

A Study on Digitalization of HR Documentation at Q-Net Training and Consultancy Services

Author

¹Vignesh R, ²Dr. P. Vanitha

¹Student, ²Associate Professor

¹Master of Business Administration,

¹M. Kumarasamy College of Engineering, Karur-639113, Tamil Nadu, India.

Abstract: Manual HR documentation poses challenges such as inefficiencies, errors, and increased employee workload. This study examines the impact of manual processes on employee efficiency at Q-Net Training and Consulting Service and explores digitalization as a solution. By analyzing current practices, compliance requirements, and employee experiences, the research identifies key inefficiencies and potential improvements through automation and workflow optimization. The findings provide insights into enhancing HR documentation efficiency, reducing administrative burdens, and improving work-life balance. This study contributes to understanding the role of digital HR solutions in optimizing workforce management while ensuring compliance with industry standards and regulations.

Keywords – Digitalization, Employee Productivity.

I INTRODUCTION TO THE TOPIC

INTRODUCTION

Human Resource (HR) documentation plays a crucial role in every organization, serving as the backbone of workforce management, legal compliance, and administrative efficiency. It encompasses a wide range of activities, including payroll processing, employee record-keeping, time tracking, policy documentation, and compliance reporting. These functions are essential not only for ensuring smooth day-to-day operations but also for long-term organizational success. Proper HR documentation enables businesses to maintain transparency, establish clear guidelines, and protect both the employer and employees from legal and financial risks.

OBJECTIVES OF THE STUDY

1. To analyse the inefficiencies in manual HR documentation and their impact on employees.
2. To explore multiple solutions, including digitalization, workflow improvements, and outsourcing, to enhance documentation efficiency.
3. To examine the relationship between HR documentation practices and employee work-life balance.

SCOPE OF THE STUDY

- Current challenges in HR documentation: Issues related to time consumption, workload, and accuracy.
- Potential solutions: Digital transformation, automation, process standardization, outsourcing, and training.
- Impact on employee efficiency and well-being: Reduction in manual workload and improvement in work-life balance.

NEED FOR THE STUDY

- Time-Consuming Processes: Employees spend excessive time on documentation tasks that could be streamlined.
- Increased Workload and Stress: Manual processes lead to burnout and reduced job satisfaction.
- Risk of Errors and Non-Compliance: Manual records are prone to mistakes, affecting payroll accuracy and regulatory compliance.

LIMITATIONS

Limited to a Single Organization: The study focuses on Q-Net Training and Consulting Service, making generalization difficult.

II REVIEW OF LITERATURE

1. Lokhande, J. (2024) conducted a study titled “**Digitalisation in Human Resources**” published in the International Research Journal of Modernization in Engineering Technology and Science. The study employs a descriptive research design, utilizing secondary data collection methods, including a comprehensive literature review of articles and journals from databases such as SHRM.org, Sage, ScienceDirect, and SpringerLink. To explore the essentials of digitalization in HR, understand its benefits and challenges, identify HR practices suitable for digitalization, and list various tools available for implementing digital HR processes. The findings indicate that digitalization in HR involves the integration of technology to enhance effectiveness, efficiency, and connectivity in functions like hiring, performance management, compensation, onboarding, and training. The study highlights that while digital HR offers numerous advantages, it also presents challenges that organizations must address to fully benefit from digital transformation.

2. Zhang, D., & Nunamaker, J. F. (2003) conducted a study titled “**Powering E-Learning in the New Millennium: An Overview of E-Learning and Enabling Technology**” published in Information Systems Frontiers. The authors conducted a comprehensive review of existing literature on e-learning technologies, analysing various platforms and tools that facilitate digital learning in organizational settings. To provide an overview of e-learning and the technologies that enable it, discussing how digital platforms facilitate employee training and development. The findings highlight that e-learning platforms, supported by advanced technologies, offer flexible and efficient training solutions. These platforms enable organizations to deliver consistent training programs, track employee progress, and reduce costs associated with traditional training methods.

3. Johnson, R. D., & Gueutal, H. G. (2012) conducted a study titled “**Transforming HR Through Technology: The Use of E-HR and HRIS in Organizations**” published in SHRM Foundation. This work synthesizes findings from various case studies and surveys conducted across organizations that have implemented electronic Human Resource (e-HR) and Human Resource Information Systems (HRIS). To discuss how e-HR and HRIS can transform HR functions by improving efficiency, service quality, and facilitating strategic decision-making. The findings conclude that the adoption of e-HR and HRIS leads to streamlined HR processes, enhanced data accuracy, and improved compliance. These technologies enable HR professionals to focus more on strategic initiatives rather than administrative tasks.

4. Marler, J. H., & Fisher, S. L. (2013) conducted a study titled “**An Evidence-Based Review of e-HRM and Strategic Human Resource Management**” published in Human Resource Management Review. The authors conducted an evidence-based review, analysing empirical studies that examine the impact of electronic Human Resource Management (e-HRM) on strategic HRM. To assess how e-HRM influences the strategic orientation of HRM functions and its implications for organizational performance. The findings indicate that e-HRM facilitates the transformation of HRM from administrative to strategic functions. By automating routine tasks, e-HRM allows HR professionals to engage in activities that align with organizational goals, thereby enhancing overall performance.

5. Li, Y., Zhang, J., & Su, Y. (2023) conducted a study titled “**The Dual Path Effect Mechanism Study of Digital-HRM on Employee Innovative Performance and Cyberloafing**” published in Frontiers in Psychology. A time-lagged study was conducted with 487 employees across various industries in China. Partial least squares path modelling was used to analyse the data and examine the relationships between digital-HRM, sense of work gain, relative deprivation, innovative performance, and cyberloafing. To explore how digital-HRM influences employee innovative performance and cyberloafing behaviours through the mediating effects of sense of work gain and relative deprivation, and to assess the moderating role of perceived ease of technology use. The findings enhance employee innovative performance by increasing their sense of work gain and reduces cyberloafing by decreasing feelings of relative deprivation. The perceived ease of technology use strengthens these relationships, suggesting that when employees find digital-HRM systems user-friendly, the positive effects on innovation and reduction in counterproductive behaviours are amplified.

III RESEARCH METHODOLOGY

RESEARCH DESIGN

A research design is the plan or framework used to conduct a research study. It involves outlining the overall approach and methods that will be used to collect and analyse data to answer research questions or test hypotheses. This study employs a descriptive research method to analyse the impact of manual HR documentation on employee efficiency.

METHOD OF DATA COLLECTION

This study is based primarily on primary data. A self-administered questionnaire has been used to collect data from employees at Q-Net Training and Consulting Service. Additionally, the interview method was employed to gather insights into the challenges faced in manual HR documentation and the potential benefits of digitalization.

SAMPLE SIZE

Sample size refers to the number of observations or individuals included in a study. It represents a subset of the larger population and is crucial in ensuring the reliability and generalizability of research findings. For this study, the sample size is 110 employees from Q-Net Training and Consulting Service, selected to analyse the impact of manual HR documentation on employee efficiency and explore potential digitalization solutions.

TOOLS FOR DATA ANALYSIS

- Percentage Analysis
- Correlation analysis
- Chi Square analysis

SCALING METHOD

The process of arriving at a set of statements to measure attitude, opinion, or perception is known as scaling. In this study, the impact of manual HR documentation on employee efficiency is analysed using a questionnaire based on a five-point Likert scale to assess employee perceptions and experiences.

IV DATA ANALYSIS AND INTERPRETATION

Data analysis is a process of inspecting, cleaning, transforming, and modelling data with the goal of discovering useful information, informing conclusions, and supporting decision-making. Data analysis has multiple facets and approaches, encompassing diverse techniques under a variety of names, and is used in different business, science, and social science domains.

4.1 PERCENTAGE ANALYSIS

Manual documentation increases my workload and stress

Table No: 4.1.1

Manual documentation increases my workload and stress	Frequency	Percentage
Agree	44	40%
Disagree	11	10%
Neutral	12	10.9%
Strongly agree	25	22.7%
Strongly disagree	18	16.4%
Total	110	100%

Inference:

From the above Table No: 4.2.12, it was found that 40% of the respondents are in the category of Agree, 10% of the respondents are in the category of Disagree, 10.9% of the respondents are in the category of Neutral, 22.7% of the respondents are in the category of Strongly agree, 16.4% of the respondents are in the category of Strongly disagree.

4.2 CORRELATION

TABLE 4.2.1

The cost of implementing digital HR documentation and its efficiency improvement

H₀ - There is no significant correlation between cost of digital HR and efficiency improvement.

H₁ - There is a significant correlation between cost of digital HR and efficiency improvement.

		Cost of Digital HR	Efficiency Improvement
Cost of Digital HR	Pearson Correlation	1.000	0.094
	Sig. (2-tailed)	0.000	
Efficiency Improvement	Pearson Correlation	0.094	1.000
	Sig. (2-tailed)		0.000

Inference

From the above correlation table 4.2.1, it can be seen that the correlation coefficient value is 0.094, which indicates a very weak positive correlation. Since p-value (0.327) > 0.05, we fail to reject the null hypothesis. It can be concluded that there is no significant correlation between the cost of implementing digital HR documentation and its efficiency improvement.

TABLE 4.2.2

Employees' difficulty in adapting and resistance to switching

H₀ - There is no significant correlation between difficulty in adapting and resistance to switching.

H₁ - There is a significant correlation between difficulty in adapting and resistance to switching.

		Difficulty in Adapting	Resistance to Switching
Difficulty in Adapting	Pearson Correlation	1.000	0.149
	Sig. (2-tailed)	0.000	
Resistance to Switching	Pearson Correlation	0.149	1.000
	Sig. (2-tailed)		0.000

Inference

From the above correlation table 4.2.2, it can be seen that the correlation coefficient value is 0.149, showing a weak positive correlation. Since p-value (0.121) > 0.05, we fail to reject the null hypothesis, indicating that there is no significant correlation between employees' difficulty in adapting and their resistance to switching.

4.3 CHI SQUARE

Table 4.3.1

Age of the Respondent and the Brand Instills Confidence in Your Business

H₀ - There is no significant relationship between the age of the respondent and the Brand instilling confidence in your business.

H₁ - There is a significant relationship between the age of the respondent and the Brand instilling confidence in your business.

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	20.01	12	0.067
Likelihood Ratio	27.56	12	0.093

Linear-by-Linear Association	-0.17	1	0.083
N of Valid Cases	110		

Inference

From the above table, the Pearson Chi-Square significance value is 0.067, which is greater than 0.05. Hence, the Null Hypothesis (H_0) is accepted and the Alternative Hypothesis (H_1) is rejected. Therefore, it is inferred that there is no significant relationship between the age of the respondent and their confidence in the brand.

Table 4.3.2

Age of the Respondent and Reducing Manual Documentation Improves Accuracy & Reduces Compliance Issues

H0 - There is no significant relationship between the age of the respondent and the belief that reducing manual documentation improves accuracy & reduces compliance issues.

H1 - There is a significant relationship between the age of the respondent and the belief that reducing manual documentation improves accuracy & reduces compliance issues.

	Value	df	Asymptotic Sig. (2-tailed)
Pearson Chi-Square	15.36	10	0.222
Likelihood Ratio	16.41	10	0.173
Linear-by-Linear Association	-0.11	1	0.245
N of Valid Cases	110		

Inference

From the above table, the Pearson Chi-Square significance value is 0.222, which is greater than 0.05. Hence, the Null hypothesis (H_0) is accepted and the Alternative Hypothesis (H_1) is rejected. Therefore, it is inferred that there is no significant relationship between age and the belief that reducing manual documentation improves accuracy and reduces compliance issues.

V FINDINGS

- The majority 40.0% of the respondents agree that manual HR documentation is time-consuming.
- There is no significant correlation between cost of digital HR and efficiency improvement.
- There is no significant correlation between difficulty in adapting and resistance to switching.
- There is no significant relationship between the age of the respondent and their confidence in the brand.
- There is no significant relationship between the age of the respondent and the belief that reducing manual documentation improves accuracy & reduces compliance issues.

VI SUGGESTIONS

- Implement a cloud-based HR documentation system to reduce paperwork and improve accessibility.
- Introduce biometric or digital attendance systems to automate time tracking and reduce errors.
- Automate payroll processing to ensure accuracy and reduce manual workload.
- Replace printed wage slips with electronic pay slips to enhance accessibility and reduce paper usage.
- Develop an Employee Self-Service (ESS) portal to allow employees to access HR-related documents and services.

VII CONCLUSION

The study aimed to analyze the impact of digitalization on HR documentation and employee efficiency, with data collected from 150 employees of Q-Net Training and Consulting Service through a structured questionnaire. The research followed a probability sampling method to ensure unbiased data collection. It was found that the current manual HR documentation system increases employee workload, reduces efficiency, and affects work-life balance. The study revealed

that digitalizing HR documentation can significantly improve accuracy, reduce processing time, and enhance overall employee productivity.

REFERENCE

1. **Lokhande, J. (2024).** A study on digitalisation in human resources. *International Research Journal of Modernization in Engineering Technology and Science*, 6(10), 171-175.
2. **Zhang, D., & Nunamaker, J. F. (2003).** Powering e-learning in the new millennium: An overview of e-learning and enabling technology. *Information Systems Frontiers*, 5(2), 207-218.
3. **Johnson, R. D., & Gueutal, H. G. (2011).** Transforming HR through technology: The use of e-HR and HRIS in organizations. SHRM Foundation.
4. **Marler, J. H., & Fisher, S. L. (2013).** An evidence-based review of e-HRM and strategic human resource management. *Human Resource Management Review*, 23(1), 18-36.
5. **Li, Y., Zhang, J., & Su, Y. (2023).** The dual path effect mechanism study of digital-HRM on employee innovative performance and cyberloafing. *Frontiers in Psychology*, 14, Article 11326615.