The influence of HR software in the banking sector in India

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Abstract

Today, information technology (IT) has significantly transformed HR functions in the banking sector, streamlining processes and aiding in managing large number of employees across diverse branches more efficiently. This study includes the essential features and functions of different softwares that make the HR department to run smoothly.HR softwares also help in improving an employee's satisfaction and motivation.

Key Words : HR,HRM,HR department, HR software.

1. Introduction

In HR H stands for the human which means an individual and R stands for resources which means manpower, money or material.

Human Resource is defined as the Resource, which is in the form of human. HR is a very important aspect of the organization. It could be in the form of individuals or workforce which helps the organization in achieving its goals or objective.

The organizational goals and objectives can be achieved only when proper recruitment and selection process is done, providing proper orientation and induction, training and development to employees, providing appropriate compensation, maintaining labour relationships and also maintaining health safety, welfare of employees which is the function of Human Resource Management.

2. Significance of Human Resources

Human resources play a major role in every organization. For the production of any product or services, human mind and human efforts are very important. Without human resources, it is impossible for any organization to run.

Among the five M's of management, i.e. men, money, machine, material and methods, HRM deals with the first M which means men. Men are the crucial M which plays an important role in an organization. So, human resources are very important for an organization for the betterment and future aspects of an organization.

3. Human Resource Management

Management is defined as the process of planning, organizing, staffing, directing and controlling the resources and activities of an organization to achieve their goals in the effective and efficient manner. Further, the term Personnel Management has been replaced by Human Resource Management (HRM) and Human resource management is the combination of human which means people, resource means a stock or a supply of money, staff materials and other assets which is maintained by the organization to achieve their goals or to run the organization effectively.

In simple words, "Human Resource Management is defined as the process of managing such as planning, organizing, directing, controlling, compensating, developing, etc of the human resources to achieve the individual and social objectives of the organization.

HRM definition by eminent authors:

ARMSTRONG: "HRM is concerned with the employment, development and reward of people in the organizations and the conduct of relationships between management and the workforce."

Dessler: "HRM as a process of acquiring, training, appraising and compensating employees and attending to their labour relations, health and safety and fairness concerns."

Mathis and Jackson: "HRM deals with the design of formal system in an organization to ensure the effective and efficient use of human talents to accomplish organizational goal."

4. Role of HRM

HRM functions are associated with management and for the growth of people in organizations. Some of the activities which are involved in the HRM functions are as under :

- Organization development
- Human resource planning
- Knowledge management
- Employee relationship
- Health and safety
- Welfare
- The fulfillment of statuary requirement
- Equal opportunity and diversity issues

According to the Indian Revenue Service (IRS), a survey for HR roles and responsibilities (IRS 20046) HR department was spending 20% of their time on strategy activities, 40% on the administration, 30% on providing a consultancy service and 10% on other activities.

The role of HR function is to provide guidance and support on all the matters regarding to its employees. The HRM plays an important part in creating the friendly environment and also realize the employee's potential for the benefits of both the organization and themselves.

Inherently, the HR function gives the advice and service that empower organizations to get things done through the people. In 1998 Ulrich defined, "The activities of HR appear to be and often are disconnected from the real work of the organization". He thinks that HR should be defined by what it delivers, but should not be defined by what it does.

Human Resource Management activities

5. HR managers and their role in the banking sector

HR managers play an important role in ensuring the smooth functioning of a bank by recruiting, developing, and managing the human resources that contribute to the overall success of the organization.
 HR managers have diverse responsibilities in the banks are :

- **Posting of Employees**
Banks have a large number of departments and branches located in different locations. So, it is necessary for HR manager to make sure that the adequate work is done at all the branches of a bank. The HR manager also supervise the regular transfers and posting within the branches of the banks.

- **Organizing Training Programs**

  Organizing training programs is a common responsibility of HR managers to ensure staff members are equipped with the skills needed for current trends in the banking sector.

- **To Oversee the Performance of the Staff**

  The HR manager must supervise the quality of work done by the staff members. Sometimes on a performance basis, staff is awarded or punished.

- **Enhancing the higher productivity**

  HR manager helps in managing the performance of employees through various activities like clear performance goals, offering constructive feedback and coaching, and conducting regular performance evaluations. This will help in improving the productivity.

- **Increase employee's satisfaction**

  The proactive role of HR officers in resolving conflicts and addressing regulatory concerns within banks.They address the issues in a timely and effectively way. This will help in creating and maintaining a positive work environment and promoting the employee satisfaction.

6. HR Software

HR software is a digital solution for the organizations for managing the employee's information and document routing. Human resource software is also known as Human Resource Management System (HRMS) Human Capital Management (HCM) and human resource information system (HRIS). It helps in gathering information at both macro and micro levels in banks. In short, human resource software uses to managing the employees in an organization.
Human resource software is an online solution for the data tracking, data entry and data information of human resources, management, accounting and payroll within an organization.

A. HRM provides:

1. Employee information.
2. Analysing the employee information.
3. Documents related to organizations like safety guidelines, emergency evacuation procedures and employee handbooks.
4. Administration benefits such as personal information updating, status changes and enrollment.
5. Managing applicants and their resume.
   An effective HRS gives information about anything that the organization wants to track about employees, former employees and applicants. Data maintained by HRS, which is necessary for knowledge development, career growth and for employee management. Finally, the managers of the organization can retrieve the information they require to ethically, legally and effectively help for the success of their employees.

B. Following are the sub-system of HR software:-

1. Recruitment information.
2. Appraisal information.
3. Training information.
4. Manpower planning information.
5. Payroll information.
6. Health information.
7. Personnel research information.

C. Need of HRIS in an organization:

1. HRIS providing comprehensive information which helps the organization to provide structural connectivity among the different units.
2. Improving HR operations and management process.
3. Producing real time and accurate reports related to HR.
4. Collecting data and converting it into information which helps in quality of decisions.
5. Reengineering process and functions of HR.
6. Boosting employee satisfaction by providing HR services accurately and more quickly.

The several tangible benefits of HRIS to an organization such as payroll efficiencies and a reduction in labor costs due to automation and there are several intangible benefits as well.

D. HR Software customers/users:

HR software used by individuals can be split into two groups: employees and non-employees.

The employee category includes:

Managers, directors, vice president, CEO, technical staff, clerical employees, employees.

The non-employee category includes:

Suppliers, partners, job seekers and potential employees. Potential employees are those who log in via a web portal to search for and apply for a position.

E. HRM Software in Banking Sector:-

Human resource software plays an important role in executing, managing and attending various functions of the banking sector. There are multiple numbers of service functions in the banking sector because it deals with a service industry, which makes the banking sector necessarily to own a HR software for seamless controlling their service actions and functions.

The main challenges faced by the banking industry are the management of people and the management of the tasks. The success and growth of the banking industry depends on efficient and effective management of both people and risk. The banking industry is also known for people business, because it is concerned with the large number of people for providing banking services. The boom of any bank depends upon its services they offer, their level of customer satisfaction and their different features which make them unique and differentiate in the banking industry. Therefore, the execution of HR software for banking industry primarily to meet the customer expectations, provide a smooth and efficient innovation and make it socially responsible bank.

In the banking industry, HR software help in the functioning of human resource management like recruiting the right candidate for the banking industry, managing customer requests, employee engagement and also looking the payroll and retirement benefits of employees. The features of HR software in every organization can be increased or reduced with the help of HR technology. It is very easy for banking industries to collect, store, maintain the customer and employee data .HR software stores and analyze each and every information related to human resources. This technology makes an automated banking process while providing secure information to prevent the unauthorized use of banking assets, reduce the risk of complaints and records of all users are recorded and reported periodically.

F. The benefits from HR software in the banking sector:

I.   Recruiting the Right Talents:-

HR software for banking industries helps in the recruitment process while publishing the advertisement looking for talents in different portals and close of posts once it is filled. Once the selection process is completed by HR, then it helps in screening the talent via giving them an online test to check the potential of every candidate.

II.   The Retention of Employees:-

Retention means employees leave their jobs after joining in different departments such as finance, legal, accounting, trading, professional etc for many reasons like lack of training, employee management, legal hurdles, unattractive salary packages and many more. In banking sector, HR software can play a vital role by providing employee management systems, engagement strategies and retention tactics to enhance overall satisfaction and longevity in the workforce.. Most important HR software helps to minimize the turnover of employees. It also helps in providing timely salary pay outs to avoid the satisfaction among the employees.

III.   **Training for Workforce Development:-**
Every task can be effectively handled that comes under HR manager such as providing training to employees, employee motivation and employee benefits. HR software plays a crucial role in streamlining various HR tasks such as onboard training, reskilling of an employee, measuring employee performance, promotion policies, transfer policies and real time communication. In the banking sector, the implementation of modern training management systems especially cloud- based platforms, enhances accessibility and efficiency by enabling webinars and video tutorials on any device from anywhere .This shift from traditional methods to digital solutions contributes to quick and effective processes.

IV.   **Reduce Manual Work:-**

Each day, every HR team carries out a lot of routine tasks. It is impossible for the HR head office to track paperwork across all their branches. So, with HR software decision making and the administration task becomes fast and easy. It eliminates expensive human error and leads to higher resources optimization.

V.   **Easy Attendance and Leave Management:-**

An automated attendance system that combines the payroll department to accurately process wages, monthly salaries and overtime. HR software has given complete visibility on employees and their managers in aspects of remaining leaves and the availability of resources.

VI.   **Automated Payroll Function:-**

Automation simplifies the complex salary structure with multiple components such as tax and deductions that would be difficult to handle on an excel sheet. Banking industries can use HR payroll software to check their employee's payroll slips whenever they need to.

VII.   **Allowing Employee Self-Service:-**

Every employee wants to access to organizational policies, forms, information, payroll, reports, statements, and many more. But it is not possible for HR to address each query manually and quickly. These issues were created in large banks with more branches and where the movement of employees frequently. Mobile employee self –service(ESS) portals have significantly simplified HR tasks, allowing employees to efficiently manage pay slips and personal details directly from their devices, fostering a more user-friendly and accessible workplace experience. They need only to login and then execute the task at their own convenience. It creates a greater transparency among the employees.

VIII.   **360 Degree -Feedback:-**

360 degree-feedbacks in which employees of the banks get feedback on the basis of skills from their managers, peers, and the customers. This feedback is private. This is an online feedback form which is sent to 7 to 12 people. It is a comprehensive approach to assess employees' skills, involving input from managers, peers, and customers through a private online form. This feedback helps HR gain insights into various aspects like training, behavior, and leadership, enabling the bank to ensure employees is well-prepared for future challenges.

IX.   **Knowledge Sharing:-**

Creating a knowledge-sharing culture in a banking organization involves fostering an environment where employees recognize the value of sharing insights and experiences. Encourage open communication through regular team meetings, forums, and collaborative platforms to facilitate the exchange of ideas. Implement mentorship programs to promote knowledge transfer and recognize and reward employees for their contributions to knowledge sharing. Additionally, provide training on effective communication and teamwork to enhance collaboration within the organization. HR can:-
- Hire a knowledge manager.
- Invest in software which helps for building a knowledge base.
- Design an internal process for employees so they should share their knowledge and also knows about how many employees should share their knowledge.

X.   **Geo- Tagging:-**

Geo- tagging helps to find a wide variety of specific location information from a device. It is helpful in banking industries to record the geographical (latitude and longitude) of payment touch points, which is deployed to receive payments from their customers. Banks can also record the distance and time between the transactions and also fined unusual transaction patterns.

XI.   **Consolidate Data Storage:**

Banks have a large number of branches and multiple departments as per requirements of the location. So, HR and employees need a lot of information on a daily basis to do their work. There is a centralized document repository that provides the answer to all the documentation of the banks. It is easy for the people to access when documents are stored in place. HR software also keeps the information and assts secure.

G. HR SOFTWARES FOR THE BANKING INDUSTRY IN INDIA:

a)   **uKnowva HRMS** :

uknowva is a mobile – enable business platform and automate business operations. It makes easy the work – life cycle of employees when HR creates Social Intranet, Customizable HRMS, meeting rooms or other solutions which are on demand. Uknowva HRMS is the AI-backed solutions and it digitally transforms the business of today and tomorrow.

Features of uknowna HRMS :

1. HR and payroll.
2. Employee Self –Service Management.
3. Document Management.
4. Mobile Support.
5. Attendance management.
6. Recruitment management.
7. Pay slip.
8. Data Security.
9. Appraisal History.
10. Excel Import, etc.

b) Zimyo

This HR software helps to store and organize the company data, to boost employee satisfaction, and also eliminate the risk of errors. Zimyo believes that no matter the size of your business, you can make a change! This software also helps for large multi-level organization or the organization which have a group of departments, it also helps in making tedious organization charts. Their organizational chart helps the employee to understand the work hierarchies and also helps in communication effectively.

Features of Zimyo :

1. HR and payroll
2. Mobile Support
3. Shift Management
4. Employee Database
5. Project planning
6. Workforce Management
7. Employee field customization
8. Vacation /Leave tracking
9. Salary Information and History
10. Digital offer letters
11. Geo tagging
12. Application sharing etc.

c) Saral Pay Pack :

Saral Pay Pack is a core payroll processing software. It can also manage attendance, statutory compliance and the tax. Every month Saral Pay Pack generated 1.5 million pay slips. This software is also awarded with "exceptional customer support."

Features of the Saral Pay Pack :

1. Salary process management.
2. Time and attendance management.
3. Reporting and analysis.
4. Employee self- service.
5. Leave management.
6. Statutory compliance.
7. Exit management.
8. Reimbursement management.
   Various benefits of using Saral such as cut down the paper work to a maximum extend, accurately processing the salary on time without any delay, the calculation of salary, according to the employee's attendance, government tax and current tax rate

slabs will be updated, statutory reports for PF, ESI, P T and TDS are included, incentive details, additional earnings and deductions , excel interface for importing and exporting that makes data entry easy. Saral software is available in three different back ends viz, MS Access, My SQL, MS SQL.

d) Darwin Box :

Darwin Box software focuses on intuitive usage and scalability. This software also have a voice-bot called DARWIN to enable a voice-first approach in HR. it is used to transfer the connection between workflows and technology.

Features of Darwin Box :
1. Mobile Desk
2. Expense Management
3. MIS and Analytic
4. Time Attendance
5. Engagement Talent Management
6. Features Recruitment
7. Onboarding Core
8. HR Payroll
9. Management Employee
10. HR Workflow

e) 247 HRM :

247 HRM software allows banks to customize their workflows according to their organizations. They are continuously upgrading their software to make sure data integrity paperwork and reduction in time.

Features of 247 HRM:
1. Assest Management.
2. Letter Generation.
3. Exit Management.
4. Training Tracking.
5. Applicant Tracking System.
6. Payroll.
7. Statutory Compliance.
8. Leave Management System.
9. Company Policy Documents.
10. Employee Document Management.

f)   **Wallet HR :**

Wallet HR software helps the HR to manage the employee's lifecycle efficiently by serving to their needs at an affordable cost. This software also satisfies the customers with its simple configuration rather than the complex customizations. It manages all the core HR functions from recruitment to retirement, also providing employee dashboards, grievance management, leaves management, flexi-pay and reimbursement.

Features of Wallet HR:

1. Performance Appraisal.
2. Access Control.
3. Attendance Device.
4. Mobile Application.
5. Training Management.
6. HR Analytics.
7. Organizational Chart.

g)   **Sum HR:**

Sum HR software is built upon the SaaS cloud platform. To achieve a better HR experience, this flexible and configurable software streamline workflows and automate HR tasks. With this software, employees can update their data from anywhere, anytime by using their mobile devices. It also supports biometric attendance and geofencing.

Features of Sum HR :

1. Payroll Automation (one –click payroll processing)
2. Attendance Monitoring and Leave Tracking (mobile app with GPS, web login, biometric integration)
3. Review Performance, 360 Degree Feedback, Competency Maps and Goal Tracking.
4. Unique Onboarding and Offboarding experiences.
5. Employee Directory, Company Calendar and Organizational Chart
6. Reimbursements Management
7. Organize HR Operations (generate letters, store docs and track assets)
8. Recruitment Management
9. Enterprise Social Networking (communication/collaboration across offices)

g) Zoho People:

It is a complete HR software solution. It provides HR service delivery to a centralized system and also gives solutions to HR employees for self-service. Zoho People software allows banking industry to customize the software according to their requirement easily. Its interface is so easy –to-use and integrate the user data with a single Zoho account.

Features of Zoho People:
1. Timesheets
2. Time Of Management
3. Attendance Tracker
4. Corporate LMS
5. Performance Management
6. HR Analytics
7. Time And Attendance Management
8. HR Process Automation
9. Employee Database Management
10. Employee Onboarding

7. CONCLUSION

The major conclusion of this study is human resource software which affects the performance of the bank. The performances of HR such as return on equity are directly by an employee's satisfaction, training and development, performance appraisal, salary and compensation which are managed in efficiently and effectively manner with HR software. It also provides details on benefits, compensation, social programs and internal job opportunities to the employees. It also help the banks to keep track of their human resource requirements and fulfill those requirements in a cost and time efficient manner. Actually, HR software is a large database, depending on the size and nature of the organizations. HR software may consist of a single or number of interconnected database. These databases will store information of employees like personal details, company role, salary, etc and information related to the payroll and other aspects of human resources. This study will show how the banking sector in India makes their HR system more effective.

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