

Evolution and Impact of HRIS on Demographic Working in Public Sector Bank of Prayagraj

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Abstract - In this paper, we survey the employee working and experiencing the improvement of the human resource information system in banking sector. A questionnaire is distributed among 400 respondents working in public sector bank of Prayagraj. To do as such, we inspect the interchange between the advancement of innovation and the HR field. The finding suggested HR practices and necessities drove the requirement HRIS in banking sector for completing important bank related task. HRIS permitted the HR field to develop and make work easier and authenticate work for employees working in public sector banks of Prayagraj. The study reveal that HRIS helps in offering guidance on salary proposals for giving new promotions, creating, keeping up with and refreshing their banking related information in HRIS, covers individual qualification, representative information and his skills, work pay and status Information.

keywords - Human resource information system, work pay, promotions, skills.

Introduction

This Research provides an overview of the context of the present research endeavours. It is introductory in nature and discusses the study's detailed background, HRIS history and its evolution, HRIS (Human Resource Information System) Concept and definitions, importance of HRIS, problem identification and thesis structure. There are organisations that are made out of human resource talent. Human resource expertise is required in the organisation. Organizations cannot function without human resources, and work suffers greatly as a result. According to L.F. Urwick, "in the long run, business houses are formed or broken not by markets or finance, patents or equipment, but by personnel." The labour efficiency of human resources continues to improve with time. Human resources are defined as "the population's knowledge, skills, creative abilities, talents, and aptitudes." Human Resources, according to Megginson, are "the complete knowledge, skills, creative abilities, talents, and aptitude of an organization's workforce, as well as the values, attitudes, and beliefs of the individuals involved."

Features of Human Resources

1. Human Resources are employed by the organisation. They work hard and cleverly in order to make a good living and live happily ever after.
2. Human Resources differ in terms of nature, personality, and behaviour. Because of their diverse natures, organisations assist them in improving their profession by assigning them difficult duties so that they may learn to manage things and difficulties.
3. Human Resources are a company's most valuable asset. Their abilities are successfully put to use in performing the work and moving forward in terms of growth and innovation. Human resources, as well as a workforce, are critical in the organisation.

Human Resource Management

Human Resource Management is the process of managing people in the organization. According to Flippo, "Human Resource Management is the planning, organizing, directing and controlling of the procurement, development, compensation, Integration, maintenance and reproduction of human Resources to the end that individual, organizational and societal objectives are accomplished". Human Resource Management is a profession because it contains a recognized body of knowledge gathered from the literature and Research. It conducts pre-Entry and Post Entry training programmes and organizes seminars and conferences to update the knowledge of its members. Human Resource Management helps the organization to attain its goals by providing well trained and well-motivated employees. The human resources conduct training for the employees, checking the performance of the humans and take effective steps in making their performance better by providing training. They also motivate them to work harder and smarter in achieving the goals by utilizing their knowledge and skills efficiently. Human Resource Management helps in maintaining the work environment balanced by co-ordination and dispersal of responsibility to the bottom level in the organization. It brings self-Actualizations of employees by encouraging and assisting every employee to realize his/ her full potential. It helps in maintaining policies of the organization and has watch on the policies of their competitive firm so that new ideas can be generated from them.

Evolution of HRM in India

Table 1.1 Evolution of Human Resource Management in India

Period	Development Status	Outlook	Emphasis	Status
1920-1930	Beginning Stage	Pragmatism of Capitalism	Statutory Welfare	Clerical
1940s-1960s	Struggling for recognition	Technical, Legalistic	Introduction of techniques	Administrative
1970s	Achieving	Professional	Regulations and Imposition of Functions	Managerial
1980s	Sophistication Promising	Legalistic Impersonal	Standards on other Functions	Managerial
1990s	Sophistication Promising	Philosophical	Human Values Productivity through other people	Executive
2000	Bright	Psychological	Development of Potential	Top Level

(Sources: C.S. Venkatraman and B.S. Srivastav, Personnel Management and Human Resources, Tata MC Graw Hill, New Delhi, 1991, p.5.)

Information System

An information system is a system that collects, organises, stores, and communicates data. This system collects, filters, processes, and distributes data. The information system is the organization's backbone since it is utilised for sales work, financial work, human resource work, and has been built to support business decisions. The Information System's role is to convert data into information and then to translate that information into organisational knowledge. The use of an information system to assist business choices has increased the quality of company decisions. TPS (Transaction Processing System) at the operational level is used for business transactions that involve the collection, modification, and retrieval of all transactions. This information system is dependable and effective in the organisation. The Information System's competitive edge has been eroded, and a transaction processing system has been implemented. At the management level, information systems have been leveraged to achieve a competitive edge. For business choices based on TPS output, Management Information System (MIS) and Decision Support System (DSS) are commonly utilised. Executive Support System (ESS) is primarily utilised for strategic level decisions that incorporate MIS and DSS information. DSS receives MIS outputs.

Input, process/transformation, and output are the three basic components of an information system. In an information system, inputs are data that will be converted. An information system's process component converts input into output. A system's output is regarded to be its final product. An output of an information system would be receiving essential information in the desired format.

Human Resource Information System

In an age of globalisation and economic progress, a nation's economic prosperity is contingent upon its human resources (HR). In today's competitive economy, in which the number and size of businesses are expanding, human resources have become a source of competitive advantage (Michael et al., 2012). To effectively manage human resources, businesses require competent human capital as well as timely and accurate data and information on potential employees and HR-related information. To achieve this, businesses should prioritise the incorporation of technology into employees' daily tasks. As the world evolves and new technologies arise, satisfying this desire for knowledge is becoming increasingly vital. Not only will technological innovation increase the quality of employee information, but it will also have a substantial impact on the organization's overall

effectiveness. Consequently, the effective adoption and implementation of innovations within the human resources department to address these issues and possibilities can be crucial drivers of the success of the organisation.

Human resource management (HRM) has just recently transitioned from only administering the human aspect to establishing high-performance work systems (**Hamlin & Serventi, 2008; Bamel et al., 2014**). Human resource information system evolved as a result of the convergence of HRM, information systems, and technology.

Information technology as a tool offers significant potential that managers may utilise to expand the capabilities of the business, both in general and in human resource activities in particular (**Tansley & Watson, 2000; Cedar, 2009**).

Globalization, fast technological innovation, the shift to a knowledge-based economy, and a slew of other changes are reshaping the contemporary organisation and have a significant influence on the function of the human resources (HR) department (**Park et al., 2004**). As a result, the use of information technology (IT) inside the human resources management (HRM) function has resulted in the creation of computer-based human resources information systems (HRIS) (**Gitari et al., 2014**).

HRIS were considered as largely supporting the "planning, administration, decision-making, and control operations of human resource management." (**Ball, 2001; Muriithi et al., 2014**) and those in charge of human resource operations recognised this potential, and the widespread usage of human resource information systems (HRIS) has resulted (**Cedar, 2009**). Human resource professionals and scholars eventually began to reconsider accomplishing corporate goals through the use of Human Resource Information Systems (HRIS) (**Tripathi, 2011; Saleem, 2012**).

Literature review

Talwar (1999) examined that IT Revolution in financial area which had offered better support to the client, yet in addition reduced the functional expense. The author drew out that computerization of banks, presentation of Real Time Gross Settlement System, setting up of Electronic Payment Products, (for example, Electronic Clearing Service) had ensured better resource management systematic efficiency and reduce between branch reconciliation cause. The executives, precise effectiveness and significantly decreased between branch compromise sections. However concern of hacking, altering of information, concealment maintenance were certain points which keeps threats on usage of electronic banking. The difficulties in financial area were complex yet at the same time the constitution of National Payment Council by RBI and improvement of the coordinated installment and settlement framework was a stage toward this path to eliminate the obstacles coming in the approach to utilizing electronic banking.

(Verma, 2000) too conduct a comparable examines the acceptance of IT in public and private banks. He shows that private banks have embraced technology actively. The recently established branches are completely computerised and attempt to render the maximum facilities to their customers round the clock by using of technology. He has apprise the ICICI bank and HDFC bank are broadly utilising IT to offer internet enabled services to its customers. This has assisted them to growing their organization by offering them various numbers of services under one platform. Private Banks have been very pro-active with the use of IT and are exploring new ways to tackle technology to improve their services and customer base. Verma also feels that IT is a boon for the private banks since they have been able to utilise it completely but induce a peril to public banks if they fail to match up to the services provided by private banks. In other side public banks still have a lot of work to do exploit technology in their services. Also they have deficiency in their productivity and effectiveness in comparison to Private Banks.

(Bhasin, 2001) talks in his study about the tremendous changes in the financial sector which bought by the IT. He present that the extra , time consuming and tedious proceeding have now been displaced with single click enabled technology which accelerate the process as well as ascertain the accuracy of the transactions that increase overall competence. Thus it's also helps to organisation to explore into new ideas or activities which will assist to the growth.

(Berger, 2003) explored "banks that are utilizing technology related product, for example, web based banking, electronic installments, security speculations, data trades, monetary associations can convey excellent client administrations conveyance to clients with less endeavors".

(Sekar, 2011) define how banks have adopted to information technology in their procedure. The investigation discusses how private banks have had the option to integrate innovation based administrations at a quicker pace when contrasted with their public partners. The combination of innovation with banking administrations is the philosophy utilizing which the banks can limit their endeavours spent on awkward desk work and diminishes the ideal opportunity for their expectations, thus expanding their proficiency and client support quality.

Durkin and Howcroft (2003) defines that the banker customer relationship was worked on through mobile, telephone and web banking. The authors found that new technology has made the banks extremely competitive and productive and internet plays had a vital impact in it. View of investors and customers with respect to the utilization of web was analyzed. They called attention to that as shopper use of remote bank conveyance channels increments, relationship the executives will turn out to be more significant. Further, the blend of conventional and new conveyance channels, whenever followed, can assist with working on their efficiency and productivity.

Michael et al. (2006) investigated the impact of e-banking on brick and mortar banks through modernism model. The researcher observed core capabilities to help out the banks moved to e-banking climate. Their abilities fall into two gatherings connecting with design of existing plan of action. They recommended that banks need to foster extraordinarily creative administrations and items from one perspective and inventive plan of action that meaningfully impacts the manner in which

banks work on the other. They reasoned that eight center capacities (specialized unique capacities and business dynamic capacities) gave a blue print to supporting a bank's capacity to take advantage of e-banking.

Claessens et. al. (2001) has observed the importance of ICT in banking and how it can assist to banking industry to established a simple and effective financial system by making application of e- banking before setting up business activities on global venue. Electronic banking is cheap and does not involve large set up costs. By using ICT the processing costs is less for both banks and customers. Customer does not have to visit the bank for every small transaction. This can be applicable to appeal a huge customer base in remote areas. The banks can promote these services and reach out to large number of people.

Ho and Mallick (2009) pinned out that IT can work on bank's exhibition by decreasing functional expense (supply side); it can acquire rivalry among banks to embrace new technology (request side). Since most observational examinations have embraced the creation capability approach, it is challenging to recognize which impact has ruled. In a separated model with network impacts, this paper describes the circumstances to recognize these two impacts. That's what the outcomes recommended (at individual firm levels) the bank benefits can decline because of reception and dispersion of IT speculation, reflecting negative organization contest impacts in this industry. Utilizing board co-incorporation tests, the review affirmed that the assessed benefit condition is for sure a long-run harmony connection.

Daneshvar and Ramesh (2010) studied and emphasized that every association knows about the enhancements, advantages and ramifications of Information technology (IT) in business execution and furthermore its ability in building reasonable upper hands. In business, IT is utilized through the worth chains of exercises which assist the association with advancing and control elements of activities for simple navigation. Likewise, the utilization of IT as a cutthroat weapon has turned into a famous instrument to effect on a specific hierarchical execution and the cycles that will permit a smooth coordination of technology and corporate as well as business systems.

Hassan (2010) stated that the coming of data technology offers banking firms another boondocks of chance and difficulties, notwithstanding this prospects, there are different mental and conduct issues, for example, trust, security of web exchanges, hesitance to change and inclination for human point of interaction which seem to block the development of web banking. Thus, the move making by Nigerian financial area in properly using (IT) decided the progress of the banks.

Objective:

1. To study the evolution of HRIS in Indian banking sector.
2. To analyse the impact of HRIS on demographic profile of employees working in public sector banks of Prayagraj.

Research Methodology

The Exploratory and Descriptive Research Design has been used for the Research. Exploratory examination has gives the way to study Human Resource Information System in Indian banking Industry. Exploratory research has been valuable for the researchers to conclude fundamental exploration Design, information assortment and determination of the respondent's. In statistical examination, descriptive research assists with depicting the data and demographic for a general population study. This study is descriptive in nature a structured questionnaire is framed and distributed among 400 employees who are working in various branches of public sector banks of Prayagraj which include S.B.I and P.N.B. descriptive statistics of their analysis is extracted and helpful in drawing conclusion regarding various aspects related to Human resource working in and facing changes related to H.R in Banking sector.

Analysis

Exhibit: Descriptive Statistics

Parametres	Category	Frequency	Percentage
Gender	Male	218	54.5
	Female	182	45.5
Age	18-25	69	17.3
	25-35	124	31.0
	35-45	86	21.5
	45-60	87	21.8
	60 & Above	34	8.5
Qualification	Graduate	287	71.8
	Post Graduate	113	28.3

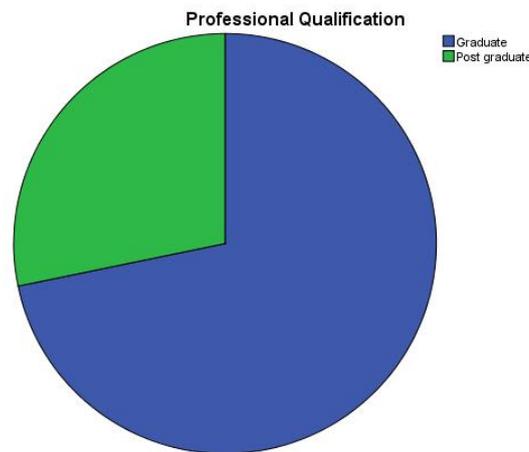
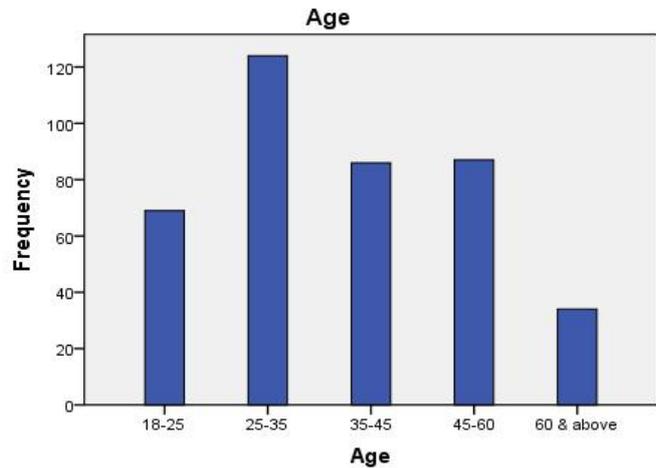
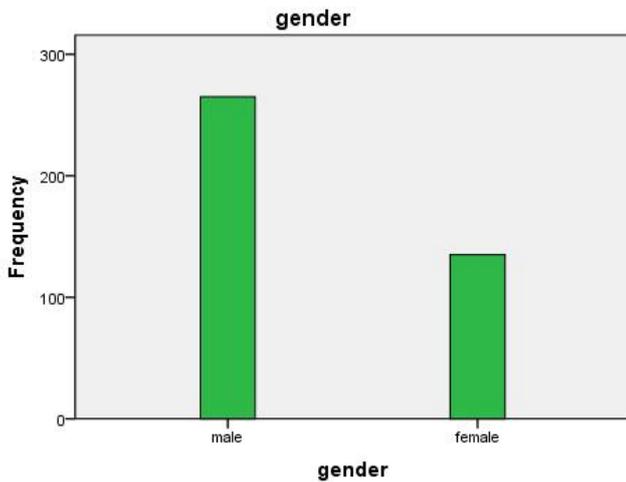


Table shows the frequency distribution of respondents in terms of their demographic characteristics. The demographic variables included in the table are gender, age and Profession.

- Gender:** It can be seen from the table that out of total respondents, 218 (54.5%) were male and 182 (45.5%) were female.
- Age:** Age of the respondents was collected from their collected profile. Out of total 400 respondents, 69(17.3%) respondents were in the age group of 18-25 years, 124 (31%) respondents were from age groups 25-35 years, 86 (21.5%) respondents from 35-45 years. Similarly, 87 (21.8%) respondents were in the age group of 45-60 years and 34 (8.5%) respondents were from above 60 categories.
- Qualification:** From the graph, it can be seen that the total respondents that out of 400 respondents 287 (71.8%) are graduates and remaining 113 (28.3%) are post graduates.

Exhibit: The software related to HRIS helps in offering guidance on salary proposals for giving new promotions

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	101	25.3	25.3	25.3
Agree	136	34.0	34.0	59.3
Neutral	63	15.8	15.8	75.0
Disagree	69	17.3	17.3	92.3
Strongly Disagree	31	7.8	7.8	100.0
Total	400	100.0	100.0	

The above exhibit shows the view of respondents in the software related to HRIS helps in offering guidance on salary proposals for giving new promotions for the bank employees. It shows that out of 7.8 %respondents were strongly disagree, 17.3% respondents were disagree, 15.8% respondents were neutral while 34% respondents were agree and 25.3%respondents were strongly agree with the statement.

The software related to HRIS helps in offering guidance on salary proposals for giving new promotions

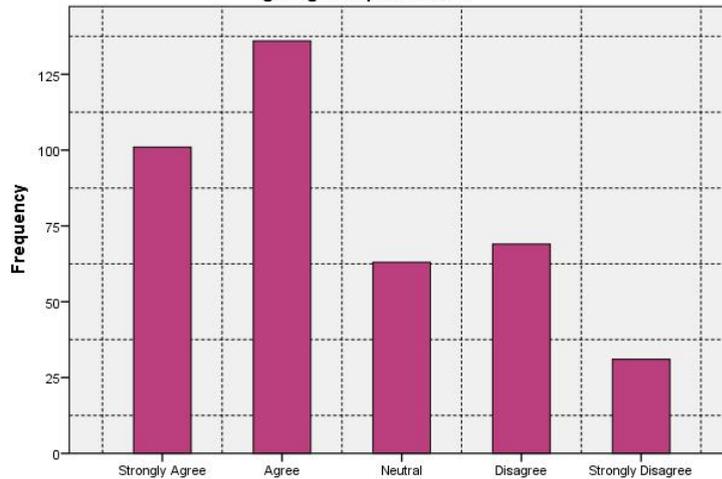


Exhibit: Individual Representatives are liable for creating, keeping up with and refreshing their banking related information in HRIS

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	99	24.8	24.8	24.8
Agree	166	41.5	41.5	66.3
Neutral	46	11.5	11.5	77.8
Disagree	76	19.0	19.0	96.8
Strongly Disagree	13	3.3	3.3	100.0
Total	400	100.0	100.0	

The Exhibit above depicts the responses of the respondents on Individual Representatives are liable for creating, keeping up with and refreshing their own banks related information in HRIS. Out of the total respondents, (13)3.3% strongly disagreed,(46)11.5% are neutral, (76)19% disagreed, (99)24.8% were strongly agree and likewise (166)41.5 agreed. The responses show that the respondents believe that the hr is not the only factors which is liable for keeping the organisation updated it is the working personnel who fill it in the software.

Individual Representatives are liable for creating, keeping up with and refreshing their own business related information in HRIS

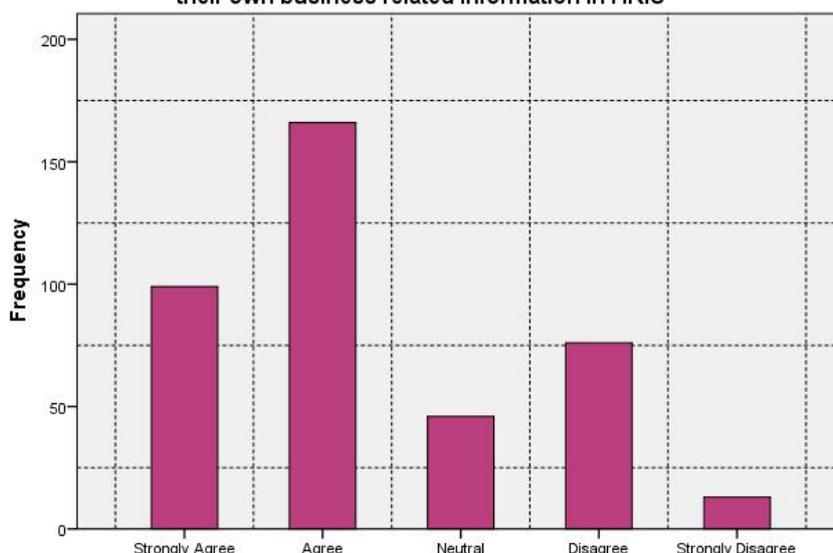


Exhibit: HRIS indicates the bank future workforce requirement

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Strongly Agree	22	5.5	5.5	5.5
	Agree	97	24.3	24.3	29.8
	Neutral	105	26.3	26.3	56.0
	Disagree	132	33.0	33.0	89.0
	Strongly Disagree	44	11.0	11.0	100.0
	Total	400	100.0	100.0	

The Exhibit above depicts the responses of the respondents on HRIS forecasting the future workforce requirement. Out of the total respondents, (44)11% strongly disagreed, (132)33% disagreed, (105)26.3% were neutral and likewise (97)24.3% agreed and (22)5.5% strongly agreed. The responses show that respondents believe that the software may or may not indicates the future workforce requirement in the banks.

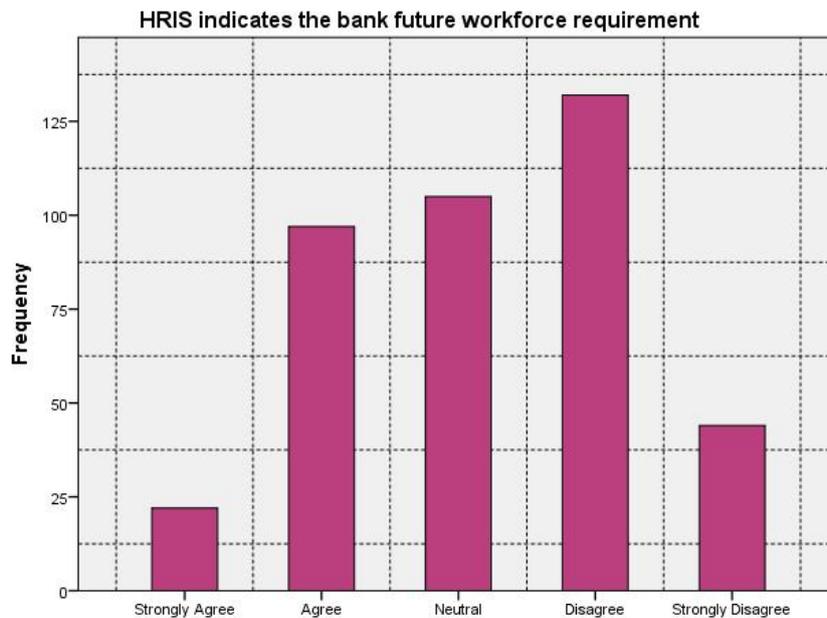


Exhibit: The HRIS covers individual qualification, representative information and his skills, work, pay and status Information.

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Strongly Agree	52	13.0	13.0	13.0
	Agree	153	38.3	38.3	51.3
	Neutral	103	25.8	25.8	77.0
	Disagree	76	19.0	19.0	96.0
	Strongly Disagree	16	4.0	4.0	100.0
Total	400	100.0	100.0		

Above exhibit adheres that HRIS is responsible for individual qualification, skills and pay of the employees and its responsibility covers all the areas. Results drawn from the analysis that (16)4% respondents were strongly disagree, (76)19% respondents were disagree, (103)25.8% respondents were neutral while (153)38.3% respondents were agree and (52)13% respondents were strongly agree that software is accountable for developing, maintaining and updating the employees work related data .

The HRIS covers individual qualification, representative information and his skills, work, pay and status Information.

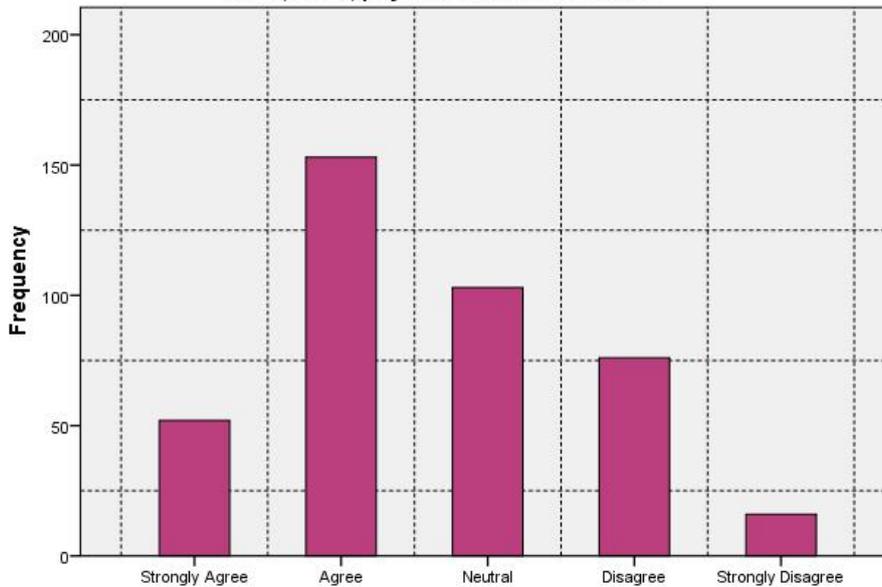


Exhibit: With the HRIS, association can follow, oversee and examine information for all representatives from candidates to retired person.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	168	42.0	42.0	42.0
Valid Agree	172	43.0	43.0	85.0
Valid Neutral	27	6.8	6.8	91.8
Valid Disagree	33	8.3	8.3	100.0
Total	400	100.0	100.0	

Above exhibit shows that software enables the management to be updated on all the information related to the employees while is working or is retired from the organization. It has found that (33)8.3 % respondents were disagree, (27)6.8%respondents were neutral, (172)43% respondents were agree and (168)42% respondents were strongly agree.

With the HRIS, association can follow, oversee and examine information for all representatives from candidates to retired person.

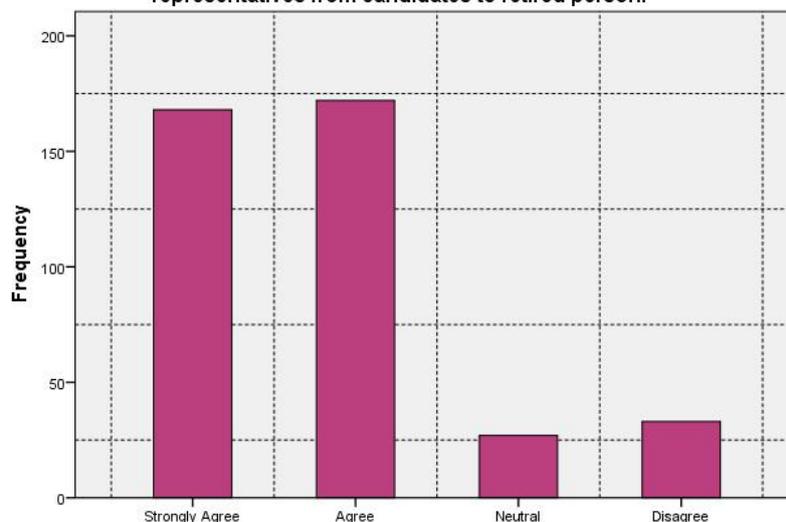
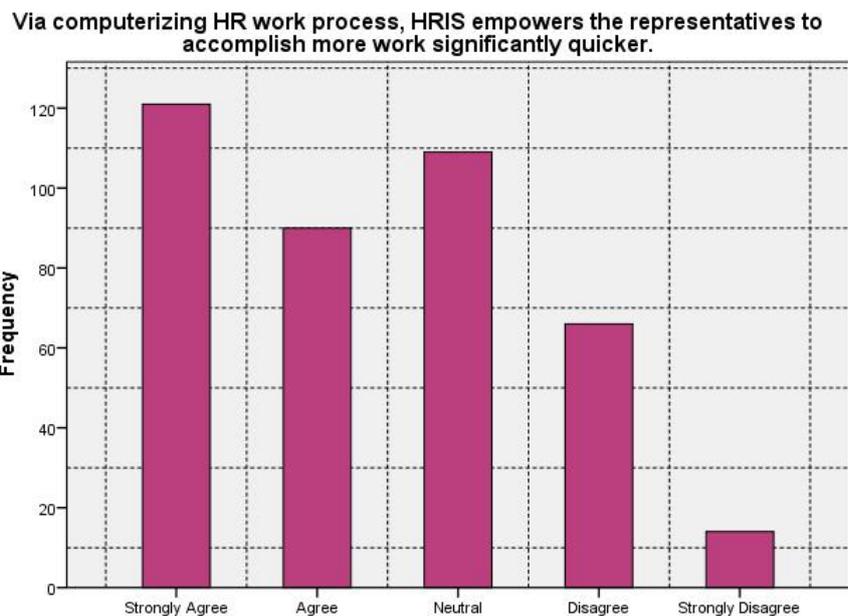


Exhibit: Via computerizing HR work process, HRIS empowers the representatives to accomplish more work significantly quicker.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	121	30.3	30.3
	Agree	90	22.5	52.8
	Neutral	109	27.3	80.0
	Disagree	66	16.5	96.5
	Strongly Disagree	14	3.5	100.0
	Total	400	100.0	100.0

The Exhibit shows that the responses of the respondents on the efficiency of the work due to HRIS. Out of the total respondents, (14)3.5% strongly disagreed, (66)16.5% disagreed, (109)27.3 % were neutral and likewise (90)22.5% agreed and (121)30.3% strongly agreed. The responses show that the respondents do believe that HRIS accelerates the work completion by the employees.



Conclusion

The descriptive statistics shows that out of total respondents 54.5% were male and 45.5% were female out of which 7.3% respondents were in the age group of 18-25 years 31% respondents were from age groups 25-35 years, 21.5% respondents from 35-45 years. Similarly, 21.8% respondents were in the age group of 45-60 years and 8.5% respondents were from above 60 categories. It can be seen that the total respondents that out of 400 respondents 71.8% are graduates and remaining 28.3% are post graduates. It shows that out of total respondents 7.8 % of respondents were strongly disagree, 17.3% respondents were disagree, 15.8% respondents were neutral while 34% respondents were agree and 25.3% respondents were strongly agree with the statement. This shows that highest number of respondents were agree with the statement that software related to HRIS is effective in framing proposal regarding salary increment in banks. It depicts that out of the total respondents, 11% strongly disagreed, 33% disagreed, 26.3% were neutral and likewise 24.3% agreed and 5.5% strongly agreed. The responses show that respondents believe that the software may or may not indicate the future workforce requirement in the banks. Results drawn from the analysis that 4% respondents were strongly disagree, 19% respondents were disagree, 25.8% respondents were neutral while 38.3% respondents were agree and (52)13% respondents were strongly agree that software is accountable for developing, maintaining and updating the employees work related data. It depicts that out of the total respondents, 11% strongly disagreed, 33% disagreed, 26.3% were neutral and likewise 24.3% agreed and 5.5% strongly agreed. The responses show that respondents believe that the software may or may not indicate the future workforce requirement in the banks. Results drawn from the analysis that 4% respondents were strongly disagree, 19% respondents were disagree, 25.8% respondents were neutral while 38.3% respondents were agree and (52)13% respondents were strongly agree that software is accountable for developing, maintaining and updating the employees work related data.

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