



## A HUMAN RESOURCE INFORMATION SYSTEM USING CLOUD TECHNOLOGY- A CASE STUDY OF TATA AIG GENERAL INSURANCE COMPANY LIMITED

MS. Ayisha Jothi.T\* Dr. Tamilarasi.M\*\*

\*Full Time M.Phil. Research Scholar.

\*\*Research Supervisor & Associate Professor, Department of Commerce, Madras Christian College.

### ABSTRACT

Information system is the life blood of an organisation. Human resource information system is used to store, collect, analyse, information of human resources in the organisation through software. Due to the advancement in technology the human resource information system is using cloud technology in many organisations. The primary objective of the study is to identify how effective human resource information system using cloud technology in Tata AIG General Insurance Company Limited. This research paper attempts to identify the challenges faced by human resource information system using cloud technology in Tata AIG General Insurance Company Limited. This research work is done through case study method and the primary data is collected through structured questionnaire. The outcome of the study helps other insurance companies to adopt human resource information system using cloud technology.

**Key Words:** Human Resource Information System, Cloud Technology, Effectiveness, Challenges, Tata Aiggeneral Insurance Company Limited.

### INTRODUCTION

Information is the vital to the survival and growth of any firm. Over the last decade there has been a considerable increase in the number of organisations gathering, storing and analysing information regarding their human resources through the use of Human Resource Information Systems (HRIS) software or other types of software which include HRIS functionality. A wider description of HRIS would include people using it, data it carries, policies and procedures it enables as well as a systematic way to maintain the software and hardware. Now many are using software cloud computing for their HRIS. Cloud computing is an emerging computing technology that uses the internet and central remote servers to maintain data and application. Cloud Computing refers to manipulating, configuring, and accessing the applications online. It offers online data storage, infrastructure and application. Cloud Computing is both a combination of software and hardware based computing resources delivered as a network service.

Insurance industry started adopting cloud computing in recent years. Tata AIG General Insurance Company Limited is an Indian general insurance company, and a joint venture between the Tata Group and American International Group (AIG). Tata Group holds 74 per cent stake in the insurance venture with AIG holding the balance 26 percent. Tata AIG General Insurance Company started its operations in India on 22<sup>nd</sup> January 2001. Life insurance and general insurance services offered to individuals and corporates. It offers a range of general insurance products including insurance for automobile, home, personal accident, travel, energy, marine, property and casualty as well as several specialized financial lines. Tata AIG general insurance adopted cloud computing in the year 2008 for their company because of these benefits like Lower computer costs, Improved performance, Reduced software costs, Instant software updates, Improved document format compatibility, Unlimited storage capacity, increased data reliability, Universal document access, Latest version availability, Easier group collaboration.

They use virtual private cloud platform and cloud hosting server. Cloud hosting is based on the most innovative Cloud computing technologies that allow unlimited number of machines to act as one system. Other hosting solutions (shared or dedicated) depend on one machine only, while cloud hosting security is guaranteed by many servers. The Cloud hosting describes a method of configuring servers in a flexible way to allow for the most affordable, scalable, and reliable web infrastructure. Cloud hosting is more reliable than shared hosting, where issues in one account may spill over into other sites on the same physical server. Cloud hosting isolates each server, ensuring that possible stress on one does not affect another server's performance.

Hence, this case study was undertaken to know how effective human resource information system using cloud technology in Tata AIG General Insurance Company Limited and to know the challenges faced by human resource information system using cloud technology in Tata AIG General Insurance Company Limited.

### REVIEW OF LITERATURE



David Grant and Sharna Wiblen(2006) in their research titled “HUMAN RESOURCE INFORMATION SYSTEMS (HRIS): REPLACING OR ENHANCING HRM” The last decade has seen a significant increase in the number of organisations gathering, storing and analysing human resources data using Human Resource Information Systems (HRIS)the study of the impact of HRIS is of direct significance to the ongoing debate about the extent to which Human Resources (HR) can play a strategic role in the organisation.

Nasreen Ahmad(2015),in their research titled “Cloud computing, human resource management “there has been an innovative change in Human Resource Management System with the advent of cloud computing. Irrespective of the size of an enterprise, the company flourishes and succeeds because the people from the most essential part of the company to spell success. In order to enhance organizational performance, this paper proposes advancing Human Resource Management System with cloud computing. The recommended arrangement applies utilizing the Cloud based model for human resource management to help enable users to access Human Resources more effectively with cloud.

Nihan Taniser(2016),in their research titled “A Comparative Approach to On-premise and In-cloud Human Resources Information Systems” The cloud technology is transforming business. Human Resources (HR) as a field is not immune to this change. The systems that have been enabling HR to perform its part are rapidly changing, and organizations, both in HR and IT departments, both at operative and executive levels, have to make decisions regarding how to run their business and what systems to use. A number of factors have influence in these decisions, and decision makers representing organizations, just as it is with any other functional area information systems, will have a variety of choices for what tools and systems to use for which business processes, and how to acquire, integrate and manage.

**OBJECTIVE OF THE STUDY**

1. To identify how effective human resource information system using cloud technology in Tata AIG General Insurance Company Limited.
2. To identify the challenges faced by human resource information system using cloud technology in Tata AIG General Insurance Company Limited.

**LIMITATION OF THE STUDY**

1. The time period given to collect the data was not enough for the researcher.
2. The sample of the study is confined to Chennai city only. Hence the findings cannot be treated as a representative of entire nation.
3. Respondents may give biased answers for the required data.

**RESEARCH METHODOLOGY**

The research work is done by case study method. A survey questionnaire designed and distributed to find out how effective how effective human resource information system using cloud technology in Tata AIG General Insurance Company Limited and to identify the challenges faced by human resource information system using cloud technology in Tata AIG General Insurance Company Limited.

**Sample size:** The size of the sample in the study is 100 respondents.

**Sampling technique:** In this study probability sampling was employed. The type of probability sampling used is “random sampling” where in the samples are drawn by randomly.

**Primary data:** The primary data is collected through structured questionnaire.

**Secondary data:** The secondary data for the study constitute books, journals and websites.

**Analysis and Findings:** The data analysis is completely done with the help of SPSS (20th version). The statistical tools used for analysis is chi square analysis.

**Hypothesis: 1**There is no significance association between the employees perception and the effectiveness of cloud computing in Tata AIG General Insurance Company Limited.

**Table:1,Willingness of employees to work in cloud computing technology.**

| Chi square test              |                     |    |                       |
|------------------------------|---------------------|----|-----------------------|
|                              | Value               | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square           | 37.566 <sup>a</sup> | 9  | .000                  |
| Likelihood Ratio             | 42.702              | 9  | .000                  |
| Linear-by-Linear Association | .071                | 1  | .790                  |



|                  |     |  |  |
|------------------|-----|--|--|
| N of Valid Cases | 100 |  |  |
|                  |     |  |  |

**Interpretation**

From the above table 1 the p value (.000) for employees perception and effectiveness of cloud computing in Tata AIG General Insurance Company Limited are lesser than the significance value 0.05. Hence null hypothesis rejected and alternative hypothesis accepted.

**Hypothesis:2**, There is no significance association between the age and the challenges faced by employees.

**Table:2 Challenges faced by the employees storing data for longer period of time.**

| Chi square test              |                     |    |                       |
|------------------------------|---------------------|----|-----------------------|
|                              | Value               | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square           | 37.278 <sup>a</sup> | 12 | .000                  |
| Likelihood Ratio             | 43.152              | 12 | .000                  |
| Linear-by-Linear Association | 14.171              | 1  | .000                  |
| N of Valid Cases             | 100                 |    |                       |
|                              |                     |    |                       |

**Interpretation**

From the above table 2 the p value (.000) for age and challenges faced by the employees are lesser than the significance value 0.05. Hence null hypothesis rejected and alternative hypothesis accepted.

**FINDINGS**

From the survey conducted from Tata AIG General Insurance Company Limited it is found that human resource information system using cloud technology is effective among the employees like time saving, lesser cost, Unlimited storage capacity, increased data reliability, and they face challenges like storing data for longer period of time and the security issues.

**CONCLUSION**

Human resource information system using cloud technology implemented in Tata AIG General Insurance Company Limited is found to be effective and it provides various benefits to the company. Cloud computing has made its mark in almost every industry like Energy & Utilities, Pharma and Healthcare, Online Retail, Online Ticketing, Telecom, Banking, Capital markets as well as Insurance. The other insurance companies can adopt the human resource information system using cloud technology to get benefits from that.

**REFERENCES**

1. David Grant and Sharna Wiblen (2006) in their research titled “HUMAN RESOURCE INFORMATION SYSTEMS (HRIS): REPLACING OR ENHANCING HRM”.
2. Nasreen Ahmad (2015), in their research titled “Cloud computing, human resource management”.
3. Nihan Taniser (2016), in their research titled “A Comparative Approach to On-premise and In-cloud Human Resources Information Systems”.
4. <http://www.wipro.com/blogs/cloud-computing>.
5. <http://www.computerweekly.com/news>.
6. <http://nerdyfunctions.com/reviews/tata-aig.com>.
7. <http://www.business-standard.com/article/finance/tata-aig-general-insurance>.