Role of Human Resource Management System in Gulf Bank of Kuwait

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Abstract
Human resource management system (HRMS) is an application that is been in used by many firms, the primary purpose of this study is to find out how it's been of use for the banking sector in specification and as well as learning about the general advancements and uses of the HRMS. This system helps to handle workforce and manage their information right from their entry to the exit of the employee. The methodology used in study was descriptive in nature, sample population 50, Chi-square, correlation were the tools used in this study. To conclude that these are the factors that let us know about how important and useful HRMS is in banking sector as well as the improvements which has to be done for the better functioning.

Introduction

Human Resources Management (HRM) it's a strategic approach that helps to nature and support employees in order to ensure a positive work place. It involves in creating procedure, personnel policies that will support the organization achieve its objectives and business goals, mission and vision. The strategies generated makes sure it has a reflection of the culture, core values in cooperated within them, as it will help the employee embed them and make them productive as possible. The HRM has got vast functions to deal with, it depends on industry to industry to tailor make their HR department and have different kind of procedures to manage the same, but nevertheless, they all have the same primary objective that is to acquire & cultivate talent, improve communication and cooperation among the members of the organization.

HRMS is a system that mange's the internal functions of the human resource department. All the physical functions that are listed above is digitalized in order to get the work done in a quick and swift manner with less human error. It handles payroll, recruitment, talent management, employee data management, employee attendance, employee overall data management is all monitored, updates, edited via this system.

It is usually an in build or a paid software which is used by the organization to maintain all the employee information right from the

time they are hired till the time they leave the organization i.e. tracking the employee life cycle. The functions of HRMS are candidate management, employee management, employee engagement, payroll, workforce management. The features are benefits administration, talent accusation, employee rewards, centralized employee data, workforce planning. These systems are becoming a basic need in almost all the sectors due to the profundo benefits it shares.

Review of Literature

Dr. N. Srinivas Kumar: Investigated the significant difference between determining factors across HRIS of the bank employees, in chosen commercial banks in India. This case measured HRISI in five aspects, human resource, environmental, technological, organizational and security factors. The data was collected evaluated, analysis with SPSS (statistical package for the social science version 23.0), the investigation concluded that there was a significant difference with HIRS of bank employees concluded that human resource, technological, organizational, and environmental and security factors significantly difference with HIRS of bank employees. Dr. Harman Preet Singh: Dr. Sunita Jindal: Sekh Abdul Samim: This research paper stated that Human Resource Information System in banking sector is the main reason for development of Information Technology, it also has emerged as important tool achieve vital organizations Human Resource Objectives. its applied to many aspects of the organization that is in administration, salary, leave /absence recording, performance appraisal. In this paper they have gone checked for the developing countries and its banking sector, the study says that these systems helps to improve the effectiveness of employees and eases their task and helps the management to keep a better track of employees, but the proper development of IT needs to done so as to have a better tool and integration of IT and HR disciplines. Kossel et al., 1994. This research was carried out in a simpler format, where database was interrogated through simple keyword searches. It showed a strategically growth in HRM ethos which produced an increase in demand for useful information about the human resource. It was also found that during the past decade, information technology has had a great impact in the way businesses was managed. These reports helped organization to get better insight to how information technology helped companies create and sustain advantages. Walker 1993: this paper dealt with the exploration of the new model, the human resource function which has evolved in concept and practice over the past years. Many companies have reduced costs and improved the quality of operational services by using vendors for services or establishing internal centers to provide shared services. Such restructuring has been supported by new, more powerful information systems, such as People Soft, SAP, and online information access for managers and employees. At the same time, companies have invested in capabilities to enhance business performance and to develop specialized human resource expertise, such as consultants or leaders within business units. Anchal Bhatia {1}, Dr. Richa Nangia {2}: This paper highlights the impact of human resource information system with human resource strategies with the banking industry, on one side banking industries are adapting the software for the betterment of their employees but on the other side still people in the banking industry have the resistance towards the accepting of this software. Thus, in this organization their motive was to build the morale of the employees and get them familiar with the new technologies which automatically give the best result to the organization... The major focus of this paper was in regards to employees, and why they had resistance in adapting to the new tech software. It also highlighted the importance of HRIS in banks, and the effectiveness of it could only happen if the transformation from manual to automation is implemented through a planned and collaborated efforts of all, including employee training for the software.

Objective of Study

- To study the role of human resource management systems in organization
- To know about the effectiveness and impact of system
- To know if artificial intelligence can possibly overtake human job roles in banking

Significance of the Study

Human resource management system is the new way of managing the intangible assets of the organization, adhering to the modernization and digitalization the system needs to be equipped timely to fit the growth as well as fit the organization.

Methodology

- Research Design: The nature of this study is descriptive.
- Primary source: For this study, which is based on a questionnaire from the respondents, primary data have been gathered
- Secondary source: For this study, secondary data were also gathered from academic research findings as well as journal publications, online websites.
- Sampling Method: The technique used here is stratified sampling, is used for big group of people and will ensure that it covers all group of people
- Sample size: 100 respondents have been taken for this study
- Statistical Tools used for this study: chi-square test, correlation

Analysis and Interpretation

Table 1 Chi- square Tests

	Value	do	Asymptotic Significance (2-sided)
Pearsons's chi-Square	38.400*	20	.008
Likelihood Ratio	38.930	20	.007
Linear-by-Linear			
Association	2.863	1	.091
N of Valid Cases	100		

Hypotheses

- **H0:** There is no significant difference between designation and satisfaction
- **H1:** There is a significant difference between designation and satisfaction

Interpretation

From the above table that value of p is greater than 0.05 and hence there is no significant relationship between satisfaction and designation. Therefore, Alternate hypothesis is rejected, Null hypotheses is accepted.

Table 2 Correlations

		Years of working with HRS system	Do you think the shift can help you resolve the persisting issues with HRMS
Years of Experience working with HRMS system	Pearson's correlation	1	-.313'
	Sig(2-tailed)		.002
	N	100	100

Do you think the shift can help you resolve the persisting issues with HRMS	Pearson's correlation	-.313"	1
	Sig(2-tailed)	.002	
	N	100	100

Interpretation

From the above table the value of p is less than 0.05 and hence there is a significant relationship between years of experience working with human resource management system and the idea of changing to cloud-based system.

Findings

- 54.0% feel that HRMS is not user friendly
- 70.0% do not find the UI/UX design that is the user interface to be unattractive
- 70.0% have a say that the system Is not customizable according to the timely needs
- 71.0% are unable to share resources via this system
- 74.0% say that the system doesn't detect errors
- 64.0% of respondents report that there is no reward and recognition feature in the system
- 58.0% respondents report that there is no training need analysis feature in the system
- 61.0% have a complain of the system not being able to detect errors
- 50.0% of them say that on-premises HRMS is cost driven
- 51.0% of them say that on –premises is high-cost maintenance
- 42.0% are very much aware of cloud HRMS
- 57.0% have an averagely level of satisfaction with the current HRMS
- 44.0% are aware of HR transformation
- 50.0% feel that a change from on premises to cloud based HRMS can solve the persisting problems
- 51.0% have a neutral stance on
- 50.0% are sure that the bank will provide the employees with the adequate training if so, the change occurs
- 39.0% say that AI will not over power the human role in HR sector
- 44.0% feel that the culture of the organization has an effect over the AI takeover of human role
- 57.0% are sure about bringing a balance in the system and workforce as the technology progresses

Conclusion

The primary purpose of the study was to evaluate the impact and role of human resource management system in bank. Based on the results and with the support of Gulf bank it can be conclude that the role of system has major impact in bank sector, it is an essential and requirement for the organization without which managing the amount of employee in such big organization will become difficult. The current system is giving an average productivity and satisfaction. Further, it can be generalized that if the bank is ready to invest a significant amount of money in upgrading the system to cloud based HRMS, they can solve the existing issues with the system and also attain a higher level of productivity and satisfaction.

References

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