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Manuscript ID:  
MGT-2023-11026604

Volume: 11

Issue: 2

Month: October

Year: 2023

P-ISSN: 2321-4643

E-ISSN: 2581-9402

Received: 12.08.2023

Accepted: 18.09.2023

Published: 01.10.2023

Citation:

Praveen, SK, and  
S. Suganya. "A Comparative  
Study of Employee  
Satisfaction Towards  
Electronic-Human Resource  
Management (E-HRM) in  
Information Technology and  
Automobile Sector." *Shanlax  
International Journal of  
Management*, vol. 11, no. 2,  
2023, pp. 12–16.

DOI:

[https://doi.org/10.34293/  
management.v11i2.6604](https://doi.org/10.34293/management.v11i2.6604)




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# A Comparative Study of Employee Satisfaction Towards Electronic-Human Resource Management (E-HRM) in Information Technology and Automobile Sector

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## Abstract

*In this study the aim was to compare IT and Automobile sectors towards the perspective of observing the employee satisfaction towards E-HRM. Technology has grown widely around the globe in all the sectors, and especially Electronic Human Resource Management (E-HRM) is hard to manage in any organization, in the aspect of human capital and satisfaction. A study with collected data of total 50 employees from prominent private organizations is involved, which attempts to analyse the satisfaction level of employees towards E-HRM.*

**Keywords:** Electronic Human Resource Management (E-HRM), IT, Automobile, Organization, Employee Satisfaction.

## Introduction

HR technology may enhance HR management, which will help the organisation gain a competitive edge. Technology has improved communication, expanded the accessibility of HR information, and sped up the collection of HRM transactions and information. It is now less expensive, because of advances in technology to manage HRM tasks including hiring, training, and performance management. For example, multinational software companies in India have shifted most of their HR management online.

The Electronic Human Resource Management System (E-HRM) is a web-based tool that easily provides an online real-time human resource management solution by taking advantage of the most recent web application technological advances. Although versatile and simple to employ for certain needs, it is a rich feature. According to a recent study on E-HR management practises, a company's market value can rise by around 2.1%. E-HRM increasingly accelerates business development and the information economy, raising the company's market value.

Employees can sign up for training programmes, take part in them, and choose their benefit packages using e-HRM software. They can check for information on the company's news, HR-related questions, and perhaps download it for offline use. Electronic human resource management refers to the processing and movement of digital HR data.

## Types of E-HRM

E-HRM is thought to provide the HR department's clients with the possible services related to both employees and management, boost HR's productivity and cost-effectiveness, and enable HR to play a strategic and active role in accomplishing organisational objectives.

E-HRM is broadly classified into three types. They are

- **Operational E-HRM:** Operational E-HRM is cluster of administrative functions dealing with payroll, employee personal data, benefit management, etc.,
- **Relational E-HRM:** Relational E-HRM focuses on supporting corporate processes through training, hiring, performance management, performance evaluation, and other methods.
- **Transformational E-HRM:** Strategic HR activities including knowledge management, organisational development, strategic orientation, etc. are covered by transformational E-HRM.

## Review of Literature

([Yusliza and Ramayah](#)) aims to investigate the relationship between clarity of E-HRM goals, user satisfaction with E-HRM, perceived usefulness, perceived ease of use, user support, social influence, and facilitating conditions that can influence attitude towards E-HRM.

([Spandana Priya and Munivenkatappa](#)) attempts to analyse the satisfaction level of employees towards the implementation of E-HRM systems in their response workplaces. The data was collected from 05 prominent MNC's which is restricted to Bengaluru city only. E-HRM systems has completed changed the organization structure and it adds towards global competitiveness.

([Strohmeier](#)) stated on the empirical research on electronic Human Resource Management and discussed some implications for further research. This study reveals works derived from empirical methods and refers to varied topics of E-HRM. Based on the review some initial theoretical, methodical, and topical implications are discussed in order to support a future program in E-HRM.

## Objectives of Study

1. To study regarding the satisfaction level of employees towards E-HRM in IT and Automobile Sector with regard to the demographic variables.
2. To suggest for future research in E-HRM and improvisations towards E-HRM in IT and Automobile Sector in relation to relational E-HRM.

## Need and Goal for the Study

This study is undertaken to ascertain the satisfaction level of employees in relation to usage of E-HRM in organizations. It continuation, this study can be expanded further towards attributes of Relational E-HRM (E-Hiring, E-Rewards and Recognition, E-Performance Management, E-Employee Self-Service, E-Learning and Development).

## Methodology of the Study

Research has been carried out only in Mysore. The data has been collected from respondents through drafted questionnaire from private organizations in 2023. Questionnaire was sent to 30 respondents, in that only 25 respondents had submitted their responses and was taken into consideration. The population for the purpose of this research comprises of middle and lower level employees i.e., end users, in their respective organizations.

Questionnaire were prepared and disbursed through Google docs, and the filled questionnaire was received through Google docs only. The demographic information collected by the questionnaire is largely related to the research of E-HRM in various organisations through employee satisfaction. The demographic variables studied include Gender, Age, Experience and Educational Qualification.

## Scope of the Study

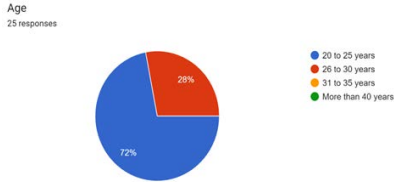
1. The study's focus is only on these four factors: Gender, Age, Experience, and Educational Background.
2. This study is only limited to Mysore city only.

## Limitations of the Study

1. The finding of this study is limited to the difference of opinion and knowledge of the respondents.

2. The respondents have provided true and correct information and based on that assumption this study is interpreted.

### Analysis and Interpretation Age Distribution of Respondents

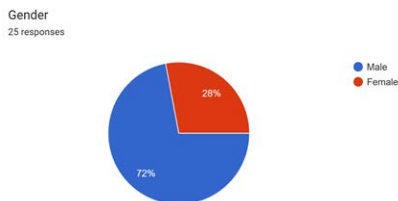


**Table 1 Respondents Age Distribution**

Age group of respondents	Total Number of respondents	% of respondents
20-25	18	72%
26-30	07	28%

From the above table and graph, majority of the respondents are from 20-25 years of age, and this implies that young adulthood are shifting towards the new technology, means learning and accepting the change of E-HRM in organizations.

### Gender Distribution of Respondents

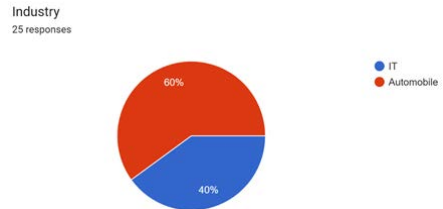


**Table 2 Respondents Gender Group**

Particulars	No. of respondents	% of respondents
Male	18	72%
Female	07	28%

Based on the above table and graph, the majority of responders (72% male and 28% female) are men.

### Industry of the Respondents



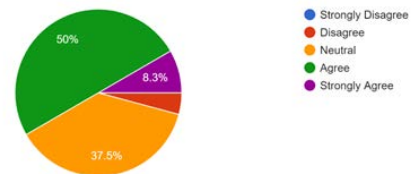
**Table 3 Respondents Industry**

Particulars	No. of respondents	% of respondents
IT	10	40%
Automobile	15	60%

The above table and graph implies that the Automobile industry is heading towards the progress in E-HRM with 60% and IT industry is of 40%.

### Job Satisfaction Level of Respondents through E-HRM

Does E-HRM practices enhanced my job satisfaction?  
24 responses



**Table 4 Respondents Job Satisfaction Level**

Particulars	No. of respondents in IT Industry	% of respondents in IT Industry	No. of respondents in Automobile Industry	% of respondents in Automobile Industry
Strongly Dis-agree	0	0.0%	0	0.0%
Disagree	0	0.0%	01	6.7%
Neutral	02	20%	07	46.6%
Agree	06	60%	06	40%
Strongly Agree	01	10%	01	6.7%

The above table and graph implies that, majority of the respondents from IT industry has shown their responses as Agree with 60% and Strongly Agree with 10% when compared to Automobile Industry as Agree with 40% and Strongly Agree with 6.7%, which shows the employee satisfaction among the organizations. And also contrary to this, 20% and 46.6% of IT and Automobile industry has responded Neutral.

### Suggestions and Measures for Improvisation of Technology

1. Organizations should provide necessary training and orientation to the employees while joining related to their day to day activities.
2. Confidentiality should be implanted in employees work, so that employees might react to technology change.
3. The development of software shall be user friendly and transparent.
4. Management shall give hands on training to the concerned employees, relevant to their fields.

### Conclusion

The most expensive resource in an organization is Human Resource. The resources should be motivated with required skills and knowledge at an affordable cost. E-HRM is an most strategic way to achieve the organization goals.

Now-a-days any organization competing in global aspects need intervention of technology. For implementation of E-HRM, employees need awareness about technology. Many organizations have not implemented E-HRM for various common reasons that might value down and not able to compete with. But to foresee in broader picture, all organizations will implement E-HRM and be fully automated.

Ultimately, with all these pro's and con's the use of E-HRM will effectively provide increased performance, along with reduced cost.

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