

LEVERAGING HUMAN RESOURCE THROUGH EMPLOYEE SELF SERVICE IN HRIS

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ABSTRACT : Researchers realized the strategic importance of HRM only recently. Companies started to document ways of creating business value through proper management of workforce. HRM was initially called Personnel management that consisted of routine administrative and transactional work related to HR, but due to globalization, company consolidation, technological advances, and further research, HRM today focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion. In the current global work environment, most companies focus on lowering employee turnover and on retaining the talent and knowledge held by their workforce. New hiring not only entails a high cost but also increases the risk of a newcomer not being able to replace the person who worked in a position before. HR departments strive to offer benefits that will appeal to workers, thus reducing the risk of losing corporate knowledge. A HRIS, which is also known as a human resource information system or human resource management system (HRMS), is basically an intersection of human resources and information technology through HR software. It allows HR activities and processes to occur electronically. HRIS has different features to handle different functions in HRM. One of the main features of HRIS is Employee Self Service (ESS). This feature helps the HR department to enable employees to get information from the HRIS on their own, thus saving a lot of time of the HR department to take care of more important strategic tasks. The company gets many benefits from ESS. Two issues are important: one; Determining Whether to Adopt ESS and two; Question is open enrollment would be useful.

KEYWORDS: ESS, HRIS, OPEN ENROLLMENT, STRATEGIC HRM

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INTRODUCTION:

Every organization has four important resources at its disposal in the form of Money, Material, Machines and Manpower. The first three resources are important, but are of no use in the absence of the fourth resource, i.e. Manpower. Every organization strives to make the optimum utilization of its Human resource. Human resource management a.k.aHRM, or simply HR earlier called as Personnel management is a function in organizations designed to maximize employee performance in service of an employer's strategic objectives. Its main objective is managing people within organizations so that they perform in the best possible manner. HR departments and units in organizations typically undertake a number of activities; including employee benefits design employee recruitment, training and development, performance appraisal, and compensating the efforts of its HR. HR also handles the very complex function of integrating the employees and workers with the organization.

HRM that we see today has emerged from the human relations movement that took place in early 20th century. Researchers realized the strategic importance of HRM and started documenting ways of creating business value through proper management of workforce. It was initially called Personnel management that consisted of routine administrative and transactional work related to HR, such as payroll and benefits administration, but due to globalization, company consolidation, technological advances, and further research, HRM today focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion.

In the current global work environment, most companies focus on lowering employee turnover and on retaining the talent and knowledge held by their workforce. New hiring not only entails a high cost but also increases the risk of a newcomer not being able to replace the person who worked in a position before. HR departments strive to offer benefits that will appeal to workers, thus reducing the risk of losing corporate knowledge. Organizations that are spread across various countries have the challenging task of managing HR coming from diverse culture, backgrounds and are also far away from each other. Organizations are taking help of technological advancement in order to manage its workforce in the most efficient manner. The

concept of HRIS has gained immense importance today as it enable an organization to take leverage of its available HRM by managing data and information about it.

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HRIS has different features to handle different functions in HRM. One of the main feature of HRIS is Employee Self Service (ESS). This feature helps the HR department to enable employee get information from the HRIS on their own, thus saving a lot of time of the HR department to take care of more important strategic tasks.

What is ESS?

Employee self-service, or ESS, is a feature that is available with most modern HRIS. ESS allows employees to take care of many different human resources-related and job-related tasks that would otherwise need to be completed by human resources personnel or management.

The employeeself-serviceor ESSmodule allows employees to query HR related data and perform some HR transactions over the system. With a well planned and well executed implementation strategy, a good, user-friendly employee self-service (ESS) system can not only help an organization streamline its internal process, reduce administrative burdens and increase employee efficiency and productivity, it can also improve staff satisfaction and engagement.

For example, employees may ask for the details about;

1. Attendance record from the system without asking the information from HR personnel.
2. Check the status of leaves.
3. The module also lets supervisors approve O.T. requests from their subordinates through the system without overloading the task on HR department

Common Features of ESS:

There are several features that are available in a standard ESS. They are,

- i) Employee Self-Service allows employees to change Master personal information such as address, contact information, and banking information as and when required.
- ii) ESS also allows employees to view scheduling of work.

- iii) ESS allows employees to get information about their pay and other benefits.
- iv) ESS allows employees to check status of their leave account and apply for leaves or request time off.
- v) For the issues that employees are not authorized to change directly, using ESS, it allows employees to correspond electronically with the HR department so that it is not necessary to meet in person, which can save time.

Pre-requisites of implementing ESS:

Before the final decision is taken about implementing ESS, it is important to find out some important facts inside and outside the organization. Before purchasing and implementing ESS, employers should find out information about two important issues;

1. How frequently employees anticipate using the system. If most employees do not have internet access at home, it may be necessary to purchase kiosks to allow employees to access the system.
2. If the company is not in the technical field and most employees are not tech-savvy or internet connected, ESS may not be right for the company.

Company is also required to find out certain facts from the external environment like;

1. It should compare pricing to budget and to find out the intricacies of implementing an ESS system from several different vendors.
2. Companies may also benefit from seeing how ESS implementation has affected similar companies in the same industry.
3. It should shortlist a few of the available vendors and call each vendor for Presentation.
4. It should study the product literature that will give it important insights about the product.

Leveraging HR through ESS:

When ESS has been successfully implemented, a company may reap many benefits. Some of them are;

1. Immediate increases in productivity and efficiency.
2. Managers and Human Resources personnel may save labor hours and frustration daily when not faced with working through scheduling issues, time-off requests, and open enrollment questions.

3. Employees may be able to access scheduling and other information from home, which saves employees time and can boost feelings of empowerment.
4. Employees feel empowered as they handle their own information and can update it as and when required.
5. Mobile technology is also helping HR departments to become more efficient and to build better relationships with employees. For example, companies can offer employee self-service (ESS) across mobile devices to streamline HR processes and engage with employees more effectively.

Other issues surrounding ESS:

1. Determining Whether to Adopt ESS

Large companies in virtually any industry can benefit from employee self service. Smaller companies in certain industries may also benefit from ESS. Before investing in the software to enable self-service options, however, companies should weigh the pros and cons and do both internal and external research.

2. Question of allowing Open Enrollment:

Some companies are finding benefit in using ESS to allow employees to make changes to benefit information during open enrollment or when life changes have occurred. Many employees prefer this method, as it allows them to control their own information and research different options without the time pressures that may be present when working with human resource professionals to select benefits. Human resources professionals, managers, and employers typically enjoy open enrollment self service options because human resources labor time is saved.

CONCLUSION:

Demand for ESS has been traditionally driven by the desire to reduce costs and streamline HR tasks. However, today's employers are finding that the ultimate reason for choosing solution with ESS may be the gain in employee satisfaction. The rapid adoption of ESS allows employers to reap this additional benefit as employees gain the ability to control their own information. By empowering employee to manage their own information, companies experience an increase in data accuracy, a reduction in HR inquiries and less employee frustration

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