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Research on HRIS satisfaction in companies

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Abstract

Purpose of the article Purpose of the article was to gather user experience with usage of Human Resource Information Systems (HRIS) and understand their satisfaction and dissatisfaction with the tools. The results are used for preparation of extended questionnaire that will be distributed to hundreds of companies in Czech Re-public and Slovakia to gather wide range of usage data. This data will be then reviewed and published as the research part of the author's dissertation thesis. The aim is to specify which parts of the HRIS are vital for daily usage and which are not so important.

Methodology/methods To ensure the results are representative, several companies of various sizes and production types were selected. A prerequisite for the users chosen for the interview was their at least 2 years long experience with usage of the HRIS tools, all the users were members of the HR team or the team's manager. Data gathering was performed via structured interview or telephone call; each of the sessions took around 60 minutes.

Scientific aim Goal of the article is to suggest the way how to improve the end-users' experience by usage of various tools and means to increase the productivity and satisfaction. Implementation of better organized graphical user interface, simpler layout of the most used functions and responsive design would be investigated as the way how to increase the satisfaction of users working with HRIS.

Findings The results of the findings show that in the majority of companies, the users are dissatisfied with their Human Resource Information Systems. The main drawbacks are old graphical user interface, insufficient functionality and system crashes. Some of the users also reported that the main HRIS tool was used only for basic administrative tasks and other programs were used as complements what is not the desired approach. These results will be incorporated to the extended questionnaire that will be used further.

Conclusions Investigated companies are only from Czech Republic and Slovakia due to specific labour and legal constrains.

Keywords: HRIS, Satisfaction, Information system, Human resources, software

JEL Classification: M15, M21

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