IMPLEMENTATION OF HUMAN RESOURCE MANAGEMENT SYSTEM IN TOURISM SECTOR

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Abstract

The main aim of this project was to know how the HRMS functions in an organisation and tourism sector was selected for conducting the study. The first objective was the implementation of the Phase I of the Human Resource Management System. The Phase I included completing the personal as well as professional records, employment details within the organization, editing and managing changes in the employment of the employee (career history) like promotion and salary increment, exit handling and report generation of all the employees in the organisation. The next step was designing the modulus for the same which would be tailor made to the processes in the organisation and the HR department. The main aim while designing the module was that the software should be capable of capturing all the details which would be entered related to the employee of the organisation and generating the report as well. The HRMS should be capable of generating simple reports which could be easily used by the HR Department. The vendor was chosen for the same and they were required to customise the software on their own. The strategy used for the implementation was that all the details of all the employees should be updated in the excel sheet so that it can be easily integrated in the software once the software is ready. Separate Excel sheets were required to be made for the existing employees as well as
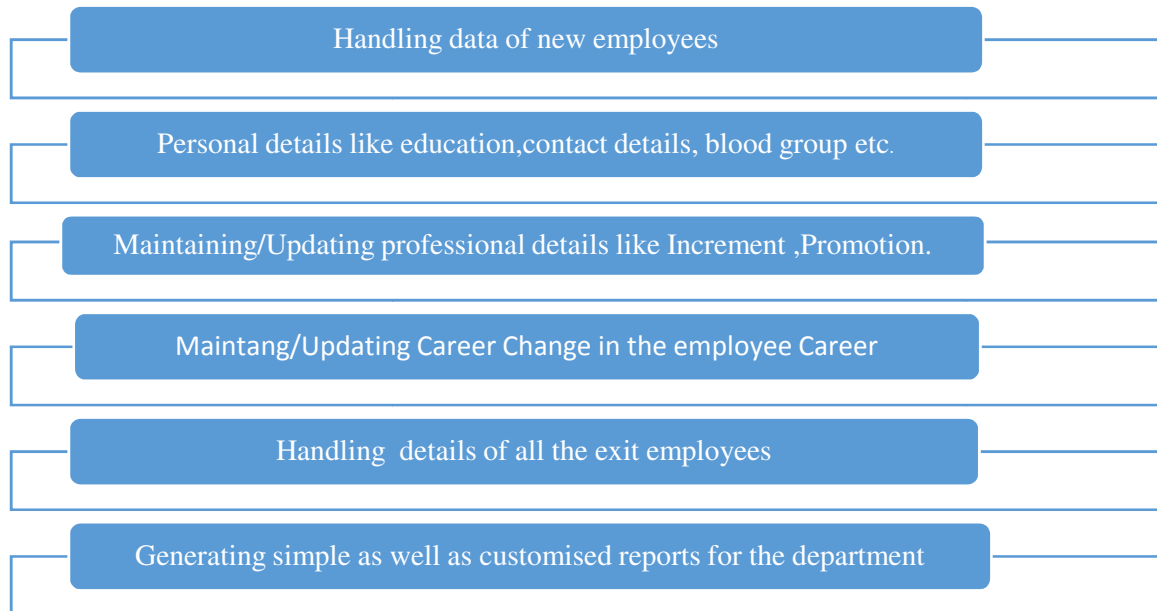
exit employees. The task was duly completed.

Introduction

Human Resource Management System or Human Resource Information System as it is usually known refers to the integration of the Human Resource Management with the Information Technology. It mainly acts as an intersection of the HR functions mainly the basic HR activities like Organisational Development, Talent Development etc. with the Information System. The company had already tried to implement the HRMS earlier in the organisation but due to some circumstances it could not be implemented. So, the task was to implement the HRMS in the organisation by currently reviewing the HR functioning, checking for its shortcomings and then designing the framework for the same and helping in implementing it in the organisation. The main functioning of the software would be keeping personal as well as professional records of all the active as well as exit employees, succession planning, career development etc. The main purpose for implementing HRMS was to address the needs of the HR department.

The whole project was divided into phases so as to allow the easy implementation of software. The Phase I required the design of a framework which would cater to the following needs:

the organisation, his/her all the details should be captured by the system in the same manner as the records are recorded in the excel sheet.

Handling data of new employees

Personal details like education,contact details, blood group etc.

Maintaining/Updating professional details like Increment ,Promotion.

Maintang/Updating Career Change in the employee Career

Handling details of all the exit employees

Generating simple as well as customised reports for the department

The next phase would include maintaining the employee records online rather than maintain personal files which would reduce the workload on the HR department, performance management and leave management.

Objective

To check the shortcomings in the partially implemented HRMS and help design the framework for the same.

Research Methodology

The data which was required to be uploaded in the backend by the vendor was updated in the excel sheets. Two separate excel sheets were created. First excel sheet was for all the active employees of the organisation. The second excel sheet consisted the data of all the exit employees. It was required that once an employee joins

All the details are maintained in the personal files of the employee and it is the most important file. This file contains all the important documents of the employee and the payroll data. So about 300 new records of the new joiners were updated in the excel sheet and also another 500 were updated for the required changes.

To have a clear and holistic view about the data records of the employees in the organisation, access was given to the personal files of the employees by the HR Manager. A brief idea was given about each and every document in the file and their relevance was also told so that all the data can be updated properly with proper knowledge about the same.

So all the relevant data of all the new as well as already existing employees was updated in the excel sheet which would be relevant for the HR Manager as well for the

Different Modules designed for HRMS

The most important job was designing the different modules and screens for the software. It required proper knowledge and understanding about the functioning of the HR department as well as the employee data. After thorough analysis, the various modules which were designed were as follows:

Once the Employee Tab is clicked, the Employee Screen would pop up

a) Employee Screen

In this a new employee record could be created or any new record could be updated/modified.

The various tabs available at the top are:

1) New Search: It helps in searching the

department and would help in easily accessing the data and getting simple and customised reports.

records of the employee.

2) Create New Employee: This could be used to create a new record of any employee joining the organisation from his effective date of joining.

3) Modify Employee Record: This was used to modify any details of the employee anytime. Example: It might happen that when a new employee joins the organisation, only his basic details are entered that time and various other details like personal information, education details etc. Can be entered later by going to this tab.

4) Terminate Employee: This was used in case of any exit and details like last working date, reason for leaving etc. Could be entered.

5) Update Employee Status: This was used to update the status of employee like permanent Intern etc.

b) Personal Details

This module was designed to capture all the personal details of the employees like Date of Birth, Blood Group, Emergency Contact no. etc. This module can be modified at later stage also for the new employees or if any new information is required to be modified, it can be done from here.

c) Prior Work Experience

In this all the previous records of the employees are captured. Previous records like Last Company, Position held, Duration of work, Reason for Leaving and last compensation are captured in this. By clicking on the submit button once the details are filled, a record of the past employment of all the employees is created.

d) Record of Employment History

The full employment history of any employee can be viewed on this page. On the lower left hand side of the screen, the full employment history with the Date of joining and designation could be seen in the following format: Date (Designation). On clicking on any of the subheadings, the entire information is available at a glance for any HR Manager and it can easily be interpreted. All the details are available at the right hand side of the screen with each and every field filled up. Hence entire information about any employee in the organization is available at a click.

e) Report Module

Getting simple and customizable generated report was the main requirement of the HR Department. After selecting the Company Name, Division, Department and the time period from when the report is required till what date can be customized. Any report like Exit Report, Executive Trainee Report, and Headcount can be easily generated. These are the main reports which are required by any HR Department and any HR Manager. Various other reports can also be customized and can be easily generated. With various parameters available like Date of Joining, Designation, Location, Staff Type etc., it can be selected according to the requirements of the department and required report can be generated according to the need.

On clicking on the Report button, a report with the required and selected parameters, a report can be generated. The time period for which the report is required can also be selected and can be used for tracking the employment status or movement of any employee. For E.g.: A financial year or a quarter report can be generated.

Conclusion

All the modules of the HRMS were completed successfully as required and were shown to the vendor so that it could be developed. The modules were handed over to the vendor for the development process. All the backend excel sheets for both active and exit employees were also updated and completed. These sheets were ready to be directly uploaded in the system. All the work was done in the stipulated time and was completed as required by the HR Department. The status of the project was presented to the mentor as well as the HR head. The work was duly appreciated by the HR head and any other changes recommended by them were implemented after discussion. The software would be developed and put into implementation and for effective use by the HR Department. This software would help the HR Managers to store the data of employees effectively and would also help them to access the data for further use. It will also help in the effective functioning of the Department. All the records of the employee could be pulled out easily and various data like Performance Management, Training, Career Movement of the employee, Bank Records could be easily accessed and would help in future planning.

Recommendations

The HR Department was dependent on the hardcopies of all the documents of the employees which were kept in the personal files of the employees. Each employee had a personal file which consisted all the relevant documents like graduation, past work experience, increment etc. As the number of employees increased, maintain files were becoming very tedious. So, it was a requirement of the company to merge the IT system with the HR department. With this, all the details of the employees could be maintained properly and could be easily accessed by the HR department. A very detailed plan was made for the implementation of the software. A few recommendations for the project are as follows:

1) The company has its own intranet site wherein all the employees have been given access. All the live updates about the company, birthdays of the employees etc are shown there. Employees can apply for the leaves through the intranet. The attendance system of the organisation was also merged with the intranet. So the attendance was captured with the punch in and punches out in the system.
   A recommendation was if the leave module of the HRMS could be merged with the intranet. Through this the leave and the attendance of the employees could be easily recorded in the HRMS and could be easily accessed by any HR Manager.

2) Further recommendation would be if the payroll could be aligned with the HRMS or another module could be made for the payroll in the software. This would help in centralising the system and the HR Management and the payroll can be integrated.

3) Another scope would be that if any new employee joins the organisation and he doesn't hold an account with either HDFC or Chartered bank, still the employee should be able to use his previous salary account.

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