Problems of Human Resource Information Management System at Commercial Bank of Ethiopia.

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1. Background of the study

The success or failure of any organization is highly dependent on the effective and efficient utilization of its resource; i.e., human, material and information resources. Among these, human resource is the most vital of all resources and it should be developed strongly to get the best out of it. The human resource of any organization represents the most critical resources which have the capacity to enhance business development .The continuity of any organization and its continued growth and prosperity are assured only through proper human resource management.

In this study, an attempt was made to assess the problems of human resource information system management at Commercial Bank of Ethiopia. The effectiveness of the service being rendered by the Bank is determined by the quality of human resource, which is a main factor for the success and development of the bank. Moreover, the study gives special attention to analyze the actual problem of human resource information management system at Commercial Bank of Ethiopia. Further more, it also tries to compare with some standard principle of human resource information management.

2. Statement of the problem

The major problem observed in the human resource information management system at the Commercial Bank of Ethiopia are summarized as follow

1. Delay in meeting deadline set by the request bodied because of the time spent in sorting, consolidating and typing reports.

2. Frequent references of confidential human resource information both by authoritative and non-concerned bodies assigned in the time of consolidation request lodge from different source.

3. Dissatisfaction of employees often observed during the presentation process because of the vast redundant nature of the work.

4. The need for preparing a number for report, which do require different particulars

5. Additional man-hour input requirement during data preparation that necessitates additional cost in terms of overtime payment.

This indicates that there is lack of effective humane resource information system management in the Commercial Bank of Ethiopia.

3. Objectives of the study

The main objective of the study was to assess the humane resource information management system of Commercial Bank of Ethiopia, under the department of humane resource management, and the benefit of using computerized humane resource information management system. In addition to this, it tired to suggest possible recommendation that would be useful to take the necessary measures if required, to improve the existing situations.

4. Research questions

❖ Is Commercial bank of Ethiopia's human resource information system management computerized or manual?

❖ What is the benefit of using computerized humane resource information management system in Commercial Bank of Ethiopia?

❖ How far the commercial Bank of Ethiopia has adopted computerized humane resource information system practically?

5. Research Methodology

In gathering primary data, systematic random sampling was used. Since this method was found to be helpful in selecting personnel who are knowledgeable about the subject matter of the study

The sample size of the study was 13 staff selected from 16 employees in human resource information department .respondent for this study were mangers, staff who are working at the office. The conduct this study, both primary and secondary data were used.It includes data obtained from interview, questionnaires and observation. From this, an attempt is also made to gather quantitative data.It includes data gathered from published and unpublished sources like books, journals, brochure, annual report of CBE, researches paper on similar studies and the internet. Interview was conducted with heads and humane resource clerks.

- ❖ Questionnaires were also distributed among the selected staff members and management group.
- ❖ Examination pf published and unpublished source was also made.
- ❖ Observation was also used to gather relevant information.

Data for this study are systematically analyzed and presented by using tables and graphs. Also numbers and percentage are used summarized and presented result of the study.

6. Summary of major Findings

The human resource information is created at the time of employment and update since then until the termination of services. Management for each employee is maintained at the Head Office based on which administrative decisions carries out data and information. The informative documents are build up in the perspective of human resource information files in chronological order. The type of personal information maintained by the bank are dominantly related to employment history, performance appraisal, disciplinary measure (if any), letter of appreciation and rewards, technical training given, employee's current status, age, gender, salary, position, address, ethnic group, attrition, employee benefits, etc.

As all information cannot be captured by any information storing system, there is important information that is not modifiable, which remains in the head office. The system used by the human resource information system department badly suffers from the inherent shortcomings to provide information to top management. Apart from all the required information, which is not inclusive, the store ones are not error free and not organized in such a way that is convenient and easily accessible. Information sharing is not possible to authorized officials unless they refer to the personal file one after the other.

The file contains the past events of the concerned staff which may not be useful as a basis for future decisions. Also, it is time consuming to select the relevant information from the chronologically built up file and process it in a logical order for subsequent decision by the authorized body. The security is also questionable as the papers in the file can knowingly or unknowingly be detached easily. Likewise, confidentiality of the information is a t risk as the personal file may fall to the access of unauthorized and in appropriate individual through informal way.

For instance, if an employee's performance appraisal profile is needed by executives may be for appointment purpose so, the human resource clerk would be obliged to turn page by page from the very beginning up to the end. And compile the information to subsequently submit to the requesting authorized person of action. In such practice, regardless of being a cumbersome task, there could happen overlooking constituent items that adversely affect completeness of the report on which the sensitive decision is to take place. Besides, the compilation is a time consuming process where subsequent decision could not be passed on time.

With regard to stored information in the personal file, all the clerks of the records and placement sections have access to the personal file of the staff. On the top of that all the Division Managers of the Human Resource Department as well as Top Management and other Department. Asses, Vice President of the Bank are allowed to refer any time. The

problem of the Bank's human resource information system management increased from time to time due to an increase in the number of employees in the organization.

The increased manpower intake, the increasing turnover and staff movement from one place of assignment to another, the increasing need of training and professional development of employees and others necessitate the need for computerized human resource information system of the Bank.

7. Conclusion

In general, the current human resource information management system of the organization is not efficient and effective in the context of the dynamic market driven economy. To overcome or minimize the associated problems, pragmatic option can be forwarded for all practical purposes. Hence; the first and most important options are to introduce computerized humane resources information system. Personal computer makes everyone's job, from clerk in the counter to the president in the boardroom, a bit easier.

With a computer and appropriate spftt ware an organization can computerize all the information contained on the employee records. These new computerized employee records would allow having.

- Access to employee and organization information that is current and up-to date .IT would no longer be necessary to leaf through fillies of papers in order to find the exact piece of information that someone is looking for. In order to find any specific piece of information, one simply calls up the employee record and all data on the employee would be quickly displayed.

- The ability to quickly and easily maintain employee record information in a current and up-to date manner. Computer can assist in keeping current date by providing quick and easy method of updating. These information changes to a specific employee would have to be completed on individual basis.However, mass changes as across-the board salary increases, can be done with just the press of a single button saving time.

- Automatic editing capabilities that monitor the information, which you input and alert you to date, which may not be accurate. A commuter can detect obvious

errors to attention. This aids greatly in preventing and controlling of haphazard typographical or transportation errors that occur when a person in entering information into a paper when he/she adjust employee recorded.

- An online bank of information for planning current and humane recourse needs. Computerized database of employee's records give the ability to run reports and analysis at the press of button. It's not necessary to spend time gathering, preparing, and developing reports. The computer will do it.

8. Recommendations

Apparently organization can not function without managing their information process effectively. Information is taken in, assimilated and applied. The information processes must be dynamic in this fast moving world business. To extract useful management information in real time and to facilitate and maintain the three information systems that is, system scope, vertical and horizontal system underlies the idea of Appling a computer based information management system in any modern organization. This helps to enhance management effectiveness by improving information flow and transfer in the organization. Hence, CBE has to introduce computerized humane recourse information system to substantially overcome its shortcoming if replicated in the humane resource information management system.

This innovation is improved efficiency, quality and new or improved service. From which the bank can maximize its benefit if it is able to introduce the corporate networking with dumb terminal type of computer technology to subsequently shift to the latest technological possibility in due course of time.

The application of a soft ware is better to be developed in –house as the package does not fit the specific situation the organization is in and unique variable the bank want to incorporate in the software.