

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA
PGDM/PGDM (Service Management)/PGDM (Marketing)
VI TRIMESTER (Batch 2016-18)
END TERM EXAMINATION, APRIL 2018

Course Name	Human Resource Information System	Course Code	HR 601
Max. Time	2 Hours	Max. Marks	40

Instructions:

- a. Do not write anything on question paper except your roll number.
- b. Be precise and objective in your answers.

1. Internal vs. Outsourcing HRIS Dilemma

Geant` Hypermarket is one of the biggest retail chains having its roots to infamous Casino Group of France. They have been in the business for over three decades spanning their retail operations in all major European and Gulf countries. All of its retail operations are divided into two divisions namely service and business. HR department, being the part of Service, has been planning to have its first HRIS in place since long but due to some or the other reasons things have not fallen in place. Management has also been indifferent to that but of-late, has shown significant interest in supporting the idea of having an HRIS for Geant` Hypermarket at few of its branches. For Delhi SBU, its HR team comprises of one HR Manager, two HR Supervisors, and 3 HR Executives. The basic premise has been set up and the company in due consultation with its own IT team, has begun to plan out the HRIS initiative. Initially they want to streamline the following functions of HR in HRIS software: Recruitment, Induction, Time & Attendance, Payroll, Leave Management and Administrative & Disciplinary Actions. So far, Microsoft Excel has been the tool through which the company has managed its main payroll function. As a part of various strategic decisions, the management has given limited rights to the HR Head for developing/buying an HRIS solution, yet the support has been quite encouraging. After various meetings with internal IT team and quite a good number of HRIS vendors, it has not been decided to whether Geant` will have an internally developed HRIS by its IT team or an outsourced one. The cost has been estimated as 6 Lacs in case the HRIS is outsourced with an additional AMC of Rs. 1 Lac whereas in case of internal one, the amount is estimated to be about Rs. 6 Lacs all inclusive. The outsourcing option offers an exhaustive bouquet of HR verticals while the internal one will cater to HR dept.'s immediate requirements. The CBA matrix has also been worked out. The management, supports the idea of having the internal HRIS but the HR Department has some apprehensions about the capabilities of internal IT team, yet, they do agree that the IT may be assigned the job of AMC alongwith the vendor. Other issues like the competency of HR team members in the context of IT, internal differences with IT team and Finance dept. are being felt as major road-blocks in the plan. The number of meetings has found no resolutions over the issue of internal vs. external HRIS delaying the matter longer than required. The HR Head and the Top Management officials are due to meet in a week's time to decide over the prolong debate.

Answer the following:

(08 Marks)

- a. Should Geant` go for internal HRIS or external HRIS? Give reasons to support your view.
- b. Being in the shoes of Management, considering the three key stakeholders (HR, IT & Finance), what decision would you take and why?

2. "What gets measured, gets managed – Peter F. Drucker". In line with the statement, briefly discuss the relevance of HR Metrics in HR decision making with relevant examples. Also, map the relevant HR metric using Leave transaction screen with the below given information.

(08 Marks)

Metallic Pvt. Ltd. has over 400 employees at its Meerut plant. In January, 2017, the number of employees recorded as absent were 87. *Metallic Pvt. Ltd.* had 320 active employees on 01.01.2017 while this number jumped up to 350 at the end of the month 31.01.2017. The plant was open for all the 30 days in the January month.

3. "Failing to plan is planning to fail". In light of the statement, elaborate the implications in an unplanned HRIS. How SDLC process can play a pivotal role in the development of an effective HRIS? Explain with suitable examples.

(08 Marks)

4. Using HR dashboard concept, pass dummy transactions in HRIS under following VERTICALS while using proper transaction screens, data fields, masters, and validation details:

- a. Performance Appraisal
- b. Training & Development

(08 Marks)

5. Briefly explain two strategies to justify the costs/investments in HRIS before top management and key stakeholders? Furthermore, using CBA Matrix of HRIS, illuminate the potential savings and costs that help the decision makers to give green signal to HRIS plans. **(08 Marks)**
