Critical Factors Influencing Decision to Adopt Human Resource Information System (HRIS) in Hospitals

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Abstract

The aim of this research is to explore factors influencing the management decisions to adopt human resource information system (HRIS) in the hospital industry of Bangladesh—an emerging developing country. To understand this issue, this paper integrates two prominent adoption theories—Human-Organization-Technology fit (HOT-fit) model and Technology-Organization-Environment (TOE) framework. Thirteen factors under four dimensions were investigated to explore their influence on HRIS adoption decisions in hospitals. Employing non-probability sampling method, a total of 550 copies of structured questionnaires were distributed among HR executives of 92 private hospitals in Bangladesh. Among the respondents, usable questionnaires were 383 that suggesting a valid response rate of 69.63%. We classify the sample into 3 core groups based on the HRIS initial implementation, namely adopters, prospectors, and laggards. The obtained results specify 5 most critical factors i.e. IT infrastructure, top management support, IT capabilities of staff, perceived cost, and competitive pressure. Moreover, the most significant dimension is technological dimension followed by organisational, human, and environmental among the proposed 4 dimensions. Lastly, the study found existence of significant differences in all factors across different adopting groups. The study results also expose constructive proposals to researchers, hospitals, and the government to enhance the likelihood of adopting HRIS. The present study has important implications in understanding HRIS implementation in developing countries.


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Introduction

To achieve organisational goal, traditional human resource management (HRM) processes have been shifted to strategic HRM through a significant contribution of Information Technology (IT) [1]. Now, this IT backed HRM is renamed as human resource information system (HRIS) [2]. Some organisations are busy intensifying of HRIS, while other organisations have failed to realize its short-term and long-term benefits given the misconception about HRIS and lack of managerial foresightfulness. Realizing the magnitude of HRIS applications, researchers explored a broad array of influential factors for adoption decision and implementation of HRIS among business organisations [3]. The preceding studies indicate that only the firm size is consistently the accepted factor among the probable factors for HRIS adoption [1]. However, researchers argued that the weight of explored factors and the relative weight of every variable may be changed along with innovation characteristics and its setting [4, 5]. Moreover, scholars revealed that the results of technology innovation research are inconsistent [6]. Hence, for a particular setting, it is essential to recognize the potential factors that influence decision of HRIS adoption in the organisations.

Generally, major amount of studies on HRIS have been focusing on developed countries, such as, the US, Canada, and Western Europe [7], while scarce in developing countries [8]. Besides, there is an acute shortage of HRIS research with special focus on Bangladesh. Although Bangladesh has been considered as a "Next Eleven" emerging economy, its HRIS progress is in the early stage [9]. Research has argued that most of the organisations in Bangladesh are not aware of HRIS despite its multitudinous convenience. But, the trend is changing gradually and organisations are adopting information system (IS) for their daily business processes. However, the results of these efforts have not been very noticeable in the healthcare sector of Bangladesh owing to the lack of a clear vision, policy, and strategy. Recently, some technical supports were received from the world health organisation (WHO) for the assessment of the present healthcare system and development of a wide-ranging human resource information system (HRIS) in Bangladesh.

The concept of adoption of technology innovation has been considered universal [4]. But, there are certain constrains regarding the suitability of adoption of Western innovation models when these are to be adopted in non-Western countries [8]. For instance, being a developing Asian country, Bangladesh is evidently different from the Western societies in the context of technology, economy, and environment. So, exploring the applicability of HRIS adoption model in Bangladesh is a crying need.
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