

The Impact of Electronic Human Resource Management on Organizational Performance: A Case Study of Platinum Habib Bank, Nigeria.

Prepared by: Maryam Garba Mubi

ABSTRACT

Project Aim: The main purpose of conducting this study is to investigate the relationship between e-HR adoption and organizational performance. To be precise, the study intends to investigate the needs that drove Platinum Habib Bank into adopting an e-HR system, identify the benefits that the bank has gained from the use of the system, investigate whether the bank has faced any challenges regarding the adoption of an e-HR system, and finally examine how e-HR adoption has affected the bank's organizational performance.

Research Methods: The qualitative research method was used for this study. An interview was conducted on eight participants in Bank PHB. Two participants whom the researcher considers to have an explicit knowledge on the reason for the adoption of the system were asked questions pertaining reasons for adoption. However, all participants were asked questions pertaining the benefits, usefulness, importance, and effect of the adoption on the performance of the bank. Data from the survey was collected and analyzed using the thematic framework analysis based on the study research questions and framework.

Results: A total of eight participants were successfully interviewed. The findings of the study revealed a positive relationship between e-HR adoption and organizational performance. The result shows that the goal for adopting an e-HR system influences the type of e-HR system that is adopted by the system. However, the careful identification of the goal for adoption and the adoption of an appropriate system led to the acceptance of the system by the users. Therefore, this led to the achievement of the desired outcomes which led to the improvement of the organizational performance of the bank.

Conclusion: The study provided an understanding of the relationship between e-HR adoption and organizational performance. It showcased the factors that influence the positive effect e-HR has on organizational performance. These factors as gathered from the findings of the study are: goals of e-HR adoption, type of e-HR, outcomes of e-HR, and user acceptance. One of the major findings of the research that should not be taken for granted is that, the success of an e-HR system lies in the hand of the users of the system. As it is, without the right people, investment in technology with excellent processes means nothing.

Keywords: Electronic Human Resource (e-HR), goals of e-HR adoption, type of e-HR, user acceptance, outcomes of e-HR, and organizational performance.