

E-HRM PRACTICES IN HEALTH CARE SECTOR

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Abstract: *With the advancements in information technologies, a new concept has emerged known as Electronic Human resource management (E-HRM). E-HRM is a web based tool to automate and support the HRM services for the benefit off the organization. The present study was undertaken in a superspeciality hospital in Mohali to analyze the various E-HRM practices and its impact on the quality of work in the organization. 180 structured questionnaire were distributed among the hospital employees after taking the approval of the top management of the hospital. 150 questionnaire were returned by the employees for the analysis. The analysis was done using 5 point likert scale. The result of the study suggested that various E-HRM practices were performed in the organization including training of employees and performance appraisal. Also the E-HRM practices have a positive impact on quality of work performed by the employees which in turn proves beneficial for the organization as a whole.*

Index terms: *E-HRM, Job satisfaction, Health care sector*

I. INTRODUCTION

In today's competitive business world, all organizations or sectors including health care sector are under immense pressure to provide best quality services to their customers. This is possible only when the employees of the organization are happy and satisfied. So, it is not wrong to say "Happy employees Happy organization".

Human resource management practices plays a very important role in ensuring that the employees of the organization are satisfied with their job.

In recent years, a new concept has evolved known as Electronic Human resource management (E-HRM). Hospitals are increasingly adopting E-HRM practices which includes e-recruitment, e-compensation, e-learning. E-HRM not only increases the productivity of the employees, it also has an positive impact on job satisfaction which in turn leads to an efficient organization in the long run.

E-HRM also helps the Human resource managers to overcome the various challenges they face in current business scenario where the organizations have to keep pace with rapid changes in the market. It makes employee management system more efficient and hence benefit for the organization

II. LITERATURE REVIEW

The literature discusses a number of definitions of Electronic Human Resource Management (E-HRM). "Electronic Human Resource Management (E-HRM)" has been defined as adoption and use of web-based technologies for the purpose of providing human resource management services to the employees of the organization.^[1]

"Electronic Human Resource Management (E-HRM)" has been defined as a web based tool to automate and support human resource management activities . "Electronic Human Resource Management (E-HRM)" involves usage of different technologies. E-HRM facilitates the usage of HR market places (e-recruitment) and offers more self-service to the employee.^[2]

E-HRM has been defined as a technology that allow the employees of an organization to access HR and other services such as performance, communication, team management, knowledge management, and administrative applications^[3]

E-HRM has been defined as a technology which provides a portal that allows managers, employees and HR professionals to manage the information for efficient management of the human resources of the organization. By using E-HRM, fewer human resources professionals are needed, due to the fact that E-HRM eliminates the 'HR middleman'.^[4]

E-HRM as the using of the internet in the conventional technologies to enhance and improve human resource administration, transactions and process performance^[5]

There have been a number of studies on the concept of E-HRM. A study has been conducted to analyze e-HRM practices of selected public and private sector banks. The results of the study suggests that the selected banks utilizes E-HRM practices for efficient uses of human resources.^[6]

In the study titled: "**HR information systems**" concluded that E-HRM helps to eliminate a lot of the administrative burden and the employees more focused and efficient in their tasks . This reduces employees performance , increases job satisfaction and cost reduction.^[7]

III. OBJECTIVES OF THE STUDY

1. To study the various E-HRM practices in the hospital
2. To analyze the impact of E-HRM practices on quality of work

IV. RESEARCH METHODOLOGY

4.1 Population and Sample:

The health care employees of the super specialty hospital were taken as population for the study working at different levels and in different departments which included Nursing, Marketing, Front office, Accounts and other administrative departments.

4.2 Data and Sources of Data:

Before administrating the questionnaire, Instructions and purpose of the study were explained to each respondent. Respondents were assured about the confidentiality of their information. Primary data was collected with the help of Structured close ended questionnaires

4.3 Sampling technique:

Convenience sampling technique was used to select the sample employees. 5 point Likert scale ranging from strongly agree (5) to strongly disagree (1).

V. DATA ANALYSIS

5.1 Distribution of sample according to sex: The health care employees of the super specialty hospital were taken as population for the study . Tables below show the results which are discussed further:

table .1

SEX	NO. OF PERSONS	%AGE
MALE	82	54.66%
FEMALE	68	45.33%
TOTAL	150	100%

5.2 Distribution of sample according to experience

table.2

YEARS OF EXPERIENCE	NO. OF PERSONS	%AGE
5 months – 1 year	16	10.6%
1 year – 2 years	35	23.3%
2 years – 3 years	48	32%
3 years & above	51	34%
TOTAL	150	100%

5.3 Proportion of employees aware about E-HRM practices in the organization

The majority of employees (97%) are aware about the E-HRM system in the organization .Negligible percentage is towards the negative side which is near to 3%.

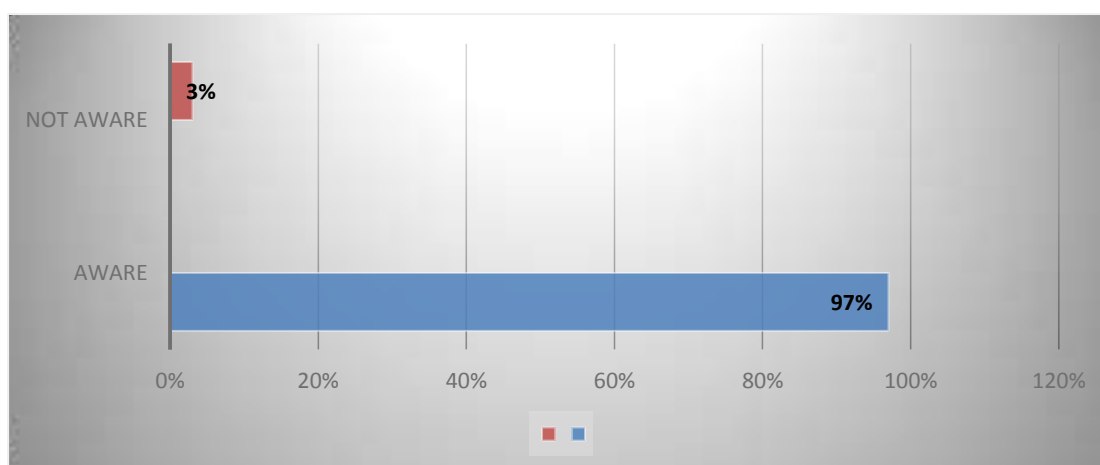


figure 1

5.4 E-HRM system is employee friendly and easy to understand and use

In the below figure the majority of hospital employees (92%) feel that E-HRM system is easy to understand, use and is employee friendly (which includes highly agree and disagree).Response of majority of the employees is in positive direction.

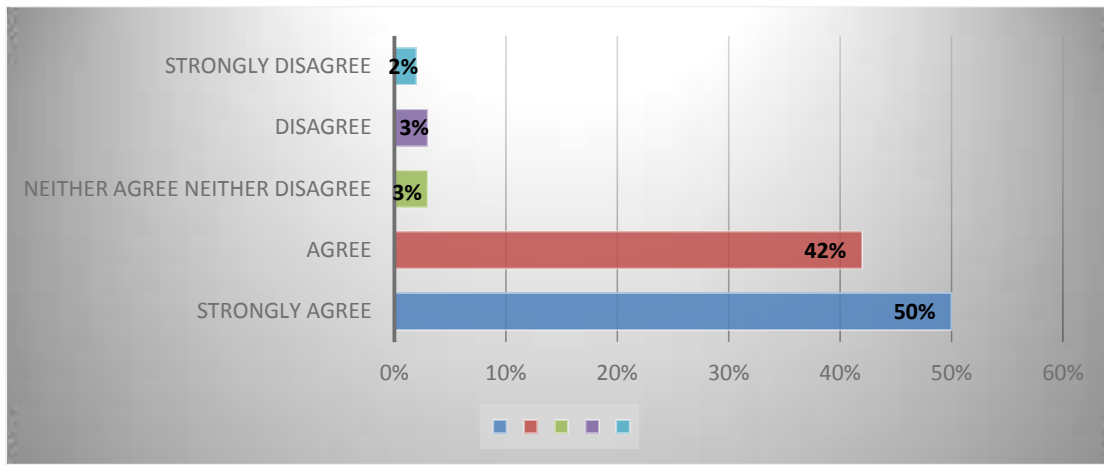


figure 2

5.5 Employees can apply for leave through E-HRM system

From the below figure , it can be interpreted that 62% of hospital employees who strongly agree that leave can be applied through E-HRM system . Only 1% strongly disagree.

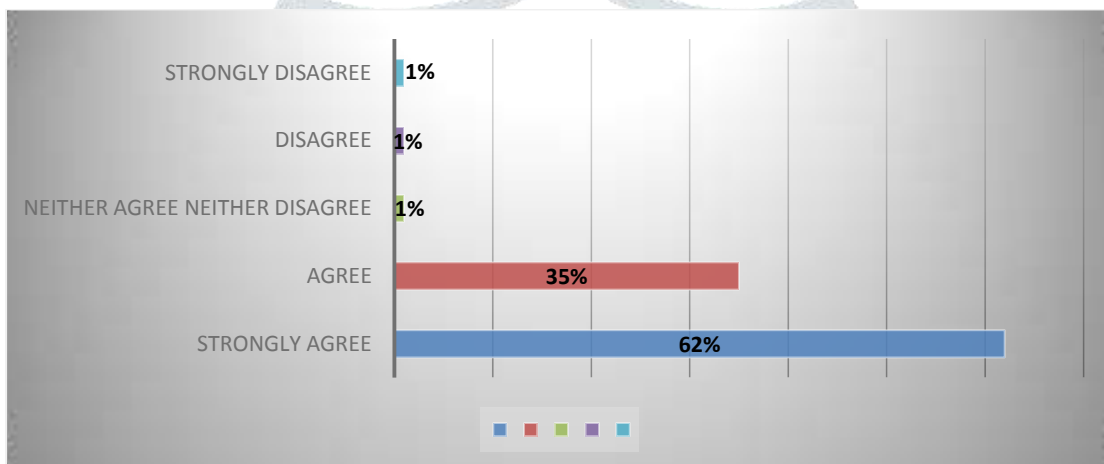


figure 3

5.6 E-HRM system is used for providing efficient training to the employees

From the below mentioned chart, it can be interpreted that majority of the employees (90% which includes highly agree and agree) feel that they receive efficient training through E-HRM system. Only 1% strongly disagree.

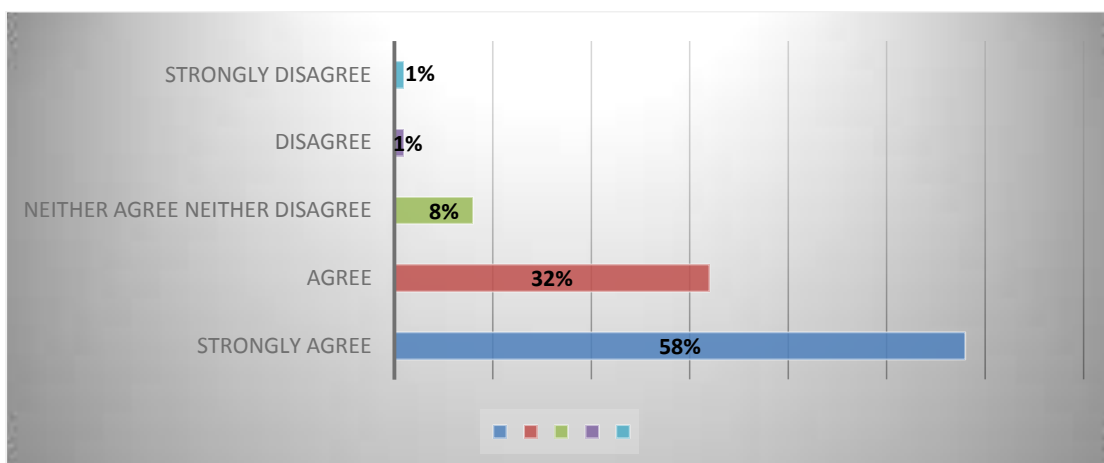


figure 4

5.7 Efficient employee feedback mechanism is provided through E-HRM system

Result shows that 89% of the hospital employees feels positive about the employee feedback provided though E-HRM system. Negligible percentage feel negative about the feedback mechanism (4% which includes disagree and highly disagree)

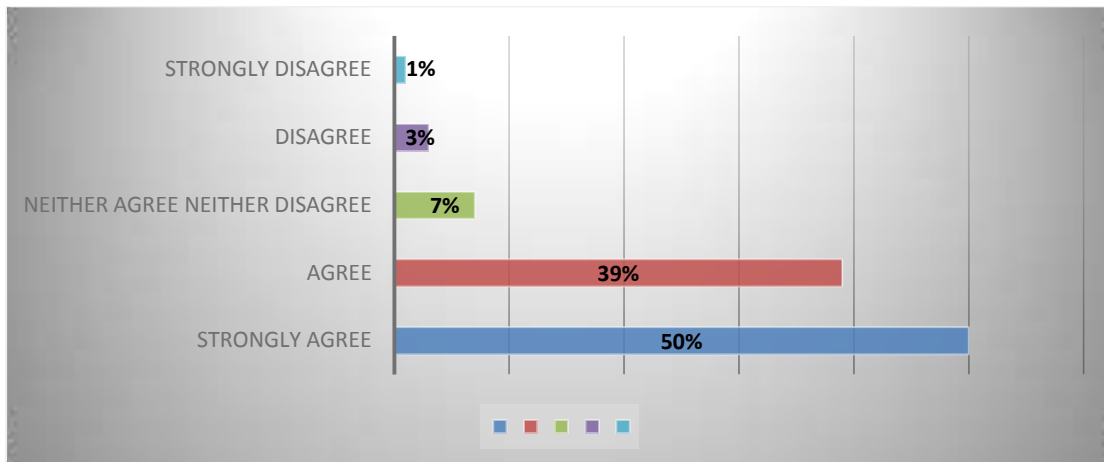


figure 5

5.8 Performance appraisals are done through E-HRM system in the organization

In the below figure , the majority of hospital employees (85%) feel that the performance appraisals are done through E-HRM system only (which includes highly agree and disagree).Response of most of the employees is in positive direction.

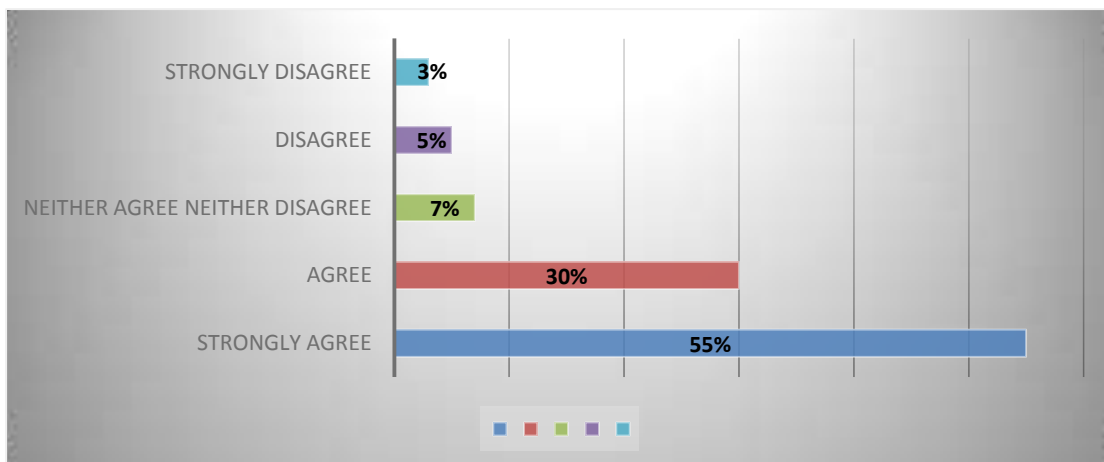


figure 6

5.9 E-HRM system has improved quality of work in the organization

The majority of hospital employees feel positive impact of E-HRM practices on quality of work life in the organization (95% which includes highly agree and agree)

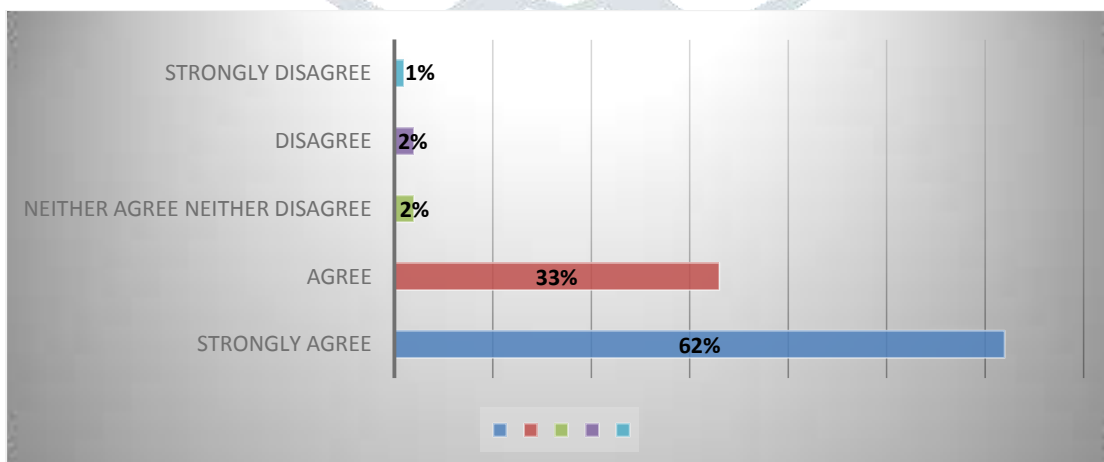


figure 7

VI.CONCLUSION

The result of the study indicated a positive relation between the E-HRM practices quality of work and the organization as a whole. Hence on the basis of the result , it can be recommended that the hospital /organization should further invest in the E-HRM tools so as to help the organization to reduce the cost/expenditure and to improve its functions and performance better.

VII. REFERENCES

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