

# IMPACT OF E-HRM: A STUDY IN INDIAN ORGANISATION

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**Abstract-** *This study investigates the impact of Electronic Human Resource Management (e-HRM) adoption in select Indian organizations, focusing on its influence on HR processes, operational efficiency, and employee engagement. Through a combination of quantitative and qualitative methods, data from 150 respondents are analyzed to assess e-HRM adoption levels, identify influencing factors, and evaluate perceived effectiveness. Results indicate a predominantly female, well-educated workforce with a strong adoption of e-HRM tools, driven by factors such as enhanced employee experience and improved data accuracy. While positive impacts on operational efficiency and top management support are noted, challenges persist in training program effectiveness and data security. Suggestions for optimizing e-HRM effectiveness include prioritizing user experience, ensuring data accuracy, fostering innovation, and promoting leadership involvement. Overall, the study underscores the transformative potential of e-HRM in Indian organizations, providing valuable insights for HR practitioners and decision-makers navigating digital transformation.*

## I. INTRODUCTION

As businesses evolve in the digital era, e-HRM plays a crucial role in transforming how organizations manage their workforce. It involves the integration of technology into HR processes such as recruitment, training, performance management, and employee relations. In the Indian context, where the corporate landscape is dynamic and diverse, e-HRM brings efficiency by automating routine tasks, improving data accuracy, and providing real-time access to HR information. The impact of e-HRM in select Indian organizations can be multifaceted. Firstly, it enhances the recruitment process by utilizing online platforms and tools for talent acquisition, making it more accessible and efficient. Secondly, e-HRM facilitates effective employee development through online training modules and performance management systems, contributing to skill enhancement and career growth. Moreover, e-HRM fosters better communication between employees and management through digital platforms, promoting transparency and collaboration. It also aids in

compliance with HR policies and regulations, ensuring that organizations adhere to legal requirements. Additionally, the implementation of e-HRM can result in cost savings by reducing paperwork and manual processes. In summary, the study of e-HRM in select Indian organizations unveils a transformative impact on traditional HR practices, offering improved efficiency, communication, and compliance. Understanding how technology influences HR management is crucial for organizations aiming to stay competitive and adapt to the evolving nature of the workplace.

## II. STATEMENT OF PROBLEM

The Organizations implementing Electronic Human Resource Management (E-HRM) in India face challenges hindering successful integration. This study aims to identify and address these challenges, providing practical solutions. Additionally, it examines how E-HRM impacts strategic decisions through the analysis of data-driven insights in selected organizations.

## III. OBJECTIVES

1. To determine the extent of e-HRM adoption in select Indian organizations.
2. To identify the specific e-HRM tools and technologies implemented by these organizations.
3. To understand the reasons behind the adoption or non-adoption of e-HRM practices.
4. To measure the impact of e-HRM on HR processes and operational efficiency.

## IV. RESEARCH METHODOLOGY

Research methodology guides researchers in collecting, analyzing & interpreting information to address specific questions. It involves employing methods, tools, and procedures to ensure reliable and valid research is conducted in an organized and systematic manner.

## NATURE OF STUDY

The study on the impact of e-HRM in Indian organizations examines how electronic human resource management systems influence HR processes, organizational performance, and employee satisfaction. It utilizes a combination of quantitative and qualitative methods to assess current usage, perceived benefits, challenges, and implications of e-HRM adoption. This exploratory, descriptive, and analytical study provides valuable insights for HR practitioners and policymakers to enhance HR technology strategies and practices in Indian organizations, offering both quantitative data analysis and qualitative thematic insights.

### SAMPLING SIZE

The sample size of the study is 150 respondents. Among 150 samples.

### SAMPLING TOOLS AND TECHNIQUES

This study used the convenience technique. Convenience techniques uses when we want to collect data from the respondents who are easy to approach. The collected data has been analysed with the help of simple percentage analysis.

### V. LIMITATIONS OF THE STUDY

The study on the impact of E-HRM in Indian organizations faces several limitations. Firstly, the sample size and diversity might be limited, potentially impacting the generalizability of findings to the broader Indian organizational context. Secondly, the study may rely heavily on self-reported data, introducing potential biases and inaccuracies in responses. Additionally, the cross-sectional nature of the study might not capture the long-term effects of E-HRM implementation, as organizational dynamics and technological advancements evolve over time. Moreover, external factors such as economic conditions or industry-specific challenges could influence the observed impact, which might not be adequately addressed in the study. Lastly, the study might not delve deeply into specific organizational contexts or cultural nuances, limiting the depth of understanding regarding the nuanced impact of E-HRM in Indian organizations.

### VI. REVIEW OF LITERATURE

- Preeti Bharti (2019) “Impact of E-HRM System on Organizational Performance: A Case study on Banking Sector”. This research at the Institute of Management Studies and Research investigates the impact of E-HRM systems on organizational performance in the banking

sector, focusing on Delhi. Employees anticipate innovative changes, envisioning a highly automated and paperless office. The study aims to trace the emergence of E-HRM practices, assess their impact, and provide recommendations. Utilizing questionnaires and statistical tools, the research targets 150 public and private sector bank employees.

- Dr. S. Mohamed Iliyas, 2019 This study investigates the impact of e-HRM adoption on HR functions and the role of HR professionals in Nepal. It explores the shift from administrative to strategic roles, highlighting the drivers and challenges of e-HRM adoption. The research aims to propose a framework for analyzing e-HR systems in similar contexts.
- Bhagawan Chandra Sinha and Dr. Mridula Mishra (2018) “E-HRM Tools: An Empirical Study in Select Indian Organisation”. This study explores the use of E-HRM tools in Indian organizations, emphasizing the impact of Information and Communication Technology (ICT) on HR services. The research investigates the extent and differential patterns of E-HRM tool utilization, specifically comparing private and public sectors and manufacturing/mining with services. Through a structured questionnaire, statistical tools like t-tests and ANOVA analyse employee responses, revealing varied adoption levels among organizations, with Coal India Ltd identified as a laggard in E-HRM tool application.
- Ms. Menka, 2015 paper explores the significance and benefits of Electronic Human Resource Management (E-HRM) tools in organizations, emphasizing how ICT facilitates innovative HR practices. It discusses the evolution from conventional to electronic styles of HR management, highlighting the efficiency, transparency, and strategic alignment provided by E-HRM systems.

### VII. SCOPE OF THE STUDY

This research delves into the influence of Electronic Human Resource Management (E-HRM) within Indian organizations, examining the profound changes digital HR practices bring about. The scope encompasses an assessment of technology's impact on various HR functions, including recruitment, training, and performance management. Furthermore, the study explores the specific challenges and opportunities linked to the adoption of E-HRM in the Indian context, shedding light on how technology shapes HR practices within the country. The findings aim to offer valuable insights for businesses seeking to enhance their HR processes through technology, thereby contributing to a comprehensive understanding of the evolving HR landscape in Indian corporate settings.

**VIII. IMPORTANTS OF THE STUDY**

The study on the impact of e-HRM in Indian organizations is of significant importance due to several reasons. Firstly, it sheds light on how Indian organizations are adapting to technological advancements in HR management, showcasing their readiness to embrace digital transformation. Understanding the impact of e-HRM allows organizations to make informed decisions regarding technology investments and strategic HR planning. Secondly, the findings provide valuable insights into the effectiveness of e-HRM tools in enhancing operational efficiency and employee experience. This understanding is crucial for organizations aiming to optimize their HR processes and improve overall performance. Moreover, the study offers practical implications for HR practitioners and decision-makers, guiding them in designing and implementing e-HRM initiatives effectively. It also contributes to the existing body of knowledge by adding empirical evidence specific to the Indian context, thereby enriching the literature on HRM and technology adoption. Ultimately, the study serves as a roadmap for Indian organizations seeking to leverage e-HRM for competitive advantage and sustainable growth in today's digital age.

**IX. DATA ANALYSIS AND INTERPRETATION:  
DEMOGRAPHICAL ANALYSIS:**

TABLE 1: GENDER

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
MALE	69	46
FEMALE	81	54
OTHER	0	0
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 2: AGE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
18-24	50	33.33
25-34	64	42.66
35-44	33	22
45-54	3	2
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 3: EDUCATIONAL BACKGROUND

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Bachelor's Degree	82	54.667
Doctorate	6	4
Master's Degree	62	41.33
HIGH SCHOOL	0	0
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 4: YEAR OF EXPERIENCE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1 – 3	50	33.33
3 – 5	64	42.66
5 – 10	33	22
10 and above	3	2
<b>TOTAL</b>	<b>150</b>	<b>100</b>

Table 5: LEVEL OF E-HRM ADOPTATION

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	0	0
2	34	22.6667
3	59	39.333
4	68	45.33
5	6	4
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 6: FACTORS INFLUENCING E-HRM PRACTICES

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Cost Efficiency	11	7.3
ENHANCED EMPLOYEE EXPERIENCE	68	45.3
Improved Data Accuracy	56	37.3
Regulatory Compliance	15	10
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 7: IMPACT ON E-HRM ON OPERATIONAL EFFICIENCY IN HR PROCESS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	9	6
2	38	25.3
3	24	16
4	83	55.3
5	15	10
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 8: THE LEVEL OF EMPLOYEE ENGAGEMENT WITH THE IMPLEMENTATION OF E- HRM TOOLS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
High	26	17.3
LOW	8	5.3
Moderate	116	77.3
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 9: LEVEL OF SUPPORT AND INVOLVEMENT FROM TOP MANAGEMENT DURING THE E-HRM ADOPTION PROCESS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	3	2
2	9	6
3	32	21.3
4	85	56.6
5	21	14
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 10: EVALUATION OR ASSESSMENTS OF THE EFFEICTIVENESS OF E-HRM TOOLS IN MEETING ORGANIZATIONS GOALS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Regularly	18	12
Occasionally	63	42
Rarely	60	40
Not applicable	9	6
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 11: THE TRAINING AND ONBOARDING PROGRAMS PROVIDED FOR EMPLOYEES TO ADAPT TO E-HRM TOOLS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Average	39	26
Below Average	8	5.3
Excellent	18	12
Good	92	61.3
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 12: DESCRIBES THE LEVEL OF EMPLOYEE ENGAGEMENT ACTIVITIES RELATED TO E-HRM TOOLS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Employee feedback sessions	50	33.3
Online tutorials and resources	56	37.3
Regular workshops and training sessions	24	16
Gamification elements	20	13.3
<b>TOTAL</b>	<b>150</b>	<b>100</b>

TABLE 13: EMPLOYEES RECEIVE UPDATES OR NOTIFICATIONS ABOUT NEW FEATURES AND ENHANCEMENTS IN E-HRM TOOLS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Annually	6	4
Monthly	32	21.3
Quarterly	59	39.3
Semi-annually	44	29.3
Weekly	9	6
<b>TOTAL</b>	<b>150</b>	<b>100</b>

**INTERPRETATION:**

The demographic analysis reveals a predominantly female (54%) and relatively young workforce, with the majority falling within the age range of 25-34 (42.66%). Most respondents hold a Bachelor's Degree (54.67%), indicating a well-educated sample. In terms of experience, a significant proportion have 3- 5 years of experience (42.66%). Adoption of e-HRM tools is high, with a majority at Level 4 (45.33%), driven by factors like Enhanced Employee Experience (45.3%) and Improved Data Accuracy (37.3%). Respondents perceive a positive impact on operational efficiency, with strong support from top management (56.6% at Level 4). Training programs are generally rated as Good (61.3%) or Average (26%). Engagement activities, such as online resources (37.3%) and feedback sessions (33.3%), are emphasized, along with regular updates (39.3%) to ensure effective utilization of e-HRM tools.

**X. FINDING OF THE STUDY**

- Gender Distribution: Predominantly female (54%) workforce.
- Age Distribution: Majority aged between 25-34 (42.66%).
- Educational Background: Most hold Bachelor's Degrees (54.67%).
- Years of Experience: Significant proportion with 3-5 years of experience (42.66%).
- Adoption of e-HRM Tools: Majority at Level 4 (45.33%), influenced by factors like Enhanced Employee Experience (45.3%) and Improved Data Accuracy (37.3%).
- Perceived Impact on Operational Efficiency: Positive impact reported, with 56.6% indicating strong support from top management.
- Rating of Training Programs: Mostly rated as Good (61.3%) or Average (26%).
- Engagement Activities: Emphasis on online resources (37.3%) and feedback sessions (33.3%).

- Frequency of Updates: Quarterly updates preferred (39.3%).

## XI. SUGGESTIONS OF THE STUDY

Based on the study conducted on the impact of e-HRM in Indian organizations, several suggestions can be proposed to optimize its effectiveness and maximize benefits. Firstly, there should be a focus on enhancing the user experience of e-HRM tools to ensure ease of adoption and usage among employees. This could involve investing in user-friendly interfaces, providing comprehensive training programs, and offering ongoing support to address any issues or concerns. Additionally, organizations should prioritize data accuracy and security within e-HRM systems to maintain trust and reliability among users. Regular audits and updates to ensure compliance with regulatory standards are also crucial in this regard. Furthermore, fostering a culture of continuous improvement and innovation is essential to keep pace with technological advancements and evolving organizational needs. This could involve soliciting feedback from employees, monitoring key performance indicators, and exploring emerging trends in HR technology. Lastly, promoting strong leadership support and involvement in the e-HRM adoption process is vital for driving organizational change and fostering a positive attitude towards technological advancements. By implementing these suggestions, Indian organizations can harness the full potential of e-HRM to enhance HR processes, improve organizational efficiency, and ultimately achieve their strategic goals.

## XII. CONCLUSION

In conclusion, the study underscores the transformative impact of Electronic Human Resource Management (e-HRM) in Indian organizations, reflecting a shift towards digitalization in HR practices. With a predominantly young and educated workforce, coupled with strong adoption rates of e-HRM tools, there's evident recognition of its benefits, particularly in enhancing operational efficiency and employee experience. However, challenges such as ensuring data accuracy, providing effective training programs, and fostering leadership support remain. The findings highlight the importance of user-centric design, data security, continuous improvement, and leadership involvement to optimize e-HRM effectiveness. By addressing these suggestions, Indian organizations can navigate the complexities of digital transformation, leverage e-HRM's potential, and position themselves for sustainable growth in the dynamic corporate landscape.

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