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 to strategic advantage. The purpose of the study is to identify the impact of user satisfaction towards the Success of HRIS, by using the user satisfaction as perceived by HRIS users in Sri Lanka Telecom PLC. The dimensions of the HRIS Success is identified as Salary Advice, Employment Benefits, Assessment and Training Needs, Recruitment, Performance Management, Industrial Relations and HR Planning. , and the dimensions of the HRIS User Satisfaction is identified as Perceived HRIS System Quality, Perceived HRIS Information Quality, Perceived HRIS Ease of Use and Perceived HRIS Usefulness. As focused in the hypothesis testing, deductive approach is used in this cross sectional study. The population of the study is all the Senior HR Executives working in the Sri Lanka Telecom PLC. Therefore the questionnaires were distributed among a sample of 32 Senior HR Executives and the response rate was 94%. The Regression and Correlation analysis along with descriptive statistics were used for data analysis in finding the impact of user satisfaction on success of HRIS and in identifying the areas to be improved, in achieving SLT HRIS Success.

Keywords: *HRIS Success, HRIS Users' Satisfaction, HRIS System and HRIS Information Quality, Perceived HRIS Ease of Use and HRIS Usefulness*