

IMPACT OF EMPLOYEE PERCEPTION TOWARDS IT COMPETENCE ON OPTIMUM UTILIZATION OF HUMAN RESOURCE MANAGEMENT SYSTEMS: A STUDY IN A SELECTED GOVERNMENT BANK IN SRI LANKA

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This research seeks to address the relationship between employee perceptions of IT competence and the effective use of Human Resource Information Systems (HRIS) in specific government bank in Sri Lanka. HRIS has emerged as a crucial resource in contemporary institutions as it aids the management of human resource activities such as payroll, checking attendance and performance management. Despite the huge amounts of money that public banks spend on HRIS, the use of this system consistently lags behind the global average as only about 40% of the system is put into practice. This study explores issues of employees' perception of the system and the four dimensions of the perception such as system quality, information quality, ease of use of the system and the usefulness of the system and how user satisfaction as a mediation variable influences the perception of the system. The study employed the survey research method, where a total of 298 respondents from different management levels of the bank answered the survey. Statistical tools such as correlation and regression were used to analyze the data collected to determine the relationships among the variables. The results indicate that the perception of employee IT competence has a positive influence on the HRIS use and the need for training, user-friendly design and management of the organization are much emphasized. This study makes practical suggestions on measures that can be implemented in order to improve HRIS effectiveness and through this enhance organizational as well as employee satisfaction, during the process it also covers up the shortfalls in IT knowledge and systems capabilities. The investigation further adds to the body of knowledge on HRIS in particular of the public banking system in the country of Sri Lanka.

Keywords: *Employee perception, Ease of use, HRIS, Information quality, System quality, Usefulness.*

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