



HRIS- Challenges, Obstacles and Implementation

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ABSTRACT

Human Resources Information System (HRIS) is an acronym for Human Resources Information System. The HRIS is a data collection and storage system for an organization's personnel. In most cases, an HRIS includes all of the essential features required for end-to-end HR management (HRM). It's a system that handles everything from hiring to performance management to learning and development. The HRIS is primarily a piece of HR software. The HRIS can be installed on a company's own IT infrastructure or, more commonly these days, on the cloud. HRIS software is another name for an HRIS. In this paper we study the IHRM Challenges, discuss the obstacles in the success of HRIS and understand the steps involved in proper implementation of HRIS.

Keywords: Human Resources Information System (HRIS), IHRM, Organization

INTRODUCTION

Human Resources Information System (HRIS) is an acronym for Human Resources Information System. The HRIS is a data collection and storage system for an organization's personnel. In most cases, an HRIS includes all of the essential features required for end-to-end HR management (HRM). It's a system that handles everything from hiring to performance management to learning and development. HRIS software is another name for an HRIS. This is a little perplexing because it indicates that various systems can run different software. This is not the case; however The HRIS is primarily a piece of HR software. The HRIS can be installed on a company's own IT infrastructure or, more commonly these days, on the cloud. This indicates that HR software is being used outside the firm, posing a security concern. HRIS system and HRMS, or Human Resources Management System, or IHRM are two other names for the same thing. All of these terms refer to the same item. These systems are referred to as Human Capital Management (HCM) systems collectively.

OBJECTIVES

The objectives of this study are as below:

- To study the IHRM Challenges

- To discuss the obstacles in the success of HRIS
- To understand the steps involved in proper implementation of HRIS

LITERATURE REVIEW

Abhishek Vohra, Ankit Shrivastava, Rohit Premi, Dr. Shine David (2015) referred For a unified application of technology, information and communication technology is coupled with internet services and computers. Information and communications technology (ICT) is a more specific term that emphasises the integration of telecommunications, computers, as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information. It's based on the results of a poll of 65 employees. According to the results of the poll, information and communication technology (ICT) boosts efficiency, while innovation cuts down on time and makes the organisation run more smoothly. It increases the employee's performance. It aids in the reduction of work time.

Sabrina Jahan (2014) studied Human Resource Information System. One of the most important modern HR tools is the HRIS. It has gained popularity in developed countries since the turn of the century. In the last five years, corporate organisations in Bangladesh have begun to use HRIS. However, its application is still limited among large corporations. Small businesses and government agencies have been slow to see the benefits of HRIS and have taken little steps to deploy it. The absence of management commitment is the most significant impediment to HRIS effectiveness. The high cost is the most significant constraint. However, the advantages of the HRIS outweigh the drawbacks. Employees and management have accepted and realised the benefits once it has been applied in any organisation. However, putting it into practise is a struggle.

Dr SEYNI Mamoudou and Dr G.P Joshi (2014) investigated the effectiveness of information technology (IT) tools in achieving business objectives. The role of information technology tools in the Human Resources (HR) field to achieve assigned HR tasks by exploiting the source of IT capabilities is constantly confirmed by trends and results of recent studies.

Tesi di dottorato, Dott. Maria Chiara Benfatto (2011)
Maria Chiara Benfatto (2011) evaluated the impact of human resource information systems (HRIS) on HR performance. There has been a lot of research done on the advantages of implementing HRIS. Instead, there has been little research into the effects of HRIS on HR performance. The current state of HRIS empirical research was investigated in this paper. According to their findings, the first model lacks a robust performance foundation, whilst the second model shows no direct link between increased HRIS development and enhanced HR performance. This implies that HRIS efficacy may be a necessary but inadequate requirement for successful implementation. The model provided a conceptual framework for determining which HRIS practises in a company delivered the best outcomes.

IHRM CHALLENGES

Introduction of IHRM in the organizations is not an easy task as there are many challenges which are to be faced before its proper implementation. The next section go over some of these issues

• **Educating consumers on how to use HRIS**

The first obstacle that a firm faces when implementing a Human Resource Information System (HRIS) is ensuring that an HRIS for a company addresses one essential issue: having people who can use the HRIS. Although the HRIS may be considered the most up-to-date technology for managing human resources, not every manager or employee understands how to use it effectively, and some even have no idea what it is or what it is for. For this reason, the corporation would be faced with the problem of implementing this HRIS to assist their human resource department in doing its duties flawlessly. As a result, the company will be unable to operate efficiently, will have limited access to information, and will be vulnerable to competition theft. As a result, the HR department must provide specific training to corporate employees in specific areas, as well as ensure that company personnel are appropriately taught to utilise the HRIS. However, teaching employees how to utilise the system is only half the battle; they must also be taught how to use the HRIS to discover answers to human resource questions. Employees must adopt a new mindset of self-service rather than turning human resources questions into responses by utilising the Human Resource Information System (HRIS) and including employees into the HRIS as part of the process.

• **HRIS Acquisition and Implementation Costs**
Next, one of the most major challenges that the organisation faces in running the Human Resource Information System (HRIS) is the cost of purchasing and implementing an HRIS (HRIS). If the company wants to justify the expense of a new HRIS system or an upgrade, new HRIS software will be required. However, the corporation has a strategy of cost justifying any new technology for their products and investments, which has resulted in a capital shortage for the purchase and implementation of HRIS. Aside from that, purchasing and implementing an HRIS system is a big financial decision for businesses of all kinds, and this will

become a challenge due to the shortage of capital. As a result, some businesses refuse to upgrade to a new HRIS system, and others continue to operate their human resource departments in the conventional manner. As a result of this predicament, the organisation will be unable to reap the benefits of HRIS, such as enhanced data accuracy, prompt and easy access to information, and reduced human resource expenses. As a result, having an HRIS system in place is critical, and it can provide numerous benefits to the company, such as assisting in the reengineering of the entire Human Resource (HR) function to work more effectively, allowing the HR department to take advantage of all HRIS benefits, and allowing the company to run smoothly.

- **Time to adapt the HRIS** Apart from that, the company has a problem with the amount of time it takes for employees and managers to acclimate to the Human Resource Information System (HRIS). According to the report, even if employees and managers understand how to use the system, it will not benefit the company if they do not see any benefits from doing so. Aside from that, even if they are trained employees, some employees are not computer aware and will take a long time to acclimatise to the new system
- **Now is the time to change the HRIS** Aside from that, the firm confronts a time constraint in terms of employee and manager adaptation to the Human Resource Management System. Furthermore, using the Human Resource Information System (HRIS) will help with the reengineering of the entire Human Resource (HR) function, which will take time for employees and managers to acclimate to. Employees and managers will have to spend more time adapting to the system because some of their company's HRIS systems are inflexible. Even though it will take time for employees and managers to transition to HRIS, it can assist the human resource department and help the firm run more smoothly.
- **Designing skills are lacking due to a lack of functional expertise.** The issue at hand is a lack of functional expertise in the development of a Human Resource Information System (HRIS). Although the HRIS system is the most up-to-date technology for running a human resource department, it has not yet matured into a flexible system, and the company will need to hire an expert in this HRIS system to keep it in top form. Due to the lack of flexibility in HRIS, there is a danger of data leakage and hacking, and the company's information would be easily accessible to others. There is a danger of data leakage and phishing owing to the unavailability of flexibility in HRIS, and the company's information would be easily available to others. Aside from that, the HRIS is incapable of dealing with tough situations, and it is possible that the system will handle the wrong problem due to a lack of functional competence in HRIS design. However, if the organisation maintains its functional expertise in HRIS design, it will be able to overcome this difficulty and improve the efficiency of the human resource

department's operations. As a result, the organisation must maintain the HRIS system and ensure that it is constantly in good working order.

- **Illegal copy of the HRIS is provided by an improper vendor** The company's final challenge is an untrustworthy vendor that provides an illicit copy of HRIS. Because HRIS is the most recent technology for a company's human resource department to manage, and HRIS adoption is costly, many firms are willing to utilise an unlicensed copy of HRIS since it is less expensive than using a legitimate vendor. If the illegal version of HRIS has a virus that causes the system to crash, the company must request repair from the inappropriate supplier, who may continue to charge the company repair fees. Aside from that, an unauthorised supplier may be able to acquire access to the company's information through a backdoor if an illicit version of HRIS is used.

OBSTACLES TO SUCCESS OF HRIS

The following are the obstacles to HRIS success.

- In the present conditions it is not only important to only implement the IHRM but also it is important that the employees of the organization must properly understand the importance of its implementation. Inconsistencies in the importance given to HRIS have made it difficult to keep management on board with the project and secure the resources required to fully build the new or enhanced HRIS
- A tendency to undervalue the HRIS's intricacy and influence on the organization's behaviour and procedures. • Users of HRIS generally are reluctant in its implementation.
- User resistance to the HRIS and, as a result, an underestimating of the necessity of Management of change.

IMPLEMENTATION OF HRIS

The steps involved in developing and deploying an HRIS are as follows:

STEP 1: THE FIRST STEP IS TO COME UP WITH AN IDEA.

The conception of the idea is the initial step in HRIS implementation. The requirement for HRIS software in the organisation must be recognised and agreed upon by top management. It is an investment, and management must remember that.

STEP 2: PERFORM A FEASIBILITY ANALYSIS

The viability of HRIS must be evaluated because this is an investment. It includes the following topics:

- Software scope
- Future advantages after implementation
- Evaluation of potential software developers

- Cost estimate
- Business value addition
- ROI calculation

A thorough feasibility study will aid management in making informed decisions based on data.

STEP 3: PUTTING TOGETHER A PROJECT TEAM

HRIS implementation is a project since it necessitates a planned cost, a set timetable, and high-quality delivery. The project team's ability and effort are crucial to successful implementation. Members of the project team should come from both HR and IT. Senior management involvement is necessary to gain top management buy-in on various topics. "Experts advise that the project team's leadership be shared between HR and IT personnel. If at all possible, project team leaders should devote their entire time on conversion. "Having a dedicated team implies [the deployment] will proceed faster," says Gretchen Alarcon, vice president of human capital management product strategy for Oracle, an HRIS software company based in Redwood Shores, Calif.

STEP 4: SPECIFYING THE SPECIFICATIONS

The scope of the project must be specified at this point. It will not be a comprehensive requirement definition, but it will include the processes that will be implemented in the programme. Some organisations may wish to develop the payroll module, while others may desire the development of additional modules. It is entirely dependent on the organization's budget and strategy. However, it is a necessary step before contacting the vendor or programme developers. Otherwise, it will be more difficult to communicate and negotiate with software developers. At this point, the company's HR policies and processes must be thoroughly examined and established. If the process is ambiguous, it may be difficult to incorporate it into the software.

STEP 5: EVALUATE THE VENDORS

Another problem is finding the correct software developer. The developers' capability, track record, and good will must all be taken into account. The organization's requirements must be communicated to the developers in a clear and unambiguous manner. If necessary, existing processes can be clarified using them. They will make an offer after they have a good knowledge of the requirements, which will include a cost and a specified schedule for project completion. To avoid uncertainty in the future, the software requirement specification should be documented.

STEP 6: NEGOTIATION OF A PACKAGE CONTRACT

Following receipt of the final quote from the suppliers, the work order choice will be made based on cost and quality factors. After that, the software developers will sign a contract. Then the development process will begin. However,

the corporation must periodically monitor the development work to guarantee that the project is delivered on time and in good condition.

STEP 7: INSTRUCTION

After the contract is signed, training normally begins as soon as feasible. The Human Resource Information System is first introduced to the project team members. Near the end of the implementation, the human resource representative will train managers from other departments on how to submit information to the HRIS and how to get information from it.

STEP (8): CUSTOMIZING THE SYSTEM

Following the completion of the system requirement specification, the software design process will begin. To highlight areas for improvement, the design should be shared with the company.

STEP 9: DATA COLLECTION

At this point, the necessary data for entering into the software will be gathered. To collect data for the programme, a team of HR professionals must be employed. Validation of data is also essential. This is an extremely important aspect of the project.

STEP 10: PUT THE SYSTEM TO THE TEST

Testing is essential once the system has been developed with data. It's referred to as a User Acceptance Test by some organisations. Users utilise it at this point to see if there is any discrepancy between the requirements and the software delivery. If the test passes, the company receives the final delivery.

STEP 11: GET GOING

After User Satisfaction, the software is installed on the user's computer or over the internet, depending on the system settings and needs.

STEP 12: PROCESSING IN PARALLEL

Running the current procedure, whether manual or software, in parallel with the new programme is a safe bet. In the event that the new programme fails, the procedure will not be hampered. To avoid any technological complications, at least one full cycle of the procedure must be conducted in simultaneously.

STEP 13: CARE AND MAINTENANCE

After the programme has been deployed, it must be maintained and monitored on a regular basis. An annual maintenance contract with the software development business might be negotiated for efficiency.

STEP 14: ASSESSMENT

The performance review will be carried out once the software

has been operated for a set period of time. It's important to assess how much value the software has added since its inception.

HR practitioners and academics alike face the challenge of developing general evaluation frameworks and performance measurements that (1) must be sensitive to the most commonly individualized and historically grown nature of HR information systems and in many cases include this individualization as an indicator to be assessed in order to determine the system's functionality, and (2) must be sensitive to the fact that an HRIS' efficiency can only be measured with a human being.

HR has evolved from a business unit to a service centre in the previous decade, with the service centre moving online enabling employee self-service and encouraging self-reliance. HR has fast transitioned from outmoded data collection and paper pushing to a focus on knowledge sharing and strategic workforce analysis thanks to information systems.

In the future, HRIS will benefit HR in four ways. Web portals will be improved in terms of technology; they will become more complex and personalised office productivity tools for managers and employees. Second, improved decision-support technologies, such as those being explored in the United States for health insurance, will benefit both employers and employees. Third, virtual workplaces will grow in popularity and usage. Fourth, administrative restraints will be removed from the human resource function, allowing it to focus more on developing intellectual capital, social capital, and knowledge management in order to improve a company's competitive advantage. Web portals that provide information to employees will continue to evolve. Decision-support tools will become more numerous and complex, allowing managers to make better decisions and employees to be more organized. Managers will be able to get step-by-step information on human resource challenges using these technologies.

Employees will also have access to decision-making tools that provide step-by-step information on human resource issues. They'll be crucial in terms of training employees and providing them with the information they need to make complex decisions, as well as collecting preferred data for HR to use to steer planning. Digital workspaces will become more common in the future. Employees will use online meetings, project team workspaces, web conferences, and video conferencing.

HRIS is critical for every good organisation to ensure successful people management and, as a result, gain a competitive advantage in the business sector. It is gradually gaining popularity and acceptance in Bangladesh. It should be viewed as an investment rather than an expense by the enterprise/business owners. To remove the present impediments to HRIS performance, high management commitment is essential. It will assist management in making more effective and better decisions, similar to MIS. Individual and line manager communication become more efficient. Self-service HR services replaced paper-based transactions, resulting in a more efficient HR department.

CONCLUSION

In today's complicated and dynamic business climate, the use of information and communication technology has become an unavoidable part of all corporate activities around the globe. Human resource management is a critical function for every organisation, since the effectiveness of human resource planning and management has a significant impact on the overall efficiency of the organization. This study focused on the use of ICT in an organization's HRM, highlighting the issues that companies confront, obstacles in the success of HRIM and various steps of implementation in today's corporate climate.

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