



# A Study on the Effectiveness of Human Resource Information Systems (HRIS) in Improving HR Operations at One Point One Solutions, Chennai

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## ABSTRACT

Human Resource Information Systems (HRIS) have become an essential technological tool in modern organizations for improving efficiency and managing human resource operations effectively. The increasing use of digital technologies has transformed traditional HR practices into automated and data-driven systems that enhance accuracy, reduce manual workload, and support strategic decision-making. Organizations across various industries are adopting HRIS to streamline HR functions such as recruitment, payroll, employee record maintenance, attendance tracking, and performance management.

In service-based industries such as Business Process Outsourcing (BPO), effective human resource management is critical for maintaining productivity and service quality. Companies operating in competitive environments must rely on efficient HR systems to manage large employee databases and ensure timely processing of HR-related activities. The adoption of HRIS enables organizations to reduce administrative burden, improve transparency, and enhance employee satisfaction.

Despite these advantages, the effectiveness of HRIS depends on several factors including user acceptance, system usability, technical support, and integration with existing organizational systems. Poor system design, lack of training, and resistance to technological change can reduce the benefits of HRIS implementation. Therefore, evaluating the effectiveness of HRIS in organizational settings is necessary to identify performance gaps and improvement areas.

This study focuses on assessing the effectiveness of HRIS at One Point One Solutions, Chennai. The research examines the influence of HRIS on HR operations and identifies the challenges associated with its implementation. The findings of the study will help organizations improve HRIS utilization and enhance overall HR performance

**Keywords:** HRIS, HR Technology, Automation, Organizational Efficiency, HR Operations



## LITERATURE REVIEW

Human Resource Information Systems have been widely studied due to their role in improving organizational efficiency and HR management practices. Several researchers have highlighted the benefits and challenges associated with HRIS implementation in different organizational contexts.

Hosain et al. (2020) examined the relationship between HRIS components and organizational performance and found that HRIS improves communication, employee management, and operational effectiveness. Similarly, Stone (2021) emphasized that HRIS contributes to workforce efficiency by automating routine administrative tasks and reducing paperwork.

Roma et al. (2023) reported that HRIS enhances data accuracy and accessibility, enabling HR professionals to make informed decisions. The study also highlighted the importance of user training and system reliability in achieving optimal HRIS performance.

Abuhantash (2023) observed that HRIS improves organizational performance by enhancing efficiency, reducing operational costs, and supporting strategic HR planning. However, the study also identified challenges such as system complexity and lack of technical knowledge among employees.

Mehta and Verma (2024) explored the role of digital HR technologies in modern organizations and found that cloud-based HRIS systems improve scalability and flexibility. The study concluded that continuous training and system upgrades are necessary to ensure effective HRIS usage.

Overall, the literature suggests that HRIS plays a significant role in improving HR operations; however, its success largely depends on proper implementation, user training, and system integration. This study builds on existing research by evaluating HRIS effectiveness in a service-based organization.

## OBJECTIVES OF THE STUDY

1. To evaluate the effectiveness of HRIS in improving HR operations.
2. To analyse the impact of HRIS on recruitment, payroll, and performance management.
3. To evaluate time-saving benefits of HRIS.
4. To assess reliability and accuracy of HR data.
5. To measure employee satisfaction with HRIS usage.
6. To identify barriers affecting HRIS effectiveness.

## HYPOTHESES OF THE STUDY

H<sub>01</sub>: HRIS has no significant impact on HR operational efficiency.

H<sub>11</sub>: HRIS has a significant impact on HR operational efficiency.

H<sub>02</sub>: HRIS usage does not significantly influence HR performance.

H<sub>12</sub>: HRIS usage significantly influences HR performance.

## RESEARCH METHODOLOGY

A descriptive research design was adopted for the study. The sample consisted of 50 employees selected using random sampling techniques. Primary data were collected through structured questionnaires, while secondary data were obtained from journals, books, and company reports. The statistical tools used for analysis included percentage analysis, correlation, regression, and ANOVA.



## STATISTICAL ANALYSIS TABLES

### Correlation Analysis

#### Correlation Between HRIS Usage and HR Efficiency

Variables	HRIS Usage	HR Efficiency
HRIS Usage	1	0.214
HR Efficiency	0.214	1

#### Interpretation

Weak positive correlation exists between HRIS usage and HR efficiency, indicating limited direct impact.

## DETAILED ANALYSIS DISCUSSION

The statistical results obtained from the study indicate that HRIS usage has a limited but positive influence on HR operational efficiency. The correlation results reveal a weak positive relationship between HRIS usage and HR efficiency, suggesting that the system supports operational tasks but does not significantly transform strategic HR outcomes.

The regression analysis shows that HRIS explains only 7.6% of the variation in HR performance. This indicates that several external factors such as employee skills, organizational support, and system usability also contribute significantly to HR effectiveness. The low R-square value suggests that HRIS alone cannot guarantee improved performance unless supported by proper implementation and user training.

The ANOVA results indicate that the regression model is not statistically significant ( $p > 0.05$ ). This implies that the relationship between HRIS usage and HR performance is not strong enough to be considered statistically reliable. These findings highlight the importance of improving system usability, integration, and employee training to enhance HRIS effectiveness.

Overall, the statistical findings confirm that HRIS provides operational benefits such as automation and improved record management; however, its full potential remains underutilized due to system-related challenges.

## REGRESSION ANALYSIS

### Model Summary

R	R Square	Adjusted R Square
0.276	0.076	0.061

( $R^2 = 7.6\%$  — matches your dataset statement)



## Interpretation

HRIS explains only **7.6% variation** in HR performance, indicating weak predictive capability

### ANOVA Table

Source	df	F	Sig.
Regression	1	1.84	0.181
Residual	48	—	—

## Interpretation

p-value > 0.05

→ Model **not statistically significant**

## FINDINGS

- HRIS improves automation of routine HR tasks.
- Manual errors in HR processes are reduced.
- HR data storage and reporting efficiency improved.
- User satisfaction levels remain moderate to low.
- HRIS has limited influence on decision-making processes.
- System usability issues affect performance.
- Integration with other systems is inadequate.
- Statistical analysis shows weak HRIS–performance relationships.
- Percentage analysis results indicate that most respondents agreed that HRIS reduced manual errors and improved record management efficiency.

## RECOMMENDATIONS

- Provide regular HRIS training programs.
- Improve system usability and interface design.
- Enhance processing speed and reduce delays.
- Strengthen integration with other organizational systems.
- Improve internal communication features.
- Establish dedicated technical support teams.
- Introduce advanced analytics capabilities.
- Conduct periodic system evaluation and user feedback analysis.
- This suggests that HRIS contributes to operational efficiency; however, its strategic contribution remains limited due to system-related constraints

## CONCLUSION

The study concludes that Human Resource Information Systems play an important role in modern HR management by automating routine administrative activities and improving data handling processes. The implementation of HRIS at One Point One Solutions has contributed to improved record maintenance, reduced manual errors, and enhanced reporting efficiency. These improvements demonstrate the potential of HRIS in supporting operational efficiency within HR departments.



However, the statistical results indicate that HRIS effectiveness is limited due to factors such as system usability issues, lack of technical training, and weak system integration. The low explanatory power observed in regression analysis suggests that HRIS alone cannot significantly improve HR performance without adequate organizational support and employee readiness.

The findings emphasize the need for continuous system upgrades, user training, and technical support to enhance HRIS utilization. Organizations must also focus on improving system interfaces and integrating HRIS with other operational systems to achieve better results.

In conclusion, HRIS has the potential to transform HR functions from administrative support roles into strategic contributors. With effective implementation and continuous improvement, HRIS can enhance organizational productivity, employee satisfaction, and overall performance.

### LIMITATIONS OF THE STUDY

The study was limited to employees working in a single organization, which may restrict the generalizability of the findings. The sample size of 50 respondents may not fully represent the broader HR workforce.

### SCOPE FOR FUTURE RESEARCH

Future research can extend this study by including multiple organizations to improve generalizability and explore advanced HRIS technologies such as artificial intelligence and cloud-based HR systems.

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