

Human Resources Information System (HRIS) User Satisfaction as a Predictor of HRIS Success in Sri Lanka Telecom PLC

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Success of the Human Resource Information System (HRIS) of an organization is a vital factor which contributes towards strategic advantages. Therefore understanding what leads to the success of HRIS is critical. Thus, the objective of this study is to identify whether the HRIS user satisfaction positively impacts the success of HRIS in Sri Lanka Telecom PLC. A deductive approach is used in this cross sectional study. In operationalizing the conceptual model, HRIS user satisfaction was measured using four dimensions; (Perceived HRIS System Quality, Perceived HRIS Information Quality, Perceived HRIS Ease of Use and Perceived HRIS Usefulness) where the HRIS success was measured using seven dimensions (Salary Advice, Employment Benefits, Assessment and Training Needs, Recruitment, Performance Management, Industrial Relations and HR Planning). In developing the questionnaire with a seven point Likert scale, standard questionnaire (Shibly, 2011) was used to measure HRIS user satisfaction and to measure HRIS Success, questions were prepared based on the study of Hussain, Wallace, and Cornelius (2007). A pilot survey was also conducted before the distribution of the questionnaire to the sample. The whole population of 32 senior HR executives were selected to the sample and the response rate was 94%. Simple Regression and Correlation were mainly used for the analysis of the study; and the results revealed that HRIS user satisfaction has a significant positive impact on HRIS success in the context of the study. In conclusion, HRIS user satisfaction can be identified as a predictor of HRIS success in Sri Lanka Telecom PLC. As the implications of the study, by upgrading the current HRIS to provide a higher level of user satisfaction in Sri Lanka Telecom PLC, a higher level of HRIS success can be achieved subsequently.

Keywords: SLT HRIS Success, HRIS User Satisfaction, Senior HR Executives