



## IT enabled processes

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### Abstract

Organizations don't build web sites any-more; they build portals to achieve their strategic, marketing, and operational objectives. Portals establishes the web presence of the organization, allowing it to market its products, conduct ecommerce, and get connected to its markets, clients, employees and suppliers.

Moreover, organizations use the same technology to build their corporate intranet, or enterprise portals. Enterprise portals enhance the collaboration and communication between the employees. Portals serve the information needs of everyone in the organization, and serve as a central repository of important documents. And when integrated with other corporate information systems, enterprise portals provide a consolidated view of HR, purchasing, CRM and other systems. This paper indicate with Tata Tele Services Limited needed a constructive knowledge management system to be able to target information to specific internal audiences, invite discussion, and keep everyone up to date on company and industry news.

**Keywords:** enterprise, information, IT enabled services

### Introduction

The employees hold the keys to most of the information in organization. Portals provide a repository for the information that employees have developed through experience. Portals help to broaden the usefulness or leverage of the knowledge that the organization already possesses. Intranet quickly converts newbies into qualified and well-informed employees. They can learn procedure and rules and see colleagues'

profiles and get a proper understanding of the company's structure and business with the personnel and official document directory. A centralized document management system built right into intranet software. e-Connect has an easy-to-use Document & Policies management and is a robust tool that puts all of your company documents, policies and manuals in one spot.

Tata Teleservices, a part of the U. S \$70.8billion Tata Group spearheads the Group's presence in the telecom sector... To stay competitive, consultants must be able to quickly develop new business proposals, assemble project teams, and deliver best practice services to its clients. Therefore, TTSL needed a constructive knowledge management system to be able to target information to specific internal audiences, invite discussion, and keep everyone up to date on company and industry news.

### Objectives of the study

The following are the objectives of the study

1. To understand the perception of the TTSL employees on IT Enabled Human Resource Processes (e-connect).
2. To understand the level of satisfaction of the employees towards the e-connect portal.
3. To list out the top three application modulus and bottom two application modules based on the level of satisfaction of the employees.
4. To suggest measures for improvement.

### Research methodology

#### Need for the Study

The Tata Teleservices Limited being geographically distributed across the country, needs to connect extensively with its employees for the smooth flow of various processes. For this, the company requires effective tools for improving information management and knowledge sharing across the company. An HR Portal is an internal HR homepage where employees can access HR-related information such as employee handbook, safety manual, policies, forms, and benefit summaries. The HR department offers to disseminate information whether it's company policies, training topics, employee assistance programs, or activities and events through this central source in an efficient and cost-effective way. Therefore there must be every attempt to study the employee perception on this HR portal.

The present study will be helpful for the company to understand the perception of the employees on IT enabled process in the organization and to implement necessary measures to make it a highly effective tool. This study also helps to know the employee's level of satisfaction on the various modules of e-connect portal and their level of utilization of these modules. The study enables both the company as well as the employee to do better performance at job.

#### Scope of the study

The present study is conducted in TATA TELE SERVICES LIMITED located at Fateh Maidan Road, Hyderabad in AP circle.

#### Methodology

##### Research Design

The research design that has been used for this study is Descriptive Research Design.

**Sample Plan**

A Sample of 80 employees was drawn on a random basis from various departments of the company. Simple Random sampling technique is used to identify the sample respondents. The opinions of sample respondents are collected by administering a structured undisguised questionnaire by interviewing them personally.

**Sample size**

Sample size consists of 80 employees of TTSL.

**Sources of data collection**

Data for the study is collected through two sources:

1. Primary Data
2. Secondary Data

**1. Primary Data**

The primary data is collected through Questionnaire.

**Designing of the questionnaire**

The questionnaire was drafted keeping in mind the objectives of the research. A structured undisguised questionnaire was used as the research instrument. The questionnaire consists of 14 questions. It includes Open ended, Dichotomous and Multiple-choice questions. Likert 5 point scale is used in the questionnaire to understand the level of satisfaction of employees.

**2. Secondary data**

Secondary data for the study is collected by the following sources, namely

1. Company Intranet site (e-connect portal)
2. Academic text books, journals and
3. The data collected from the Internet.

**Data analysis and interpretation**

The data that is collected by questionnaire is entered into an excel sheet called the master sheet. MS-excel is used for this purpose. The data thus collected is summed up and percentages are calculated. The number of responses and respective percentages are tabulated and then presented as bar graphs and pie diagrams. To analyse questions having five-point likert scale total satisfaction score is calculated

**Table 3:** Level of satisfaction of respondents from various modules of e-connect portal

VARIOUS MODULES	V.S	S	N. N	D. S	V. D	N. A	Total Score	Mean Score
Employee Self Service (ESS)	43*5	37*5	0	0	0	0	363	4.5
Gyan Series	16*5	41*5	14*3	0	0	9*0	286	3.57
Travel-Management	20*5	34*5	15*3	2*2	0	7*0	287	3.58
Advances and Reimbursements	20*5	37*5	12*3	3*2	2*1	8*0	290	3.65
ITSME application	17*5	43*5	12*3	4*2	0	4*0	301	3.76
Connect to Solve	9*5	42*5	17*3	1*2	0	11*0	266	3.33
E-Pulse	11*5	37*5	19*3	0	0	13*0	260	3.25

**Interpretation**

Employees are found to be highly satisfied with Employee self-service and satisfied with ITSME application tools. However employees show least satisfaction levels towards Gyan series and connect to solve apart from E-Pulse when compared to others.

**Table 4:** Characteristics of e-connect portal

Characteristics	V.S	S	N. N	D	V. D	N. A	Total score	mean score
User Friendly	31*5	43*5	6*3	0	0	0	345	4.35
Acceptability	*5	*4	6*3	0	0	0	339	4.23
Clarity	22*5	49*5	6*3	0	0	0	336	4.2

which is then divided by the sample size to calculate mean score for each variable under study. After analysis and interpretation of the data meaningful Conclusions and hence Suggestions are arrived at.

**1. Awareness on e-connect portal**

When the employees were asked to provide the information on the e-connect portal awareness, the following responses are observed and are presented in table 2.

**Table 1:** Awareness on e-connect portal

S. No	Options	No of respondents	Percentage (%) of respondents
(i)	Yes	80	100
(ii)	No	0	0
(iii)	Total	80	100

**Interpretation**

All the employee’s respondents (100%) are aware of the e-connect portal.

**2. Level of satisfaction on e-connect portal:**

When employees were asked to mention their level of satisfaction on the e-connect portal, the following responses are observed and are presented in the table 3

**Table 2:** Level of satisfaction on e-connect portal

	V.S	S	N. N	D.S	V.D	Total Score	Mean Score
<b>No. of respondents</b>	21*5	51*4	5*3	0	0	304	4.05

**Interpretation**

Employees are satisfied with the e-connect portal which they are using.

**3. Level of satisfaction of respondents from various modules of e-connect portal:**

When employees of the organization were asked to express their level of satisfaction towards the various modules of e-connect portal, the following responses were obtained and are presented in the table 3

**4. Characteristics of e-connect portal**

Employees when asked to express their level of satisfaction on the various characteristics of e-connect portal, then the following responses were obtained.

**Interpretation**

Employees express their opinions as highly satisfied on the characteristics of the e-connect portal.

**5. Functionality areas of Employee Self Service**

When employees were asked to respond on the functionality areas of employee self-service the following observations are obtained and are presented in the table 6.

**Table No 5: Functionality areas of Employee Self Service**

Sub Modules	V.S	S	N. N	D	V. S	N. A	Total score	Mean score
Leave requisition	38*5	39*4		0	3*1	0	349	4.36
Attendance Records	43*5	29*4	5*3	3*2	0	0	352	4.4
LWP regularizations	38*5	33*4	7*3	2*2	0	0	347	4.33
Download of salary slips	46*5	31*4	4*3	0	0	0	366	4.57
Income tax statement	45*5	33*4	4*3	0	0	0	361	4.51
My comp	43*5	37*4	4*3	0	0	0	359	4.48
To make changes in personal information	37*5	37*4	6*3	0	0	0	351	4.38
Mediclaime insurance declaration	39*5	37*4	4*3	0	0	0	355	4.43
Form 16	42*5	34*4	4*3	0	0	0	358	4.43

**Interpretation**

Majority of the employees are satisfied with the existing features of Employees Self Service.

When employees were asked to respond their level of satisfaction on the successful completion of all 6 stages of E-pulse stages and feedback is taken about the job and work environment, the following observations were obtained as in the table.14.

**6. Level of satisfaction of the employees on successful completion of E-Pulse stages**

**Table 6:** Level of satisfaction of the employees on successful completion of E-Pulse stages

STAGES	V	S	N. N	D	V.D	Total score	mean score
Stage1: on boarding experience on date of joining	12*5	17*4	1*3	0	0	131	4.36
Stage 2: quality of time spent by your manager and clarity on key processes related to your role sharedbyyour manager	13*5	15*4	2*3	0	0	131	4.36
Stage 3: quality of work culture and awareness made on Tats HR policies	14*5	14*4	2*3	0	0	132	4.4
Stage 4: effectiveness on work process and work improvements	10*5	18*4	2*3	0	0	128	4.26
Stage 5: any queries/ grievances and quarterly performance feedback	11*5	18*4	1*3	0	0	130	4.33
Stage6: quality of work life balance and half yearly performance feedback	9*5	20*4	1*3	0	0	128	4.26

**Interpretation**

Majority of the employees expressed that they are highly satisfied about Stages of E-Pulse

**7. Connect to solve**

When the employees were asked to respond their level of satisfaction the following observations were obtained and are presented in the Table 7

**Table 7:** Connect to solve

Areas of connect to solve	V.S	S	N. N	D	V. S	N. A	Total score	mean score
To raise HR related issues and concerns	17*5	28*4	14*3	0	0	19*0	239	2.98
To raise Finance related issues and concerns	15*5	26*4	17*3	0	1*2	19*0	232	2.87

**Findings**

1. It is observed that out of 80 employee’s majority (25%) of them are Assistant Managers.
2. It is observed that, all the respondents (100%) are aware of the e-connect portal.
3. It is observed that majority of the employees are satisfied with the e-connect portal as the mean score rating is 4.05.
4. Based on employee perception, it is observed that the top most application modules and bottom two application modules used are:

**Top most modules**

1. Employee self-service- 1<sup>st</sup>
2. Itsme application tool- 2<sup>nd</sup>
3. Advances and Reimbursements- 3<sup>rd</sup>

**Bottom modules are**

1. E-pulse
2. Connect to solve

5. Majority of the employees find e-connect portal as highly user friendly, acceptable and possess clarity.
6. As the mean score rating lies in-between 3 and 4, it is concluded that the employees of the organization are neither satisfied nor dissatisfied with the functionalities of Travel Management. However there is still a scope for improvement to make it to a very satisfied level.
7. It is observed that majority (85%) of the employees express that they are very much satisfied with the existing features of the Employee self service module.
8. It is observed that majority of the employees are neither satisfied nor dissatisfied with the Gyan Series module as the mean score rating lies in-between 3 and 4.. There is lot of scope for improvement in Gyan Series module to make the employees very satisfied towards this module.
9. It is observed that majority (42.5%) of the employees utilize the Gyan Series module to the moderate extent only. There is lot of scope for improvement in this area, to make the employees effectively utilize the module.

10. From the observations, it is concluded that there is a scope for improvement in the imprest amounts and salary advances in terms of the approval process systems and requisitions.
11. As the mean score rating lies in-between 3 and 4, it is concluded that the employees are neither satisfied nor dissatisfied with the Itsme tool. However there is scope for improvement in this area to make employees very satisfied with the existing Itsme tool.
12. It is observed that 37.5% of the respondents have completed E-pulse stages successfully whereas 62.5% have not completed the E-pulse stages.
13. It is observed that employees who have joined recently 18 months back have completed E-Pulse and are highly satisfied with the quality of the feedback taken at several stages.
14. As the mean score rating lies in between 2 and 3, it is concluded that majority of the employees are dissatisfied with connect to solve module. However necessary course of action can be implemented to effectively utilize this module.

### Recommendations & Suggestions

1. Presence of too many sub portals can be minimized through integration so as to reduce the inconvenience in navigating from one portal to another.
2. Effective performance from SAP servers can be improved by handling load and increasing speed can boost the level of satisfaction of the employees on e-connect.
3. It is good that majority of employees are very satisfied with the existing features of Employee Self Service. However introduction of certain fields like sick leave, scan profile can be done in Employee Self-Service module.
4. It is observed that majority of employees utilize the Gyan Series module to moderate extent only, awareness sessions can be held on Gyan series more which will increase the level of utilization of the module by the employees. However publicizing through regular circulars, e-mails, video clips or ppt presentations in the employee gatherings like communication meets can be made to spread the knowledge about effective usage of this module.
5. There is a need to minimize the tedious steps involved in creating a Travel request, cancellation and extending the trip. The lengthy managerial approval process for the above options may be shortened.
6. iUser friendliness and clarity in Travel Management can be enhanced for the employees to understand easily.
7. 1. Time taken for approval processes needs be reduced in claiming reimbursements.  
Too many options in ITSME application tool can make the employees dissatisfied. Configuration of the incidents raised, can be an inbuilt automated process rather than allowing the employees to keep on searching and selecting the available options.  
2. Awareness on ITSME tool can be increased for the optimum utilization of the IT services.
8. Usage of some modules like Connect to solve should be encouraged to raise their issues or concerns rather than face to face HR approach.

9. Effective utilization of connect to solve module is possible by building trust among employees that their problems, issues will be sorted out.
10. Contact names of the employees of respective departments to approach for particular issue can be made available in the e-connect portal.
11. Employee exit (employee separation) can be totally made paperless by creating extra features in Gyan Sarovar sub module in terms of approvals made on no due clearances, assets, IT, etc.

### Conclusion

From the above analysis we can conclude that out of the 80 employee's majority (25%) of them are Assistant Managers All the respondents (100%) are aware of the e-connect portal.

From the above table it can be concluded that, employees are satisfied with the e-connect portal. Majority of the employee finds the e-connect portal as highly user friendly, acceptable and possess clarity.

- It is concluded that the employees of the organization are satisfied with the functionalities of travel management as the mean score rating lies in-between 3 and 4.
- We can conclude that majority (85%) of the employees have expressed that they are very much satisfied with the existing features of the Employee self service Module.
- From the above information we can conclude that majority of the employees are neither satisfied nor dissatisfied with the Gyan Series module as the mean score rating lies in-between 3 and 4.
- There is lot of scope for improvement in Gyan Series module to make the employees very satisfied towards this module. It is concluded that majority (81.25%) of the employees utilize the Gyan Series module to the moderate extent only.
- There is lot of scope for improvement in this area that, to make the employees effectively utilize the module the employees of the organization are neither satisfied nor dissatisfied with the functionalities of Travel Management as the mean score rating lies in-between 3 and 4.
- However there is still a scope for improvement to make it to a very satisfied level. As the mean score rating lies in-between 3 and 4, it is concluded that there is a scope for improvement in the imprest amounts and salary advances in terms of the approval process systems and requisitions.
- It is concluded that the employees are neither satisfied nor dissatisfied with the ITSME application as the mean score rating lies in-between 3 and 4.
- However there is scope for improvement in this area to make employees very satisfied with the existing ITSME tool applications.
- From the above observations, it is concluded that 37.5% of the respondents have completed E-pulse stages successfully whereas 62.5% have not completed the E-pulse stages. As the mean score rating lies in between 2 and 3, it is concluded that majority of the employees are dissatisfied with connect to solve module. However necessary course of action can be implemented for effective utilization of this module

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