

# A Study on Effectiveness of Human Resource Information System on Cap Digisoft Solutions PVT LTD in Coimbatore

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**Abstract** - This study examines the impact of Human Resource Information Systems (HRIS) on training processes in a selected IT company in Coimbatore. The objective is to analyze how HRIS supports the identification of training needs, formulation of training objectives, implementation of training programs, and evaluation of training effectiveness. A descriptive research methodology was adopted, and data were collected from employees and HR professionals within the organization. The findings reveal a significant relationship between HRIS and all stages of the training process, indicating that effective use of HRIS improves decision-making in training management. The study highlights that HRIS facilitates the identification of both organizational and individual training requirements, monitors training outcomes, and enhances employee performance. However, challenges such as system complexity and implementation issues were also observed. The study concludes that strengthening HRIS capabilities and adopting standardized evaluation tools can improve training effectiveness and support long-term organizational development.

**Key Words:** Human Resource Information System, Training Needs, Training Evaluation, Employee Development, IT Industry, Organizational Performance.

## 1. INTRODUCTION

Human Resource Information System (HRIS) is an integrated system used to collect, store, and manage information related to an organization's employees. It combines Human Resource Management (HRM) functions with Information Technology (IT) to improve efficiency and support effective decision-making. HRIS typically includes various functions such as recruitment, performance management, training and development, payroll, and employee data management.

In earlier times, HR activities were carried out manually using physical records, which often resulted in errors,

delays, and difficulties in data management. With the advancement of technology, organizations have adopted HRIS to overcome these challenges by ensuring accurate, reliable, and easily accessible information.

HRIS is generally implemented as a software system that can operate either on internal infrastructure or through cloud-based platforms. It is often integrated with Enterprise Resource Planning (ERP) systems to provide a centralized database for managing HR functions such as payroll, employee performance, and organizational productivity.

Therefore, HRIS has become an essential tool for modern organizations, helping to streamline HR processes, enhance employee management, and improve overall organizational efficiency.

## Objectives of the Study

### Primary Objective

The primary objective of this study is to examine the effectiveness of the Human Resource Information System (HRIS) in a selected IT company in Coimbatore. The study focuses on understanding how HRIS supports various human resource functions and contributes to improving organizational efficiency and employee performance.

### Secondary Objectives

- To analyze the concept, features, and practical applications of the Human Resource Information System in modern organizations.
- To examine the role of HRIS in improving employee productivity and organizational performance through efficient data management and decision-making.
- To identify and evaluate the key factors influencing the effectiveness and successful implementation of HRIS within the organization.

- To understand how HRIS facilitates employee career development by tracking performance, training, and growth opportunities.
- To study the challenges faced by employees and management while using HRIS and suggest possible improvements.

## 2. LITERATURE REVIEW

Carole Tinsley and Sue Newell (2019) before HRIS design HR managers and IS managers had to prepare agenda which includes theoretical, practical, real oriented and easy learning processes. He defines HRIS as a systematic procedure for collecting, storing, maintaining, retrieving, and validating data needed by organization about its human resources, personnel activities and organization unit characteristics. He is of the opinion that Human Resource Information System is a systematic way of storing data and information for each individual employee to aid planning, decision making, and submitting of returns and reports to the external agencies.

Sandeep (2020) studied the HRIS and its implementation in nine organizations in India and suggested that the problems of proper knowledge and consideration of HR department as unimportant could be solved with proper planning, implementation and monitoring. There are several advantages to firms in using HRIS. They broadly include - providing a comprehensive information picture as a single and comprehensive database; this enables organizations to provide structural connectivity across units and activities and increase the speed of information transactions.

K P Tripathi (2021) analysed the role of Management Information System (MIS) in Human Resource and developed an MIS model to keep the control on working of the staff at various levels. The system has been tested in Software industry and it helped in taking effective decisions concerned with human resource in attendance recording and capturing. He made a research on Human Resource Information Systems: An Integrated Research Agenda that aimed at setting an agenda for HRIS research from an integrative perspective

Bader Yousef (2022) analysed the relationship between Human Resource Information System (HRIS) functions and Human Resource Management (HRM) Functionalities and it

was found that performance development, knowledge management, and records and compliance as dimensions of human resources information systems have a relationship with human resources functionalities. States that HRIS is not limited to the computer hardware and software applications that comprise of the technical part of the system, it also includes the people, policies, procedures and data required to manage the HR function.

Manar Al-Qatawneh (2023) analysed the effect of the implementation of Human Resource Information Systems on job related decisions in software industry in Jordan and concluded that all Human Resource Information System implementations have a positive effect on the quality of job related decisions. HRIS is often regarded as a service, provided to an organization in the form of information. However, the promise is that, as the use of these systems becomes more widespread, higher level forms of HRIS will evolve.

## 3. RESEARCH METHODOLOGY

Research methodology refers to a systematic and organized approach employed to identify, select, and analyze information related to a research problem. It establishes a clear framework for conducting the study and ensures the reliability and validity of the results. The present study examines the Human Resource Information System (HRIS) at Cap Digisoft Solutions Pvt Ltd.

### A. Research Design

Research design refers to the overall plan for collecting and analyzing data in a systematic manner. In this study, a descriptive research design has been adopted. This design is suitable as it helps in describing the current status of the HRIS and understanding employee behavior and perceptions. It mainly focuses on what is happening in the organization rather than why it is happening.

### B. Sampling Methods

The population of the study includes all employees working in Cap Digisoft Solutions Pvt Ltd. From this population, a sample of 150 respondents was selected for the study.

The sampling technique used is convenience sampling, which is a non-probability method. Under this technique, respondents are selected based on their availability and

willingness to participate. This method is simple and time-saving, but the results may not fully represent the entire population.

### C. Method of Data Collection

The study is based on both primary and secondary data. Primary data was collected directly from employees through structured questionnaires and personal interaction. This helps in obtaining first-hand and accurate information.

Secondary data was collected from sources such as company records, journals, reports, and websites. These sources support the primary data and provide additional background information for the study.

### D. Statistical Tools Used

Various statistical tools were used to analyze the collected data.

- Percentage analysis was used to present data in a simple and understandable form, making comparison easier.
- The Chi-Square test was applied to identify whether there is any significant relationship between categorical variables.
- Correlation analysis was used to measure the strength and direction of the relationship between variables.
- ANOVA (Analysis of Variance) was used to test whether there are significant differences between the means of different groups.

## 4. DATA ANALYSIS AND FINDINGS

### A. Demographic Profile

The demographic analysis reveals that the majority of respondents (60.0%) are male. A significant proportion (30.0%) belongs to the age group of 41–50 years, indicating the presence of experienced professionals within the organization.

It is also observed that 38.0% of respondents are married. In terms of designation, 31.3% of the respondents are HR Managers, suggesting that the data largely reflects the views of individuals in key decision-making roles.

Regarding educational qualifications, the majority (59.3%) are undergraduates. Additionally, 44.7% of respondents have 0–5 years of work experience, indicating a workforce with relatively limited experience but holding important responsibilities.

### B. HRIS Usage and Application

The findings indicate that HRIS is actively used in various human resource functions. About 32.0% of respondents use HRIS for preparing manpower inventory reports, highlighting its importance in workforce planning.

Further, 28.0% of respondents utilize HRIS to identify vacancies during the recruitment process, while 28.7% use it for preliminary screening of applications in employee selection. These findings suggest that HRIS plays a key role in streamlining recruitment and selection activities.

### C. HRIS Role in Organizational Functions

The study shows that 30.0% of respondents use HRIS to access organizational policies and work rules, indicating its importance in maintaining transparency and consistency in HR practices.

Overall, HRIS supports various administrative and strategic functions such as employee data management, recruitment processes, and policy implementation, thereby contributing to improved efficiency within the organization.

### E. Key Findings

- Majority of respondents are male and belong to the 41–50 age group.
- A significant proportion of respondents are HR Managers.
- Most respondents are undergraduates with 0–5 years of experience.
- HRIS is mainly used for manpower planning and recruitment activities.
- The system supports employee selection and policy management.
- HRIS contributes to improving efficiency and transparency in HR operations.

**Employee career planning and development processes**

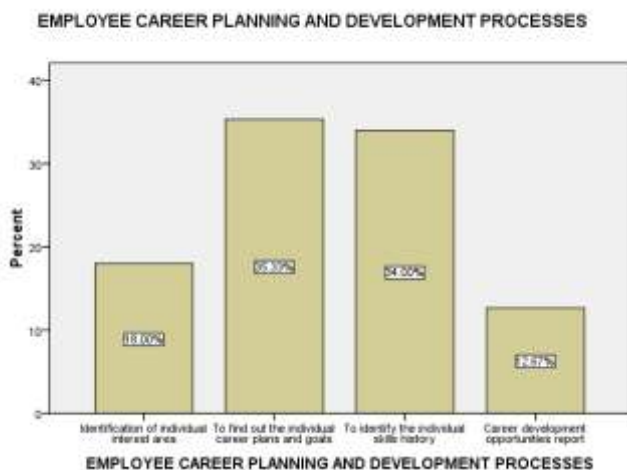
Career planning and development	Respondents	Percentage
Identification of individual interest area	27	18.0%
To find out the individual career plans and goals	53	35.3%
To identify the individual skills history	51	34.0%
Career development opportunities report	19	12.7%
<b>TOTAL</b>	<b>150</b>	<b>100.0%</b>

**Source: Primary Data**

**Interpretation**

The above table shows that 18.0% of the respondents are identification of individual interest area, 35.3% of the respondents are finding out the individual career plans and goals, 34.0% of them are identify the individual skills history, and the 12.7% of the respondents are selecting the career development opportunities report.

Majority 35.3% of the respondents are finding out the individual career plans and goals.



**5. SUGGESTIONS**

- Continuous HRIS Training:**  
Implement structured training programs (basic, intermediate, and advanced) for employees to improve their understanding and effective utilization of the HRIS.
- Simplification of HRIS System:**  
The HRIS interface should be simplified and made more user-friendly to reduce complexity, minimize errors, and improve overall efficiency.
- Performance-Oriented HR Practices:**  
The HR department should focus on measurable outcomes and deliverables rather than routine administrative activities to enhance organizational effectiveness.
- Employee Motivation and Engagement:**  
Introduce reward and recognition systems to encourage employees and HR professionals to actively use HRIS in their daily operations.
- Effective Human Resource Utilization:**  
The organization should ensure optimal utilization of human resources through proper planning and management to achieve competitive advantage.

**6. CONCLUSIONS**

The present study on the Human Resource Information System (HRIS) at CAP Digisoft Solutions Pvt. Ltd. concludes that HRIS plays a vital role in enhancing the efficiency and effectiveness of human resource management. The analysis shows that the system is widely used in key HR functions such as recruitment, selection, training and development, career planning, and compensation management.

HRIS enables accurate data management, quick information retrieval, and improved decision-making, thereby reducing manual workload and minimizing errors. It also promotes transparency by providing easy access to organizational policies, employee records, and performance-related information. The findings further indicate that HRIS supports strategic HR planning by helping identify workforce gaps and development needs.

Overall, the implementation of HRIS contributes to improved organizational performance and employee

satisfaction. Publishing this work through the LNCS platform ensures broader academic reach, where subscribers can access the full content, while non-subscribers can view abstracts and obtain the complete publication through specified access options.

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