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The Effectiveness of Using Human Resource Information System on the Performance of Employees at Hermina Arcamanik Hospital

Sani Fitriyani¹, Kelvin Herlambang H², Muhammad Prakarsa Al Qadr Saleh³, Candra Mecca Sufyana⁴

¹Program Studi Administrasi Rumah Sakit, Politeknik Piksi Ganesha, Bandung, Indonesia, sanybeii90@gmail.com

²Program Studi Administrasi Rumah Sakit, Politeknik Piksi Ganesha, Bandung, Indonesia, kelvinherlambanghidayat@gmail.com

³Program Studi Manajemen Informatika, Politeknik Piksi Ganesha, Bandung, Indonesia, ras_akuto@yahoo.com

⁴Politeknik Piksi Ganesha, Bandung, Indonesia, candra86mecca@gmail.com

Corresponding Author: sanybeii90@gmail.com¹

Abstract: To remain competitive in the health industry and streamline performance, an efficient human resource management system is essential. This research employs a qualitative approach with a case study design, gathering data through semi-structured interviews and direct observation. The findings reveal that Human Resource Information System (HRIS XPRESSO), implemented in 2019, offers features such as managing employee personal data, training records, and integrating recruitment and payroll processes. This system has significantly enhanced HR department performance by simplifying data access and reducing manual processes. However, challenges such as large file rejections, server disruptions, and limited access outside the hospital were identified. To enhance effectiveness, feature improvements and access adjustments are necessary. In conclusion, HRIS XPRESSO has proven effective in boosting HR operational efficiency but requires ongoing evaluation and institutional reforms to address existing challenges and fully leverage its benefits for the organization.

Keywords: Effectiveness, HRD, HRIS, Employee Performance

INTRODUCTION

Minister of Health Regulation No. 3/2020 governs the categorization and authorization of hospitals in Indonesia, classifying them into classes A, B, C, and D based on their facilities and service capabilities. Each classification has specific requirements, particularly regarding human resources. The regulation sets minimum standards for the number and qualifications of medical, nursing, and supporting personnel that hospitals must meet according to their class.

The objective is to ensure the quality of hospitals and the safety of healthcare services provided to the public. Healthcare service quality refers to the level of care provided to meet community health needs in accordance with established service standards (Isbandono, P., 2023).

Hermina Hospital is a leading private healthcare facility in Indonesia, with a broad presence across the country. One notable example is Hermina Arcamanik Hospital, a type C private hospital located at Jalan A.H. Nasution No.50, Antapani Wetan, Antapani District, Bandung City, West Java.

Effective human resource management is essential for maintaining operational efficiency and delivering the best patient care. As the healthcare industry grows and becomes more competitive, a system that simplifies human resource management is imperative. Human Resource Development (HRD) professionals require a user-friendly technology system to facilitate their work. A Human Resource Information System (HRIS) is a key solution to this need. Hermina Arcamanik Hospital has implemented the efficient HRIS XPRESSO system, a strategic step to address these challenges. HRIS XPRESSO is designed to help the HRD department manage data related to attendance, payroll, performance management, and recruitment. The application is expected to speed up administrative processes, improve data accuracy, and enhance the efficiency of HRD employees' work (Hartini, 2020).

METHOD

This study utilizes a qualitative approach with a case study design to thoroughly investigate the impact of HRIS Xpresso on the performance of HRD employees at Hermina Arcamanik Hospital. Data collection involves conducting semi-structured interviews with HRD personnel who utilize HRIS Xpresso. Informants are selected through purposive sampling based on criteria such as their tenure with HRIS Xpresso, job role, and involvement in HRD operations. In-depth interviews aim to explore HRD employees' perspectives, experiences, and opinions regarding how HRIS Xpresso contributes to their effectiveness. Observations are also conducted to directly observe HRD employees' workflows using HRIS Xpresso.

Qualitative data analysis includes reducing raw data, presenting findings in narrative form, and drawing conclusions through triangulation of sources and methods to ensure data validity. This research endeavors to offer a comprehensive assessment of how HRIS Xpresso enhances the performance of HRD employees at Hermina Arcamanik Hospital.

RESULT AND DISCUSSION

The research was conducted on May 25, 2024, at 1:00 PM WIB in the HRD Room of Hermina Arcamanik Hospital, with Ms. Rahma Inayati, S.Psi, as the interviewee from the Recruitment HRD department. Employing a qualitative approach with a case study design, this study explores in-depth the effectiveness of using HRIS XPRESSO on the performance of HRD employees at Hermina Arcamanik Hospital through interview processes. The outcomes of the conducted interviews are as follows.

Implementation of HRIS XPRESSO

The interview results indicate that the implementation of the XPRESSO system at Hermina Arcamanik Hospital began around 2019. Previously, the personnel system was manual, involving physical files that needed to be searched for directly. Ms. Rahma conveyed:

"Um, I'm not sure exactly how long ago it was, but during the transition to the XPRESSO system, it was around the early 2019s, give or take."

Functions and Features of HRIS XPRESSO

XPRESSO includes various features that support HRD operations, such as managing employee personal data, recording training and work experience, and integrating recruitment and payroll processes. This is based on Ms. Rahma's explanation:

"So, the HRD system comprehensively manages all aspects of employee data, including personal information, education, family details—all recorded within XPRESSO. The system also tracks employees' training histories and previous work experiences. At Hermina, career progression details are meticulously logged, such as start dates and promotions. For instance, when someone advances to a managerial role, XPRESSO records their previous positions, levels, and tenure periods."

Challenges in Using HRIS XPRESSO

In using XPRESSO, several challenges have been encountered. These technical challenges include file upload rejections due to large file sizes and automated file downloads that fill up computer storage space.

"So far, it has been quite helpful, although like any system, it has its drawbacks. For example, when colleagues help upload files, they sometimes get rejected because they're too big. That's one of the challenges. We have to resize them, make them smaller, and then upload them again. But when you resize them, the quality can decrease, so it's not as clear—it becomes blurred. That's one of the shortcomings of XPRESSO. Also, when we click on a file, like opening an ID card, it automatically downloads it, even when we just want to view it. This fills up the computer, and sometimes there are network issues, so XPRESSO often encounters errors when used," Ms. Rahma explained.

In addition, XPRESSO can only be accessed within the hospital environment, so employees cannot access it from outside to complete work tasks at home.

"Well, one limitation of XPRESSO, as we see it, is its inability to be accessed outside the hospital environment. While this may be to safeguard data from the hospital's perspective, it poses challenges for us when our workload is high and we're striving to meet targets—it becomes difficult to work from home. Thus, XPRESSO is only accessible within the hospital premises, unless we use remote access. If we do work remotely from home, can the office computer access XPRESSO because it's XPRESSO's machine, but remote access has a drawback of being slow due to network strength, so what does the employees

User access limitations are also an issue, where not all users have the same level of access; access is adjusted according to their positions and responsibilities.

".... Policy the most not all users can access so there are certain people who are given access to open XPRESSO... if the manager can certainly see all XPRESSO entries but if I am only certain points"

Positive and Negative Impacts of HRIS XPRESSO

a. Positive Impacts

1. Improving the efficiency of HRD staff. "So now, just click and... open it in XPRESSO," said Ms. Rahma.
2. Simplifying centralized and integrated employee data management. "All data is reported in XPRESSO," she explained.
3. Accelerating administrative and payroll processes. "For example, attendance from the PIN finger link to XPRESSO, the payroll process becomes faster," Ms. Rahma revealed.

b. Negative Impacts

1. Technical issues with file upload and access. "For example, when colleagues help upload to the system, files are sometimes rejected due to their large size, and there are also server disruptions due to network issues," she explained.
2. Limitations on access outside the hospital, reducing work flexibility. "From our perspective as employees, we want to finish our work quickly, which sometimes means working from home," she added.

Effectiveness of Using HRIS XPRESSO on HRD Employee Performance

Overall, XPRESSO is considered effective in improving the performance of HRD employees. Ease of access to data and reduction of manual processes are two main advantages of this system. This aligns with Ms. Rahma's statement, namely:

"Nowadays, with XPRESSO, we can easily access the application. Previously, there was another application for Kesra—I can't recall the name—but it wasn't as advanced as XPRESSO. Currently, XPRESSO covers everything from the start of employment to payroll processing. What do you call it when applicants on the website are processed and their data automatically integrates into XPRESSO? This integration has been in place since around 2019, though I can't remember the exact month."

Based on the interviews and discussions, the implementation of HRIS XPRESSO since around 2019 has significantly boosted the efficiency of HRD employees by streamlining employee data management compared to earlier manual methods. XPRESSO integrates personal information, education, family details, work experience, and career progression seamlessly. Despite encountering technical challenges like file size restrictions, network issues, and limited access restricted to hospital premises, XPRESSO has proven effective overall. Varied access policies tailored to employee roles have been implemented, while integration with the attendance system has notably accelerated payroll processing and minimized manual tasks.

This study aims to explore the effectiveness of using HRIS XPRESSO on the performance of HRD employees at Hermina Arcamanik Hospital using a qualitative approach through a case study design. Based on interviews with Ms. Rahma Inayati, S.Psi, who serves as the Recruitment HRD, several significant findings will be outlined and further discussed in the following sections.

Implementation of the HRIS XPRESSO System

Implementation of HRIS XPRESSO at RS Hermina Arcamanik commenced around 2019. Prior to adopting XPRESSO, the hospital relied on manual processes and physical files for personnel management. Ms. Rahma highlighted that transitioning to XPRESSO aimed to streamline operations through digitalization of data and administrative processes.

The efficiency gains realized by RS Hermina Arcamanik with HRIS XPRESSO are echoed in the experience of RS Hermina Depok. According to a study by Latianingsih, N., and Rosalina, E. (2023), RS Hermina Depok reported that implementing the HRIS XPRESSO application at their hospital significantly improved operational efficiency, accuracy, and accessibility in managing HR information.

This finding aligns with existing literature showing that HRIS adoption enhances operational efficiency by automating tasks and enhancing data accuracy (Hijrasil, H., et al., 2023). HRIS facilitates better integration and management of employee data, thereby reducing administrative burden and enabling staff to focus on strategic initiatives (Anupa, M., 2021).

Therefore, the introduction of HRIS XPRESSO not only enhances efficiency and accuracy but also signifies a substantial shift in how hospitals manage their human resources, in line with the ongoing digitalization trends in the healthcare sector.

Functions and Features of HRIS XPRESSO

XPRESSO offers a range of features that bolster HRD operations, encompassing tasks like managing employees' personal data, documenting training and work histories, and seamlessly integrating recruitment and payroll processes. According to Ms. Rahma, the system adeptly captures all employee information, facilitating more efficient and precise data management. These observations resonate with the findings of Latianingsih, N., and Rosalina, E. (2023), who highlighted XPRESSO's role in enhancing various facets of HR management at RS Hermina Depok, including recruitment, training, attendance tracking, and payroll administration. These insights align with the conclusions drawn by Rohmat, C. L., and Nuriyah, R. (2023), affirming that HRIS enhances the effective handling of employee data and information.

Thus, the implementation of HRIS XPRESSO at RS Hermina Arcamanik underscores its potential to significantly transform human resources management, enhancing operational efficiency, and advancing the hospital's mission to deliver superior and more streamlined services to the community.

Challenges in Using HRIS XPRESSO

Despite its positive aspects, the use of XPRESSO has revealed several technical challenges. These include issues such as rejecting large-sized uploaded files, automatically downloading files that consume computer storage space, and network interruptions that lead to errors in the XPRESSO web application. Additionally, Ms. Rahma noted that XPRESSO is restricted to hospital environments, thereby limiting employees' ability to complete tasks outside of the office.

Anisa, D. N. L., SH, M., & Erlyn Rosalina, S. (2023) further substantiate these findings by highlighting that HRIS XPRESSO at RS Hermina encounters difficulties like network disruptions and server issues, particularly during peak periods such as month-end when multiple branches are using the system simultaneously. The digitization of documents proves time-consuming, requiring each document to be scanned and uploaded individually. Furthermore, data organization often lacks efficiency, complicating effective searches, while bandwidth limitations hinder data input when numerous employees access the system concurrently.

These challenges underscore that while HRIS systems can enhance efficiency, they also present technical hurdles and access constraints that necessitate resolution. This aligns with the findings of Matimbwa, H., and Masue, O. S. (2019), who argue that overcoming the limited adoption and existing challenges of HRIS requires institutional reforms.

Positive and Negative Impacts of HRIS XPRESSO

XPRESSO has proven to have both positive and negative impacts. On the positive side, it enhances the efficiency of HRD employees by centralizing and integrating employee data management, thereby expediting administrative tasks and payroll processes. Mrs. Rahma highlights that XPRESSO facilitates quick and easy access to data, significantly boosting productivity. This observation is supported by research from Latianingsih, N., and Rosalina, E. (2023), which underscores how the HRIS XPRESSO application at Hermina Depok Hospital has streamlined HR management, improving efficiency, accuracy, and information accessibility. Moreover, the application simplifies directors' periodic checks and audits. Overall, HRIS has positively transformed various aspects of human resource management,

encompassing recruitment, training, attendance tracking, payroll management, employee resignations, and documentation.

However, there are also identified negative impacts, such as technical difficulties encountered in file uploading and access, as well as the restricted access outside the hospital environment, limiting employee flexibility in task completion. These challenges align with the research findings of Anisa, D. N. L., SH, M., & Erlyn Rosalina, S. (2023), which highlight the recurring technical issues faced by XPRESSO, necessitating efforts for resolution. This observation is further supported by Chabani, Z. (2020), whose research underscores that the adoption of HRIS technology often encounters resistance and technical hurdles that must be addressed to fully leverage its benefits.

Effectiveness of Using HRIS XPRESSO on HRD Employee Performance

XPRESSO's effectiveness is evident in its streamlined data access and reduction of manual processes that previously hindered HRD employee performance. Mrs. Rahma emphasizes that XPRESSO simplifies administrative and payroll tasks by consolidating various functions into a single platform. This assertion is substantiated by research on HRIS XPRESSO at Hermina Hospital Depok conducted by Anisa, D. N. L., SH, M., & Erlyn Rosalina, S. (2023), and Latianingsih, N., & Rosalina, E. (2023), demonstrating that the use of HRIS XPRESSO enhances HR management efficiency and reduces time spent by HRD. These findings align with research by Sadiq, U., et al. (2022), which underscores HRIS's ability to streamline administrative tasks, boost productivity, and enable HRD to focus on strategic initiatives.

Overall, the implementation of HRIS XPRESSO at Hermina Arcamanik Hospital has significantly enhanced the performance of HRD employees. This system simplifies data access and management, minimizes manual tasks, and boosts operational efficiency. However, addressing technical challenges and access limitations is crucial to further enhance its overall effectiveness. By refining features and adjusting accessibility, XPRESSO has the potential to deliver even greater long-term benefits. This research underscores the necessity of ongoing evaluation and adaptation of HRIS systems to maximize organizational performance and advantages.

CONCLUSION

Based on the results and discussion above, the conclusions of this research are:

1. Implementation of HRIS XPRESSO at Hermina Arcamanik Hospital has increased operational efficiency by reducing manual processes and increasing data accuracy. This system enables the digitalization of administrative data and processes, facilitates the integration and management of employee data, and reduces administrative workload.
2. XPRESSO offers various features that support HRD operations, such as managing employee personal data, recording training and work experience, as well as integrating recruitment and payroll processes. These features enable more efficient and accurate data management, in line with research showing that HRIS improves HR management in various aspects.
3. Even though it provides many benefits, XPRESSO also faces several technical obstacles, such as rejection of uploaded files because the size is too large, automation of file downloads that take up computer space, and network interference. Limited access outside the hospital also reduces employee flexibility in completing their tasks.
4. The use of XPRESSO has positive impacts such as increasing the work efficiency of HRD employees, making it easier to manage employee data in a centralized and integrated manner, as well as accelerating administration and payroll processes. However, negative impacts

include technical issues with uploading and accessing files, as well as limited access outside the hospital, which require efforts to overcome.

- Overall, the use of HRIS XPRESSO at Hermina Arcamanik Hospital has proven to be effective in improving the performance of HRD employees. This system makes data access and management easier, reduces manual work, and increases operational efficiency. However, to improve overall system effectiveness, technical obstacles and access limitations need to be overcome. With feature improvements and access adjustments, XPRESSO can have a greater positive impact in the long term. This research confirms the importance of continuous evaluation and adjustment of HRIS systems to optimize performance and benefits for the organization.

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