
A Study on the effectiveness of Human Resource Information System in HSBC Bank in Oman.

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Abstract:

A study on the effectiveness of Human Resource Information System in HSBC Bank in Oman is done with the main objective to identify the usage as well as to critically understand the need for IS in this current scenario. This study is done for the benefit of company in Oman where HRIS has been functioning. HRIS is practiced for the benefit of people working in that particular organization to keep the track record of all the information, to retrieve the information about the customers quickly and to consolidate all the information's easily. The methodology adopted in this study was empirical analysis as research philosophy is used which is based on the personal observation to identify the effectiveness. Inductive approach as research approach was used to build the theory related to the topic. And the research strategy used was ethnography. Sampling Unit – HSBC Bank Al Khuwair Branch. This study is highly useful for the researcher as well the organization as the result of the study reveals an positive outcome.

Key words: Human Resources, Information System, HRIS, HSBC Bank.

Introduction:

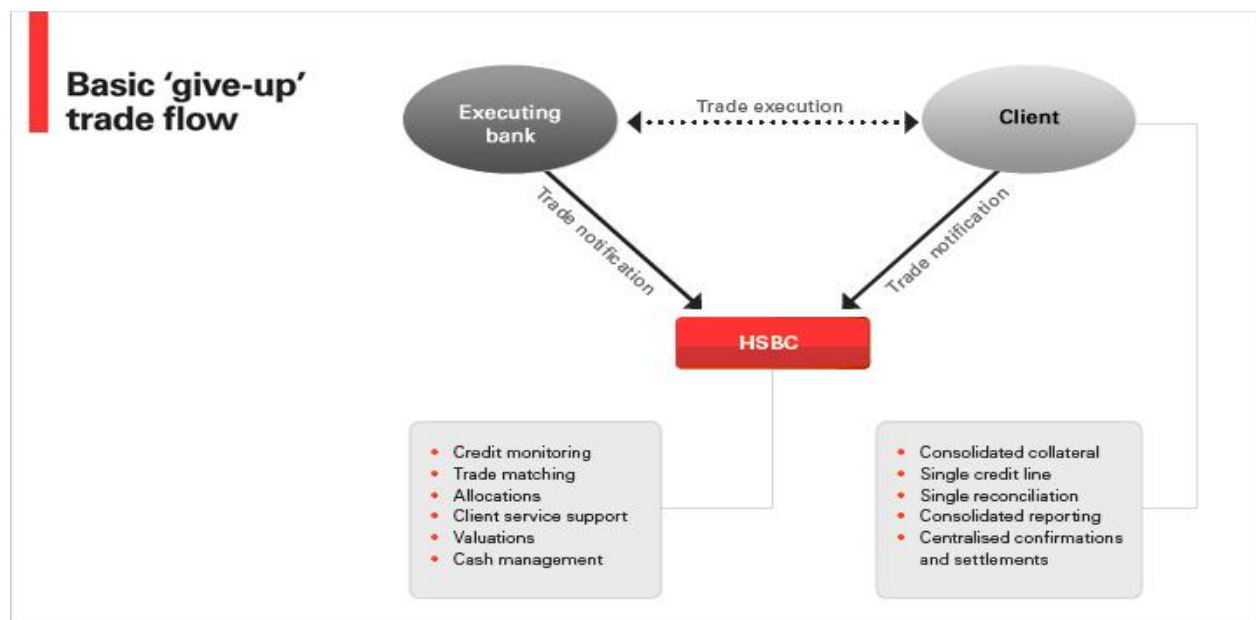
Human Resource Information System is very important for any organization. Information system should be effective to have good control and record of all the information's to track the customer details. Information system can be implemented in various ways like financial information system, personnel information system, production information system, marketing information system, purchase information system, Accounting information system and so on. Many organizations have MIS but sometimes they fail to measure the effectiveness of Managing the information system. This study fill the gap that exist between the lack of information and record.

Objectives of the study:

- To identify the usage of HRIS as well as to understand the need for IS in HSBC Bank in Oman
- To evaluate the effectiveness of implementing the IS in HSBC Bank in Oman.
- To know the impact of IS on HRM in HSBC

Literature Review:

According to Brass,(2012), Information technology has constructive impacts on the entire actions of HRM in organizations. Now there are lots of useful roles of information technology to facilitate the roles of HR departments and can enable to have more effective operations. Information technology programs can provide HR department with programs to handle the requirement and selection through online and to deal with people. The below is the details of trade flow carried out between executing bank and the client. As well as the trade notifications will be received by the HSBC. They carry out the trading activities such as credit monitoring, trade matching, allocation, client service support, valuation of share or stocks, cash management, consolidated collateral, single credit line, and consolidated reporting and so on.

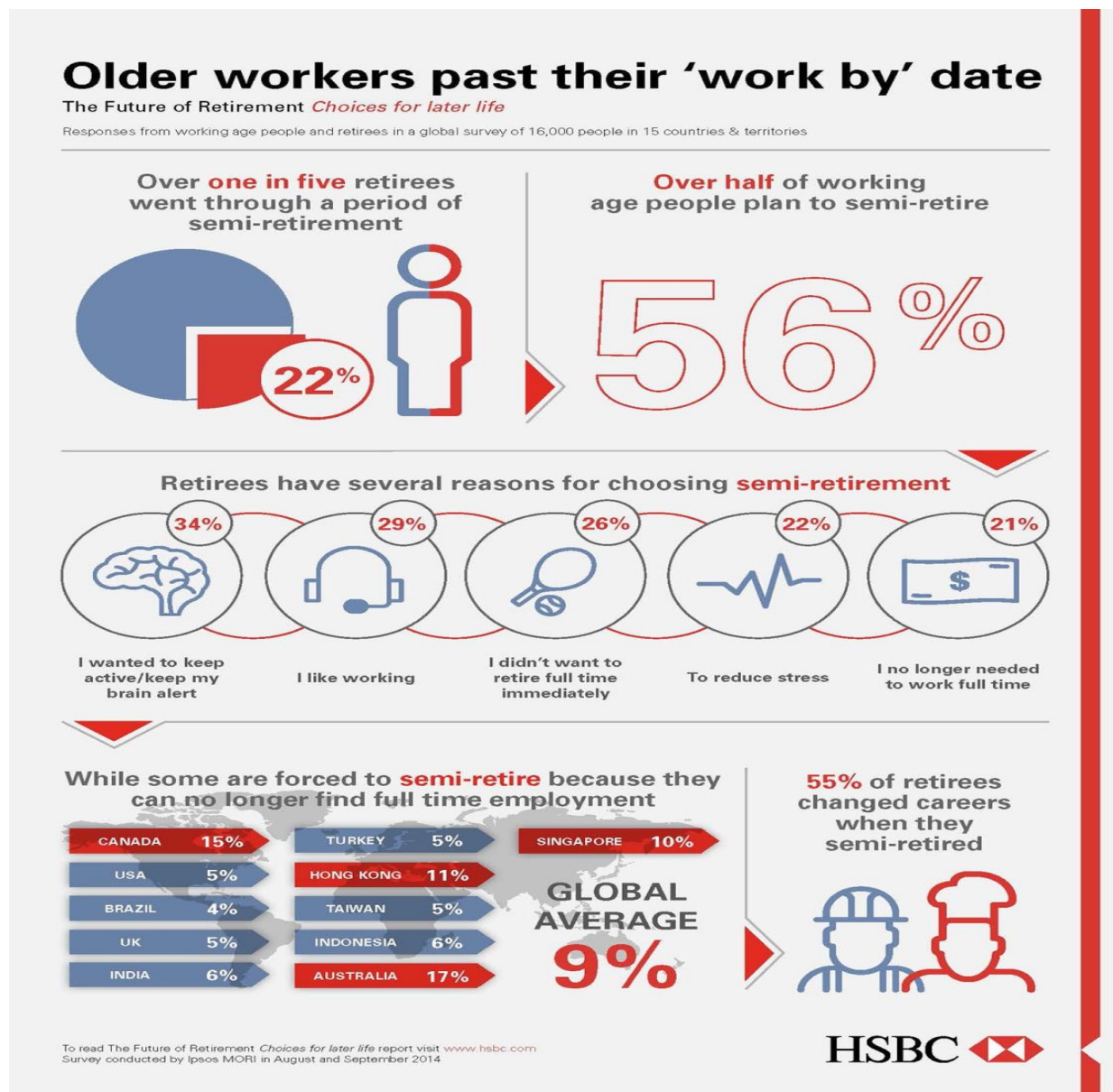


Anderson, (2013), explained that IT can increase the level of efficiency of HRM in organization. IT can enable to save lots of time which is required to do the jobs in HR department .IT can enable to save lots of efforts in doing the functions which are related to employee. Many activities which are related to employee can apply easily in few second through information technology.

According to Iverson, (2012) Information technology smooth progress of the functions of HRM in organizations such as recruitment and selection. The company can handle recruitment easily through advertising on the website of the organizations and also to receive the applications of the employee who want to joint to the company.

Analysis and interpretation:

Chart 1: Showing the details of retirement of Human Resource in HSBC



Inference: The above chart show the detail of the percentage of retirement at HSBC. Only one fourth would like to go for semi retirement due to some reasons such as stress, no need to work as full time employee, and so on.

Chart 2: Showing the details of e-commerce used in HSBC

- HSBC as a bank utilizes different types of e-commerce such as:
 1. Business to Business(B2B): is the exchange of information, products or services between businesses. Such as: financial services.
 2. Business to Customer(B2C): is the exchange of information, products or services between business and consumers. Such as: banking information.
 3. Customer to Business(C2B): is a business model in which consumers make a product or services that a business use it to gain a competitive advantages.

Sets of e-commerce used in HSBC

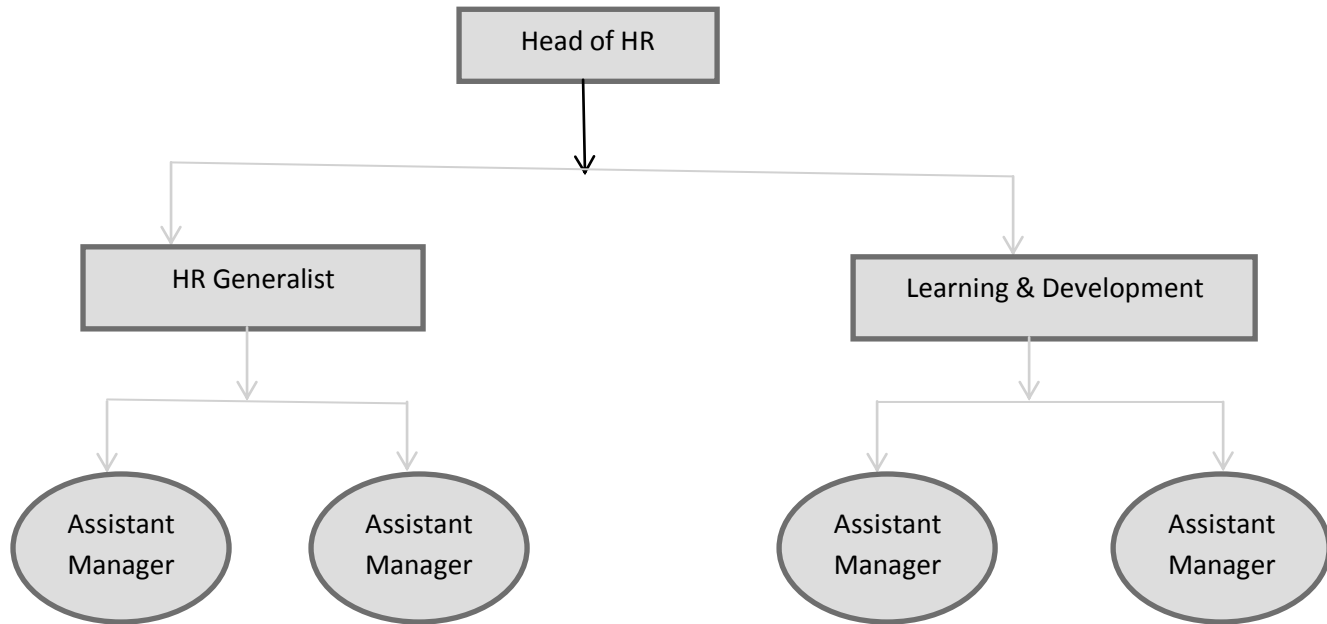
Inference: From the above chart, it is clear that B2b, B2C, and C2B were the three sets of e-commerce used to do operations such as financial services, banking information and to gain competitive advantage.

Chart 3: The Human Resource Information System in HSBC is as follows:



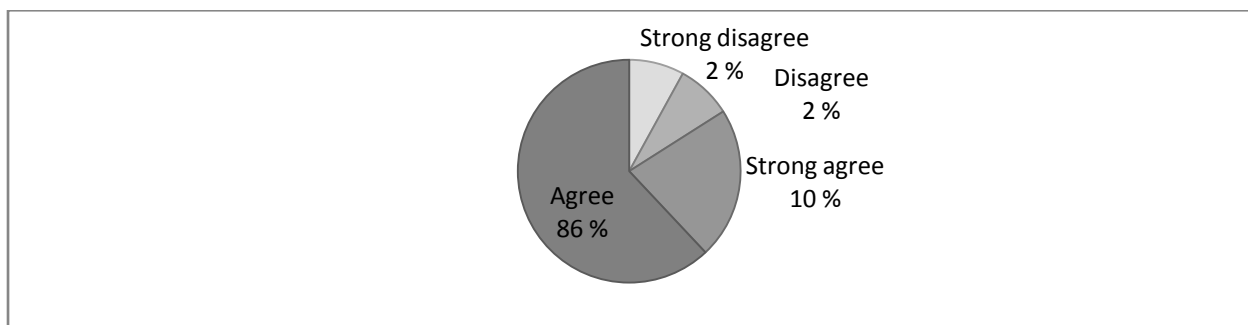
Inference: From the chart 3 we can clearly understand that the HRIS such as training & Development, Performance Evaluation, Retirement, Personal Self-Services, Payroll, Leave & Absence, People Administration and compensation & Benefits were the eight important Human Resource Information Systems followed by HSBC Bank. The employees also feel that HRIS is used highly effectively to obtain the required information by the concern people.

Chart 4: Showing the details of Hierarchy of HR in HSBC in Oman.



Inference: The above chart shows the operational flow of HR and its hierarchy. For every branch of HSBC there will an Head of HR, Under him two Persons name as HR generalist who take care of all regional issues, and another person will be taking care of learning & Development who is in charge of providing training for new recruits. And these two were assisted by two assistant managers each so that the operations of HSBC will not be affected at any cause.

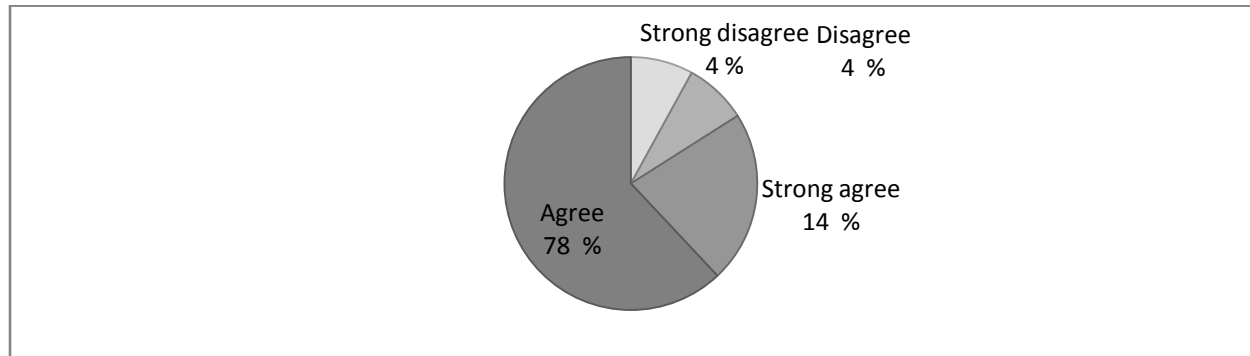
Chart 5: Showing the details of information technology having positive impacts on overall activities of HRM in HSBC Bank.



Inference: 86 % of HSBC staffs in HR department agreed that information technology have positive impacts on overall activities of HRM in HSBC Bank , 10 % of HSBC staffs in HR department share in survey strongly disagree that information technology have positive impacts on overall activities of HRM in HSBC Bank , 2 % of HSBC staff in HR department stated that strongly agree information technology have positive impacts on overall activities of HRM in HSBC Bank and 2 % of HSBC staff in

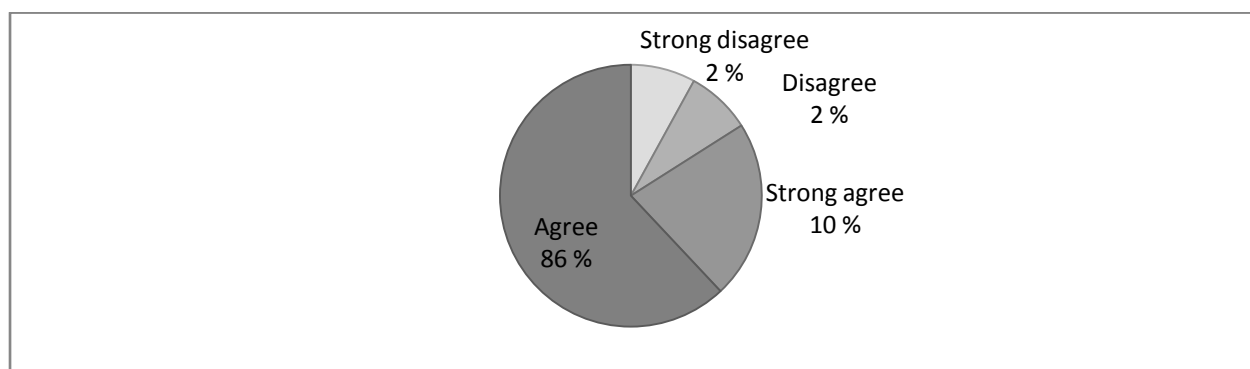
HR department stated that strongly not accept information technology have positive impacts on overall activities of HRM in HSBC Bank

Chart 6: IT can increase the level of productivity of HRM in HSBC Bank.



Inference: 78 % of HSBC staffs in HR department agreed that IT can increase the level of productivity of HRM in HSBC Bank , 14 % of HSBC staffs in HR department strongly not agree IT can increase the level of productivity of HRM in HSBC Bank , 4 % of HSBC staff in HR department stated that strongly agree IT can increase the level of productivity of HRM in HSBC Bank and 4 % of HSBC staff in HR department stated that strongly not accept IT can increase the level of productivity of HRM in HSBC Bank

Chart: 7 Information technology facilitate the functions of HRM in HBBC such as recruitment and selection



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% of HSBC staff in HR department stated that strongly not accept Information technology facilitate the functions of HRM in HBBC such as recruitment and selection.

Findings:

- The major finding of the study reveals that in HSBC the HRM is highly effective.
- In Oman HBSC bank has good information system, which helps the customers to get the service in much better way.
- The complaint of the customers was attended immediately with the help of call center services.
- Services provided by HSBC which were highly effective were call center, internet banking, phone banking, retail and commercial services and Global markets.
- IT resources of HSBC were as follows: they have software such as Java SP, Oracle, Craner Technologies System I, As/400, I series 820 15/OS and SAP.
- The entiredatabases were managed highly effectively with the help of Java and Oracle software.
- 95% of the employees say that information technology used by HSBC has positive impact among the Human resources. Only 5% says that latest technology can be adopted to manage the information system effectively.

Suggestions:

- The latest version of software in SAP can be used effectively.
- The JAVA and Oracle were not upgraded one any latest software can be used effectively.
- The backup has to be maintaining up to date so that to avoid any major crash of servers.
- Good HRIS is followed in HSBC it has to be maintained and transparency has to be thereat the time of recruitment.

Conclusion:

This study will be highly useful to HSBC to upgrade its existing information system. The HRIS is highly effective to resolve the conflict among the employees. The payroll system, Human information system, Training and development, Leave and Absence system, Staff movement system were some of the effective system followed by HSBC in efficient manner. To conclude that the Information technology will assists the functions of HRM such as recruitment and selection, Training and

development and so on. Information technology is capable of leads for effectual communication among worker and management of HRM in HSBC Bank

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