

# Electronic Human Resource Management Practices And Employees Perception Towards Information Technology Industry

M.K. Ganeshan, C. Vethirajan

**Abstract:** This study examined the interaction of electronic human resource practices and employee's perceptions of the information technology industry. Since 1990, the attitude of the administration towards its representative started changing, part and commitment of human resource (HR) as a capability to produce more information outcomes from a private organization. It becomes vital to a large number of industries began to center their vision and mission on the general population who work for them. The part and obligations of human quality management changed due to progress in government arrangements organization, work enactments, and innovation. Organizations put up worth mentioning awareness of human capital instead of money related capital. Organizations predicted that business needs a workforce that will provide a firm with a decisive competitive advantage over other organizations. This paper examines the effect of e-HRM Practices and employee perception of information technology-enabled service companies.

**Keywords:** E-HRM, Organization, Perception, Attitude, Innovation, Human capital, Information Technology

## 1. INTRODUCTION

Labour, without a doubt, is a basic component in any business procedure. It is the physical capital utilized alongside cash and machines to accomplish the predefined hierarchical objectives. In any case, a minor work of individuals, cash and different assets cannot guarantee the acknowledgment and authoritative objectives. These assets should be appropriately sent, tuned, coordinated, and checked on. Amid the early phases of business activities, the hiring of individuals was not done on the basis of their qualifications; they were dealt with like a worker or representative to fill some constrained needs. Before followed by, the performance of persons was only careful to working with the interests of the business owners. However, advanced and dynamic business conditions brought a discernible change in the dedication of individuals in an association. Their endeavors are contracted and composed to serve clients, investors, workers, and networks. This increased workload of the representatives is what made them assets. The end goal to direct and control these assets to be desired targets depends on the methods of HR management. e-HRM as a word began in the early 1990s. It manages the HRM exercises by using the internet or intranet. E-HRM is a wide term which covers the amalgamation of human resource management (HRM) and information technology (IT), chiefly centered around making the incentive for representatives and directors of the organization. It is an efficient exertion through which web innovation is utilized in actualizing human resource strategies. The idea for usage in e-HRM does manage the surrounding of approaches as well as in its more extensive sense. It implies how viably a specific strategy can function with a specific end goal to get bigger advantages. e-HRM is in this way, a thought and a method of HRM.

- M. K. Ganeshan is currently pursuing Ph.D. full-time research scholar in Alagappa Institute of Management, School of Management, Alagappa University, Karaikudi, Tamil Nadu, India, PH-9679523438 E-mail: mkganeshanmba@gmail.com
- Dr. C. Vethirajan is currently working in Professor and Head in Department of Corporate Secretaryship, School of Management, Alagappa University, Karaikudi, Tamil Nadu, India, PH-9443493474. E-mail: drvethirajan@gmail.com

## 2. REVIEW OF LITERATURE

Berelson and Steiner (1964) the author defined "Perception is a complex process by which group selection, organize, and read between the lines sensory encouragement into a meaningful and logical picture of the world". Lindsay and Norman (1977) the author described the concept perception is the process by which organisms interpret and organize sensations to produce a meaningful experience of the world. Gueutal and Stone (2005), basically, HRIS is guided towards the HR department, which serves the managers and staff within the HR department. While it is often said that e-HRM technically unlocks the HRIS for the worker everywhere the organization, not only for the HR manager and staff. Van Veldhoven and Voermans (2007), narrowly defined that e-HRM is vital HR function in a corporation which give the executive support for the HR function through information technology. Steve Foster (2009), consistent with the author said that e-HRM plays a task in managing people and developing strategies capability by the industry. Laumer et al (2010), stated that e-HRM helps the organization in talent management, talent attraction, talent recruitment, talent development, and retention. Huub Ruel et al (2011), this attitude assumes that organization and knowledge systems cannot be separated from any information technology. By first elaborating on this integrated perspective in terms of the internet of causes and consequences of the implementation of IT in organizations, an inventory of the latest organizational phenomena is presented. Consequently, study on Human resource information systems so outlying is summarized; leading to the observation that HRIS research must be broadened and deepened. Stefan Strohmeier and Franca Piazza (2011), there are various questions raised in e-HRM research that are directly associated with the usage of diverse information systems by HR professionals. Since they're continually supported internet technologies, information systems in e-HRM automatically store in-depth usage data in log files of web servers. Though also promising in empirical e-HRM research, web mining is neither discussed nor applied during this area at the present. Ruel and van der Kamp (2012), consistent with the author the Electronic Human Resource Management (E-HRM) is assumed to be a drive behind HRM value creation. Ibrahim and Yusoff (2013), consistent with him in Malaysia, the anticipated fulfillment

towards e-HRM with regards to the government was having an originator project- a model whereupon three essential theories were suggested to undertake afterward the results of exploration would offer bits of data into the e-HRM region, particularly within the Malaysian setting. A survey of e-HRM showed that implemented e-HRM were making a fortune and people companies that ignored tons of cash but losing their fortune, so at the present innovations are often useful in making key for human resources management strategies, diminishing costs, higher profitability, expending the character of labor power, etc within the fulfillment of undertakings. Brewster and Mayrohfer (2013), organizations that make, maintain, measure, and leverage intellectual capital remain the most sources of competitive advantage. Providing employees with specific personalized applications through HRM portals means e-HRM might be a key method within the adoption of competitive advantage through the property. Hosain (2017), organizations worldwide have reorganized the increasing importance of IT for leveraging human resource management function, thereby resulting in the adoption of e-HRM. Winarto (2018), consistent with him with the state of IT, HRM has become simpler through the utilization of e-HRM technologies.

### 3. ELECTRONIC HUMAN RESOURCE MANAGEMENT IN INDIA

In India with the help of information technology through globalization, liberalization, and privatization, IT organizations have been focusing more on being technologically advanced in all the aspects. The changing environment of employee expectation, change in the work environment as well as fight to be on the top, all these driving forces lead to the implementation of e-HRM. Mostly all the IT companies whether private or public using e-HRM. They are using several IT practices for performing their HR functions. With the liberalization of foreign policies, foreign regulations of IT companies are easily investing in India. Many organizations have their head office or branches in other countries. There are several e-HRM practices that the organization in India is using such as e-recruitment, which is the online calling of prospective candidates to apply for the job and search for employment opportunities. Some other practices are e-tracking, e-learning, e-performance appraisal, e-grievance, etc. Several studies done by the researchers in the past on the field of e-HRM practices agreed that e-HRM is a reliable and easy to use tool which reduces HR cost, and another administrative workload. This process may be vital for any industry. It is the application of information provided technology where the make use of online based technologies to provide HRM services within employing IT companies and other organizations. It embraces e-recruitment and e-learning, the first fields of human resources management to make extensive use of ICT systems and web-based technology.

#### 3.1 Types Of E-Hrm

There are three types of transforming process consist of E-HRM. This is first one is Operational e-HRM, second is Relational e-HRM, and third is Transformational e-HRM. Operational e-HRM is concerned with the functions of HR such as payroll, employee personal data, etc. Relational e-HRM is apprehensive with the help of business processes like. Selection process, training techniques, arrangement of recruitment etc. Transformational e-HRM is the HR plan and its activities such as knowledge management, strategic long

term orientation. Through e-HRM, the main activities that could be performing online are Recruitment, Selection, Performance, Compensation management, and Training.

#### 3.2 E-Hrm Activities

**3.2.1 E-Recruitment:** The Company advertises job vacancies through the World Wide Web (WWW) or sends the information directly to the most competent people through e-mail. The job requirement persons or graduate or employees send their applications through e-mail using the internet. Monster.com, Naukri.com, Timesjob.com are some of the well renowned online recruitment websites.

**3.2.2 E-Selection:** It is the most popular tests of online, e-mail, conducting the preliminary interviews and final interview through audio-conferencing and video-conferencing. Further, the employers get the reference letters or opinions from the referees through e-mail.

**3.2.3 E-Performance Management:** Several software packages are developed to measures and offer suggestions for improvement of employee performance.

**3.2.4 E-Learning:** E-Learning mentions to the use of the internet or an organizational intranet to conduct an online training process. It is a set of applications and processes, such as web-based learning, computer-based learning, virtual classroom, and digital collaboration.

**3.2.5 E-Compensation Management:** It means using a computer system for salary-related fixations, payment, calculations of various dearness allowances, employee benefits, welfare measures, and fringe benefits, etc.

Key features of HR software's

- Application Tracking(TA)
- Benefits Administration
- Scheduling and Shift planning
- Performance Management
- Online Learning
- E-learning Authoring
- Integration
- Mobility and Security

#### 3.3 Five Biggest Employers Of Indian Information Technology

##### 3.3.1 Tata Consultancy Services (Tcs)

TCS is among the world's largest employers in the technology sector, with over 3 lakhs employees. According to the organization, it has above 319,000 employees denominate across 46 countries. The organization is also expected to recruit about 60,000 employees in its present financial year.

##### 3.3.2 INFOSYS

Infosys is the second-largest India-based IT services organization progress by 2014 profits and has a 1, 76,187-powerful workforce. Worldly, Infosys has 85 sales and marketing offices and 100 progress centers as per March, 2015.

### 3.3.3 IBM

Tech giant IBM has over 4.3 lakhs employees worldwide. The company's Indian contributed help one of the biggest IT employers, is reported to have over 1.5 lakhs employees in the country.

### 3.3.4 WIPRO

Information Technology consulting organization has 158,217 staff as per March 2015. It was Indian incorporation on December 29, 1945, in Mumbai by Azim Premji as 'Western India Vegetable Products Limited, later abbreviated to Wipro. The company introduces the IT services industry in the year 1990. It today serves clients around 175-plus cities across Global.

### 3.3.5 ACCENTURE

Accenture newly attempt precedent Tata Consultancy Services (TCS) in headcount in its newest sector. According to the company's chief financial officer, David Rowland, Accenture ended the quarter with a global headcount of about 336,000 people, and at the present has approximately 237,000 employees in its global release network. The organizations also project to recruit 95,000 in FY2015. While India-specific information is not obtainable, Accenture is counted with top tech employers in the country. Accenture newly

## 3.4 HUMAN RESOURCE ASSESSMENT IN INFORMATION TECHNOLOGY INDUSTRY

In the process of individual behavior development programs, recruitment process, learning activities and compensation philosophies is interest in India's first-ever comprehensive "IT Industry Human Resource Assessment," conducted by global management consulting, and outsourcing firm, Hewitt Associates.

### 3.4.1 Orientation

Common characteristics of orientation programs for new employees are meetings with senior executives and discussions of history, values, traditions and business objectives.

### 3.4.2 Work Environment

A majority of the employers in the IT industry deliver information mostly to keep employees conversant about their company.

### 3.4.3 Rewards and Recognition

The acknowledged philosophy of many organizations is to magnetize, keep and stimulate the best accessible ability.

### 3.4.4 Health and well-being

Information Technology companies commonly in attendance of inclusive medical coverage for their employees, with most organizations focusing on benevolent large coverage to all employees.

### 3.4.5 Time, Work and Life

A range of dependent care assistance programs, convenience services, amenities and substitute work arrangements are arranged by IT organizations. Sick, holiday, and personal leave are the types of leave provided by modern firms. Most

companies have a proper working week of five days, eight hours a day.

## 3.5 HR Information Systems, Data Management, and Administration

- Human Resource Information System is working with high-tech companies.
- Most of information technology companies provide the intranet facility and web-based technology.

## 3.6 Employee Cash and Benefits Practices

- Housing accounts for 9 percent of employees total cost to the company in the IT industry.
- The company also provided House Rent Allowance is the most effective way of solving housing problems in the management.
- The Company has taken loan or lease services with the employee to use cars are an extremely popular employee benefit in the IT industry.
- Credit cards are provided to almost all employees in the IT industry.
- Large IT organizations provided some bonuses, incentives, and other benefits. They may not have formal policies in place.

## 4. FIGURES

### 4.1 E-HRM Landscapes

#### Human Capital Technology

Workforce Metrics	Manager portal	Knowledge & Communication	e-Learning
Development & Succession planning	INFORMATION		Rewards management
Skills profiling			Performance management
e-Recruitment	AUTOMATION		Case management
Time recording/Absence			e-Expenses
Personal data management & Benefit management	Training administration	Resourcing scheduling	Payroll

### Process Technology

The above mentioned table no.1 e-HRM landscapes in information side there are many process like skills profiling, development, succession planning, workforce metrics, manager portal, knowledge, communication, e-learning, rewards management, performance management under the concepts of human capital technology (improved people management return on people invested focus on strategy) . The below side the process technology in automation side as like e-Recruitment, time recording, absence, personal data management, benefit management, training administration, resourcing scheduling, Payroll. E-expenses, case management (lowest cost better service operational efficiency)

#### 4.2 E-HRM Software's

Sources: [www.in.pcmag.com/cloud-service/99876/the-best-hr-software](http://www.in.pcmag.com/cloud-service/99876/the-best-hr-software). Companies replay heavily on their human resource (HR) software for hiring and relating top talent,

benefits administration and performance management The best HR software satisfies the needs of managers and is also easy for employees to use her the 10 of the best were have tested.

	Gusto	Bamboo HR	Deputy	Bernie Portal	Zenefits	SAP successFactors	Namely	Cezanne HR	Sagebusiness cloudpeople	APS online
Maximum no. of users	-	-	unlimited	unlimited	2,000	500	3000	5000	13000	unlimited
401	yes	-	yes	yes	yes	-	yes	yes	yes	-
i os App	-	Yes	yes	yes	yes	yes	yes	yes	yes	yes
Android app	-	Yes	yes	yes	yes	yes	yes	yes	yes	yes
Applicant tracking system	-	-	-	yes	yes	yes	yes	yes	yes	yes
Benefits administration	-	-	-	yes	yes	-	yes	yes	yes	yes
Live chat/ phone support	-	-	yes	yes	yes	yes	yes	yes	yes	yes
Payroll	yes	-	-	yes	yes	-	yes	-	-	yes
Performance review	-	-	yes	yes	yes	yes	yes	yes	yes	yes
Scheduling	-	-	yes	yes	-	-	-	-	-	-
Time & attendance	-	-	yes	yes	yes	yes	yes	yes	yes	yes
Time off tracking	-	-	yes	yes	yes	-	yes	yes	yes	yes
Trial version	-	-	yes	-	yes	yes	yes	yes	yes	yes

#### 4. CONCLUSION

It is found that functional outcome affects the acceptance of e-HRM, and the interpersonal outcome does not affect the acceptance of e-HRM. The future of e-HRM in a broader context is a transformation and a step forward where the trip is towards a zone of the paperless department where high speeds are ensured. It is ensuring retrieval and evaluation of data, augmented reach-out to the available human resource information, and ease in classified and other types of data, gathering of data as the criteria for refining the strategic course of e-HRM, more consistent and high correctness of data generated report or information, faster response to queries. A high internal profile for e-HRM leads to improved work culture, the founding of streamlined and standardized procedures, more transparency in the system, cost savings through the process of improvement, and reduced duplication of effort. The e-HRM innovation is extremely useful for industries and has been demonstrated as viable for the representatives working in industries as it gives adequate chances to worker's professions in career development and planning. Besides, with the implementation of e-HRM, the representatives can recognize and support their talents as it encourages them to raise their performance. E-HRM is a technique for actualizing human resource methods, strategies, and practices in an industry by potential coordination, and with the full application of electronic channels. More than one-fifth of the big industries have taken substantial steps to support and encourage HR practices and procedures through software-based web technology.

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