; Rand H. Al-Dmour, 2020).

HRIS helps not only in storing employees' information in its database but also helps in managing almost all HR functions (Bayraktaroglu et al., 2019) within an organization. Technology digitally saves the large amount of data and thus it is cost effective and helps in enhancing work speed and employees efficiency (Bayraktaroglu et al., 2019; Bondarouk, Parry, & Furtmueller, 2017). Though organization has been started implementing HRIS for their HR in particular and employees in general, but still it is lacking to its full utilization and so less return of investment for organizations have been mentioned by various researchers (Al-Dmour, Love, & Al-Debei, 2016; Sablok, Stanton, Bartram, Burgess, & Boyle, 2017).

2. THEORETICAL BACKGROUND AND RESEARCH MODEL DEVELOPMENT

HRIS basically facilitates HR department and marks its presence by providing number of benefits to all levels of management (Bondarouk, Parry, & Furtmueller, 2017; Ruël, Bondarouk, & Looise, 2004). Al Shibly, (2011 & 2014) has established a relationship between system quality and information quality with HRIS users satisfaction and with HRIS success. But they missed out one major construct

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