**JAIPURIA INSTITUTE OF MANAGEMENT, INDORE**

**PGDM**

**SIXTH TRIMESTER (Batch 2019-21)**

**END TERM EXAMINATION, MAY-2021**

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| Course Name | **Human Resource Information Systems (HRIS)** | Course Code | **HR 602** |
| Max. Time | **2 hours** | Max. Marks | **40** |

**INSTRUCTIONS:** Please attempt all the four questions.

Any similarity with any internet based content or answers of your peer group submissions, would result into getting an ‘F’ grade in the exams. All answers need to be typed in MS-Word format and submitted via Moodle link. Scanned copy or attachments will NOT be accepted.

(for exams department- these are four sets) Question 4 is compulsory for all students.

**Question. 1 (08 Marks)**

* “An effective HRIS helps HR to fulfill its strategic role in any organisation.” Please elaborate upon this statement and share your views in support.
* Please elaborate upon the HRIS architectures, and comment how an HRIS helps the HR department of an organisation to play a strategic role.
* Please elaborate upon the major benefits of an HRIS over a manual (paper based system) information system, for any organisation. Include at least five benefits.
* Please elaborate upon how an efficient HRIS helps managers take useful/better decisions. Give at least five ways how HRIS helps here.

**Question. 2 (08 Marks)**

* Please illustrate the SDLC process and challenges involved at each stage. What is the role of HR department in the SDLC process?
* Please explain any five possible HRIS implementation challenges in any organisation.
* Please illustrate the benefits of HR Shared services and Outsourcing. Also, please comment how an effective HRIS helps in this context.
* Please elaborate upon variety of decision choices an organisation must go through while deciding about purchasing/customizing/developing an HRIS. Your answer must include discussion on Off-The-Shelf, Customised, or Generalised HRIS, etc.

**Question. 3 (08 Marks)**

* Based on two classroom exercises, please elaborate how a CBA activity helps HR department to justify the investments on HRIS.
* Please discuss the concept of CBA mentioning direct and indirect costs as well as benefits of an HRIS.
* Based on classroom exercises, please elaborate how decisions of procuring/developing an HRIS uses a CBA activity.
* A CBA activity is an important milestone for managerial decisions on investing in an HRIS purchase/develop/upgrade. Please elaborate on this statement. You may base your answer on classroom discussions on CBA.

**Question. 4 (16 Marks)**

**(for exams: let this be a compulsory case based question)**

*Adapted from: https://www.ujjivansfb.in*

Ujjivan Small Finance Bank (USFB) Limited is among the leading small finance banks in the country. As a mass market bank, it remains committed to serve the unserved and underserved segments through financial and digital inclusion. With technology as a key enabler, Ujjivan Small Finance Bank continues to expand its reach and enhance customer experience. The strengthened digital interfaces, across regions and languages has empowered customers to seek timely and easy access to finance; at all times. This has further enabled the Bank to deepen its customer connect across diverse locations. As a ‘Responsible Bank’ it stays invested in creating a sustainable social impact through community development and financial literacy initiatives.

The Bank has a Pan-India presence, with over 56.6 lakh customers, 575+ banking touchpoints across 244 districts, 24 states and Union Territories - as of December 31, 2020. Our convenient alternative channels and digital footprint across internet banking, mobile application, tablet-based origination and phone banking among others, provide 24x7 access to full services of the Bank.

Apart from the network of branches, ATMs and Automated Cash Recyclers, Ujjivan Small Finance Bank has a phone banking unit that services customers in eleven languages, a mobile banking application that is accessible in five languages, as well as internet banking facility for individual and corporate customers. The focus is to use technology as an enabler for customers that allows them to customize and deliver products and services to suit their needs.

**Question 4a:** Imagine that you are working as an HR executive in USFB, which also has a robust HRIS in place for all employees. What kind of employee dashboard would you want this HRIS to have for you, as an individual employee? **(8 Marks)**

**Question 4b:** You are entrusted with recruiting, onboarding, employee training, and employee exit tasks. What kind of functionality would you want this HRIS to have so that you can do your tasks (as mentioned in the earlier line) effectively and efficiently? *(Your answer should include explaining the integration of HR sub-functions in an HRIS. Your understanding of working on the demo version of an HRIS should help here.)* **(8 Marks)**