A Study On E-Hrm Practices In Kovai Medical Center And Hospital, Coimbatore

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Abstract
The main objective of this study is about to study the current e-HRM practice of the hospital and to find the further areas to include in e-HRM practices. Electronic Human Resource Management System (e-HRM System) as a web-based solution that takes advantage of the latest web application technology to deliver an online real-time human resource management solution. It is comprehensive but easy to use, feature-rich yet flexible enough to be tailored to one’s specific needs. The e-HRM technology provides a portal which enables managers, employees and HR professionals to view extract or alter information which is necessary for managing the HR of the organization and for making decisions quickly. The World Wide Web has helped modify many HR processes including human resource planning, recruitment, selection, performance management, work flow, and compensation. These new systems have enabled HR professionals to provide better services to all (e.g., applicants, employees, managers), and it can reduce the administrative burden in the field and it is very cost effective.

Keywords: e-HRM, Human Resource Planning, Recruitment, Selection, Performance Management

Introduction
The rapid development of the internet during the last decade has also boosted the implementation and application of electronic human resource management surveys of HR consultants suggest that both the number of organizations adopting e-HRM and the depth of the applications within the organisations are continually increasing. The purpose of this research is to provide the feasibility to adopt the e-HRM and to find the strategies to implement.

Even though the e-HRM concept is widely used today, there are hardly an explicit definitions are rather general and emphasize the internet supported way of performing HR policies and activities. e-HRM is the application of information technology for both networking and supporting at least two individual or collective actor in their shared performing of HR activities. This concept highlights several crucial aspects of e-HRM utilizes information technology in a twofold manner. First technology is necessary to connect usually spatially segregated actors and enable interaction between them irrespective of their working in the same room. Second, technology supports actors by partially and sometimes even completely substituting for them in executing HR activities. Hence, information technology serves additionally as a tool for task fulfilment.

e-HRM is the complete integration of all HR systems and processes based on common HR data and information and on interdependent tools and processes, properly developed e-HRM could provide the data gathering tools, analysis capabilities and decision support resources for HR professionals to hire, pay, promote, terminate, assign, develop, appraise and reward employee.

Scope Of E-Hrm
a) Higher speed of retrieval and processing of data.
b) Increased access to HR data and ease in classifying and reclassifying data.
c) Establishing of streamlined, standardized and systematic procedures.
d) More transparency in the system.
e) Adaptability to any client and facilitating management.
f) Integral support for the management of human resources and all other basic and support processes within the hospital.

Limitations Of The Study
Since the respondents were met during their work hours their busy schedule was a restricting factor.

a) Certain policies of the organization differed from department to department which restricted generalization of those results.
b) Most of the respondents were reluctant to give the fair information about their hospital.
c) The suggestions given are applicable only to this organisation.

Research Methodology
Method Of Data Collection
a) Source of Data
Primary Data
The objective of the study has been accomplished with the help of primary data. The pre-decided number of samples has been selected based on the convenience sampling method.

The selected samples are met in person and required data has been collected with the help of a structured questionnaire through survey.

b) Sampling Design
Sample size
Total population is 2000. Out of the total population 150 samples were chosen.

Sampling Technique
The sampling technique selected for the study is convenience sampling technique. It is one where respondents are selected from the total population.

Tools Used For Analysis
To analyze the collected data following tools were used
a) Weighted Average Mean
b) Correlation
c) Chi-Square Test

a) Weighted average mean
The weights stand for the relative importance of the different items

\[ W = \frac{\sum W \cdot \sum X_i}{\sum W} \]

Where \( W_i \) = weighted average mean
\( X_i \) = weighted value
\( W \) = respondents

b) Karl Pearson’s correlation
Karl Pearson was a great statistician it helps to measuring the magnitude of linear co relation co efficient between two variables.

\[ r = \frac{\sum dx \cdot dy}{\sqrt{\sum dx^2 \cdot \sum dy^2}} \]

\( dx = x - \bar{x} \quad dy = y - \bar{y} \)

x and y are the chosen variables.

c) Chi-Square test
The Chi – square method is the application of testing the association exist between observed and expected values.

Null Hypothesis (H₀)
The hypothesis, or assumption, about a population parameter we wish to test, usually an assumption of the status quo.

Alternative Hypothesis (H₁)
The conclusion we accept when the data fail to support the null hypothesis.

\[ \chi^2 = \sum \frac{(O - E)^2}{E} \]

Degrees of freedom = (R-1) (C-1)

Analysis And Interpretation

<table>
<thead>
<tr>
<th>S. No</th>
<th>STATEMENTS</th>
<th>No. of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>5 4 3 2 1</td>
</tr>
<tr>
<td>1.</td>
<td>Introduction of e-HRM is a good initiative</td>
<td>5 5 83 12 0 0</td>
</tr>
<tr>
<td>2.</td>
<td>Can work with new e-HRM</td>
<td>4 2 80 27 1 0</td>
</tr>
<tr>
<td>3.</td>
<td>It helps to save time</td>
<td>5 0 75 25 0 0</td>
</tr>
<tr>
<td>4.</td>
<td>The new e-HRM application will reduce your work</td>
<td>3 3 78 34 5 0</td>
</tr>
</tbody>
</table>
5. It is easy to maintain e-Data
6. It saves me the space necessary to maintain files
7. Can adopt, if the hospital suddenly change its HR practice to e-HR
8. Necessary training on e-HRM will help to understand before the application
9. I will be comfortable when the recruitment is conducted through online
10. The online grievance handling will be flexible
11. The online leave application will be comfortable to apply
12. e-HRM will enable me to do my work easily
13. e-HRM will help to improves the quality of my work
14. It will be convenient if the all training is done online
15. It will be suitable if all the statutory benefits are applied online

Calculation Results
Here, the weight was given to the ratings as (Strongly agree = 5, Agree = 4, Neutral = 3, Disagree = 2, strongly disagree = 1)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Rating</th>
<th>Weight</th>
<th>Score</th>
<th>Total</th>
<th>Weighted Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easier to maintain e-Data</td>
<td>5</td>
<td>5</td>
<td>25</td>
<td>125</td>
<td></td>
</tr>
<tr>
<td>Saves me the space necessary to maintain files</td>
<td>5</td>
<td>5</td>
<td>25</td>
<td>125</td>
<td></td>
</tr>
<tr>
<td>Can adopt, if the hospital suddenly change its HR practice to e-HR</td>
<td>4</td>
<td>4</td>
<td>16</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>Necessary training on e-HRM will help to understand before the application</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>I will be comfortable when the recruitment is conducted through online</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>The online grievance handling will be flexible</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>The online leave application will be comfortable to apply</td>
<td>4</td>
<td>4</td>
<td>16</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>e-HRM will enable me to do my work easily</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>e-HRM will help to improve the quality of my work</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>It will be convenient if the all training is done online</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>It will be suitable if all the statutory benefits are applied online</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary Data

Inference
The last statement which related to the satisfaction level shows the more weight with 4.28 values and the third statement which related to the satisfaction level shows the lowest weight with 2.16 values.

Karl Pearson’s Correlation
Table 3
Respondent’s Maintenance of Record in Physical Work VS Easy to Maintain e-Data

<table>
<thead>
<tr>
<th>W</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>∑X/W</th>
<th>∑X/W/n</th>
<th>WEIGH T</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1W 1</td>
<td>0</td>
<td>0</td>
<td>36</td>
<td>332</td>
<td>275</td>
<td>643</td>
<td>4.28</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>X2W 2</td>
<td>0</td>
<td>2</td>
<td>81</td>
<td>320</td>
<td>210</td>
<td>613</td>
<td>4.08</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>X3W 3</td>
<td>0</td>
<td>0</td>
<td>75</td>
<td>300</td>
<td>250</td>
<td>325</td>
<td>2.16</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>X4W 4</td>
<td>0</td>
<td>10</td>
<td>102</td>
<td>312</td>
<td>165</td>
<td>589</td>
<td>3.92</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary Data
Inference
There is a high positive correlation between Respondents maintenance of record in physical work and Easy to maintain e-Data.

Chi-Square Test
Aim
To find the association exists between the gender and learning e-HRM practices.

H₀ (Null Hypothesis) : There is no association exists between gender of the respondents and learning the e-HRM practices.

H₁ (Alternative Hypothesis): There is association exists between gender of the respondents and learning the e-HRM practices.

Table 5 Learning e-HRM VS Gender

<table>
<thead>
<tr>
<th>Learning e-HRM</th>
<th>Gender</th>
<th>&lt; 1 Month</th>
<th>2-3 months</th>
<th>3-4 months</th>
<th>Within 6 months</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
<td>26</td>
<td>20</td>
<td>5</td>
<td>7</td>
<td>58</td>
</tr>
<tr>
<td>Female</td>
<td>64</td>
<td>12</td>
<td>5</td>
<td>11</td>
<td></td>
<td>92</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>32</td>
<td>10</td>
<td>18</td>
<td></td>
<td>150</td>
</tr>
</tbody>
</table>

Source: Primary Data

Chi–square test \( (\chi^2) \) = \( \frac{\sum (O - E)^2}{E} \)

Degrees of freedom = \( (R-1) (C-1) \)

Whereas,

\( O \) = Observed frequency

\( E \) = Expected frequency

\( R \) = Number of rows

\( C \) = Number of columns

\( (\chi^2) = 11.82 \)

Degree of freedom = \( (r-1) (c-1) \) = \( (2-1) (4-1) \) = 3

Table value of 3 at 5% level of significance 7.815
Inference
From the above table is inferred that calculated value (11.82) is greater than the table value (7.815) and alternative hypothesis is accepted that there is a association exist between gender and the time taken to learn the e-HRM.

Findings, Suggestions And Conclusion

Findings
The following are the findings of the study

a) Table 2. Shows the more weight with 4.28 values and the third statement which related to the satisfaction level shows the lowest weight with 2.16 values.

b) Table 3. Shows the 0.723 is existence of positive correlation. There is a high positive correlation between Respondents maintenance of record in physical work and Easy to maintain e-Data.

c) Table 4. Shows the 0.632 is existence of positive correlation. There is a high positive correlation between Respondents experience and e-HRM is a good initiative.

d) Table 5. Shows that chi square resulted with alternative hypothesis is accepted. So there is an association exists between gender and time taken to learn.

Suggestions
The followings are the suggestions give to the organization,

a) Conduct the awareness training about the e-HRM practices to the employees.

b) e-HRM technology has be modified and updated to make all the work efficient and effective result.

c) Create a simple prototype of an HR module, implement it, and then work with end users to expand the functionality of the system.

d) e-HRM can also improve organisational performance through reframing the HR policies according to the preferences of the employees.

Conclusion
e-HRM has become an inseparable part of the functioning of almost all the large business players in the current scenario. It helps in integrating the widespread activities of organizations by enabling connectivity between different organizational functions and providing accurate and timely personnel information on-line and round the clock. The ultimate result is a substantial elimination and cutting down of redundant activities and a boost to the profit margins of the organizations. e-HRM phenomenally reduces dependence on the time consuming and error-prone Human Resource paper trail. However, as always, technology comes with its inherent risk- that of huge set up costs, overkill and loss of the “human touch.” Hence, first and foremost it is very important for the HR professionals to get comfortable with the technology before they make other people see the value of such tools.

Today's Human Resource software offers increasingly sophisticated functionality giving companies the opportunity to automate labour intensive processes and devolve routine transactions to line managers and, in some cases, to employees themselves. The introduction of a Human Resource Management System can help to ease the administrative burden for busy Human Resource departments, which stand to gain from increased access to Human Resource data, streamlined and standardized processes, greater reporting functionality, more consistent and accurate data and a higher internal profile.

References


[10] www.humanresourcesolution.com


