

**EFFECTIVENESS OF E- HRM TOOLS IN COMMERCIAL  
BANKS IN EASTERN REGION**



By

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## Abstract

Technological innovation lays down several changes which can affect the functioning of the human resource and make it simpler and faster than earlier. Human resource management has always played a very important role in improving and enhancing the performance of organization. The use of Information and Communication Technologies (ICT) facilitates the innovative ways of carrying on HR work. E- HRM may be most powerful driving force for achieving organizational effectiveness. With the adoption of e-HRM, organization might be capable of performing their HR activities effectively. With increasing competition and the banks giving importance to cost cutting which has posed challenge on minimizing expenditure not compromising on productivity. The banks adopt several IT tools such as e-recruitment, e-selection, e-training, e-compensation, to do their day to day HR works. The quality of HR works are depending on the level of effectiveness of each and every e-HRM tools. Information quality, System quality and system design quality are the main key variables to identify the level of effectiveness. Hence, this study based on the four objectives: first, to identify the level of effectiveness of e-HRM tools in terms of Information Quality adopted by commercial banks in the Eastern region. Second, to identify the level of effectiveness of e-HRM tools in terms of System Quality adopted by commercial banks in the Eastern region. Third, to identify the level of effectiveness of e-HRM tools in terms of System Design Quality adopted by commercial banks in the Eastern region. Finally, to examine the significant differences among commercial banks in terms of effectiveness of e-HRM tools, used by them in the Eastern region. Questionnaires were distributed by using convenience sampling method to collect primary data from 100 employees working in four private banks in Eastern region. The data were analysed using, univariate and, bivariate analysis method. The data were also analysed using ANOVA test method to examine any significant different of e-HRM tools among banks in Eastern region. The results of the study indicated that the three main key variables are showing high level of effectiveness in e-HRM tools in private commercial banks in Eastern region. The findings of the study support the banks to develop their tools further in order to obtain the maximum benefits from such e-HRM tools.

**Key words:** e-HRM, Bank, Eastern Region

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