

The Impact of Zoho HRIS on Employee Satisfaction and Wellbeing: A Case Study of Alena Supermarket

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Abstract

This research investigates the impact of implementing Zoho HRIS on employee happiness and satisfaction at Alena Supermarket, a large retail corporation in Bahrain. The study employed a case study approach, utilizing surveys, interviews, and document analysis to assess the effects of transitioning from traditional HR practices to a technology-driven approach. Findings reveal a significant improvement in employee happiness and satisfaction following the implementation of Zoho HRIS. Key benefits include streamlined HR processes, enhanced communication, increased employee empowerment, and improved training and development opportunities. These positive changes are attributed to the automation of repetitive tasks, which fosters a more collaborative and supportive work environment and provides employees with greater access to information and resources. The study highlights the transformative potential of HR technology in promoting a more fulfilling and productive workplace, underscoring the importance of investing in employee wellbeing for organizational success.

Keywords: HR Systems, Employee Happiness, Employee Satisfaction, Employee Engagement, HR Technology, Zoho HRIS.

Introduction

Employee happiness is widely recognized as a critical factor in achieving organizational success (Thompson, A., & Bruk-Lee, 2021). A happy workforce translates into greater job satisfaction and overall wellbeing, which are crucial organizational outcomes. However, the increasingly demanding work environment, characterized by multitasking and blurring lines between work and personal life, can lead to work-related stress, potentially hindering employee performance (Martínez-Falcó et al., 2024).

To mitigate this challenge, organizations must prioritize implementing standardized human resource management (HRM) practices designed to reduce pressure and enhance employee well-being. Research by Wickramasinghe and Perera (2012) emphasizes the significance of effective HRM in promoting a unified and harmonious work environment, thereby enabling employees to perform at their optimal level. This perspective highlights the value of viewing HRM as an investment rather than a cost, given its substantial impact on achieving strategic organizational objectives.

Past research consistently reveals that happy employees are more likely to demonstrate commitment towards achieving organizational objectives. With the evolving role of HR, professionals increasingly focus on cultivating employee happiness to create a satisfied and dedicated workforce (Gyensare et al., 2024). This emphasis on employee happiness underscores the vital connection between effective HR practices and employee well-being, ultimately leading to a satisfied workforce—a crucial factor in achieving a competitive edge.

Mark Twain's famous quote, "Find a job you enjoy doing, and you will never have to work a day in your life," encapsulates the power of passion and happiness in driving individual achievement. Individuals are genuinely happy in their workspace and excel because they view their tasks not as work, but as fulfilling activities they enjoy. The mindset and wellbeing of employees are paramount to the success and longevity of any business.

A happy employee is an asset. When employees feel valued, listened to, content, and happy at work, they perform at a high quality, producing comprehensive and innovative results. Dawwas (2023) notes that happy employees are less likely to consider leaving their jobs; instead, they focus on career growth and loyalty to their organization. HR departments play a vital role in nurturing employee wellbeing by creating a positive and supportive work environment, recognizing that employees are the most critical asset of any organization.

Table 1: shows three definitions to help understand the paper:

Term	Definition	Key Element
Human Resources (HR)	A department within every organization that handles all tasks and duties related to employees.	Recruitment, selection, benefits and compensation, salary and wages, training, career development, appraisal, and performance evaluation.
Human Resources Information System (HRIS)	A software system that serves as an information hub for all employee data and supports HR tasks.	Managing employee information, tracking payroll (salary cycle), attendance, time, and HR data analytics.
Employee Happiness	Defined as employees' satisfaction, wellbeing, and their mental and emotional health in the workplace.	Emotional support, motivation, encouragement, satisfaction, and fulfillment.

This paper will explore a business and highlight the impact of the HR role on overall employee happiness, while briefly describing the significance of Zoho HRIS. Furthermore, it will examine how implementing Zoho HRIS within HR can further enhance employee satisfaction, motivation, and overall wellbeing, leading to improved performance.

Literature Review

Thompson (2021) employed a scientist-practitioner approach to investigate the relationship between employee happiness, wellbeing, and work outcomes. Using a two-wave panel design, the research revealed a negative correlation between job demands and employee happiness. Higher job demands were associated with lower job quality and employee satisfaction, underscoring the importance of managing workload and stress levels .

Bellet and Ward (2024): Through a quasi-experimental study conducted in a large telecommunications company, Bellet and Ward (2024) explored the link between employee happiness and encouragement. Weekly surveys revealed a positive impact on employees involved in sales processes, particularly those who engaged in both call handling and sales closure. This suggests that employee satisfaction can be heightened through meaningful work, such as directly contributing to sales and customer satisfaction, compared to solely handling customer inquiries.

Opatha and Uresha (2020) explored the relationship between Human Resource Management (HRM) and employee happiness, driven by a lack of existing research, a contextual gap, and the researchers' intellectual curiosity. The study aimed to: (1) determine the happiness levels of Sri Lankan employees, (2) assess the degree of HRM practices in their organizations, and (3) explore the potential impact of HRM on employee happiness. It examines the relationship between Human Resource Management (HRM) and employee satisfaction, two key factors that impact organizational success. Our findings suggest that both employee happiness and the level of HRM practice are generally high among Sri Lankan employees studied. Statistical analysis confirms a positive and significant correlation between effective HRM practices and employee happiness. Consequently, organizations aiming to boost employee happiness should prioritize implementing robust HRM functions, incorporating appropriate policies and procedures.

Uresha and Opatha (2020) sought to address a critical gap in measuring HRM functions and employee happiness. While human resource professionals recognize the importance of these elements for achieving organizational objectives, the lack of standardized measurement tools poses a challenge. This research aimed to fill this knowledge gap by developing instruments to assess HRM practices and employee happiness.

HRM, as a vital organizational function, aims to align employee actions with strategic objectives, fostering productive working relationships through effective human resource management. Happiness, characterized by feelings of joy and fulfillment, encompasses various aspects of an individual's life. Both HRM and employee happiness are crucial concepts in any organization, as successful HRM practices contribute to employee wellbeing and happiness in various areas of their lives (Martínez-Falcó et al., 2024)

This research examines the potential of Zoho HRIS, a comprehensive HR management system, to enhance employee satisfaction and overall well-being. Zoho HRIS as described by Suma (2022), offers a suite of features designed to streamline HR functions, including recruitment, training, employee engagement, payroll, attendance, and more. Beyond automating routine tasks, Zoho HRIS aims to empower managers by providing data-driven insights and reports to support decision-making.

By examining the features of Zoho HRIS and considering the impact of factors such as job demands and employee engagement, this research will investigate the potential for HR systems to contribute to a positive and fulfilling work environment.

Research Methodology

This research aims to investigate the impact of Zoho HRIS on employee happiness within Alena Supermarket (a virtual setting). A case study approach was chosen for its ability to provide an in-depth exploration of this specific phenomenon within a defined context.

To gather data, a multi-faceted approach was employed:

- **Surveys:** Questionnaires were administered to employees before and after the implementation of Zoho HRIS to assess changes in their happiness levels, job satisfaction, and other relevant factors.
- **Interviews:** Semi-structured interviews were conducted with key stakeholders, including HR managers, employees, and relevant managers, to collect qualitative data on their experiences with Zoho HRIS and its impact on their overall wellbeing.
- **Document Analysis:** Relevant organizational documents, including HR policies, employee handbooks, and internal communication materials, were analyzed to gain insights into the organization's approach to employee happiness and the implementation of Zoho HRIS.

Data Analysis:

- **Quantitative Data:** Survey data were analyzed using statistical methods to identify trends and significant relationships between the use of Zoho HRIS and employee happiness.
- **Qualitative Data:** Thematic analysis was employed to identify key themes and patterns emerging from interviews and document analysis. These themes provided a deeper understanding of the qualitative aspects of employee experience and the impact of Zoho HRIS.

Triangulation:

The study integrated quantitative and qualitative data through triangulation, comparing and cross-referencing results from surveys, interviews, and document analysis to create a comprehensive picture of the impact of Zoho HRIS.

Ethical Considerations:

- **Informed Consent:** All participants were informed about the study's purpose, data collection methods, and potential risks, and provided informed consent before participating.
- **Confidentiality:** Measures were taken to ensure the anonymity and confidentiality of all data collected.

Results and Discussion

Alena Supermarket, a large retail corporation with two branches in Bahrain, has embarked on a journey to enhance employee satisfaction and happiness by transitioning from traditional HR practices to Zoho HRIS. The company believes that happy employees translate to happy customers, fostering loyalty among stakeholders and ultimately driving profitability and success.

Pre-Zoho HRIS: Challenges at Alena Supermarket

Before implementing Zoho HRIS, Alena Supermarket's HR department grappled with several challenges:

- **Manual Processes:** Repetitive tasks, such as payroll, onboarding, and data management, were handled manually, leading to inefficiencies, delays, and employee frustration.
- **Communication Gaps:** A disconnect existed between HR and other departments, hindering communication and transparency. Employees often avoided direct interactions with HR due to slow processing times and a lack of visibility into pending applications.
- **Outdated Methods:** Traditional, rigid HR practices hindered employee motivation and development, creating a disconnect between organizational objectives and employee needs.

In this part, we will discuss the most essential services provided by Zoho People, which is one of the most important human resources information systems, which contains many services that it offers for managing the human element in organizations, and one of the most essential services that help achieve happiness for employees is designing the information panel so that it provides employees with a suitable central location. To access critical human resources data and review all activities effectively and easily, the employee dashboard, as shown in Figure 1, is a more effective alternative to traditional dashboards.

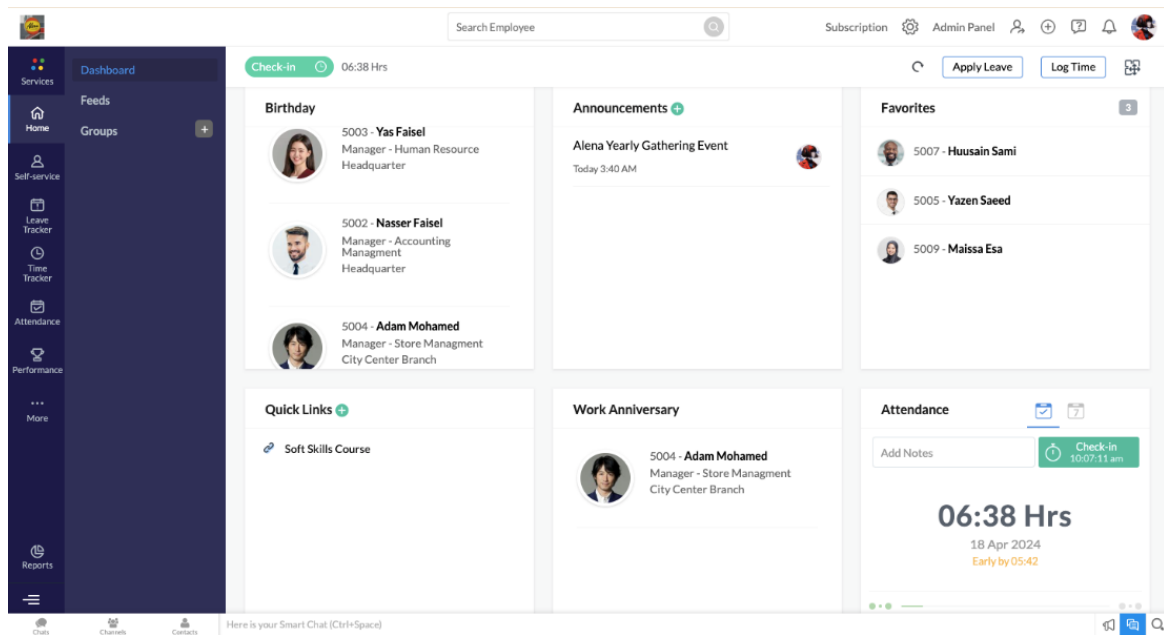


Figure 1: The employee dashboard.

Figure 2 shows the employee birthday feature that allows employees to send birthday congratulations to their colleagues, receive congratulations, and comment. This helps to raise the level of friendship and cooperation among employees, which helps with a feeling of care from the organization, especially on personal occasions.

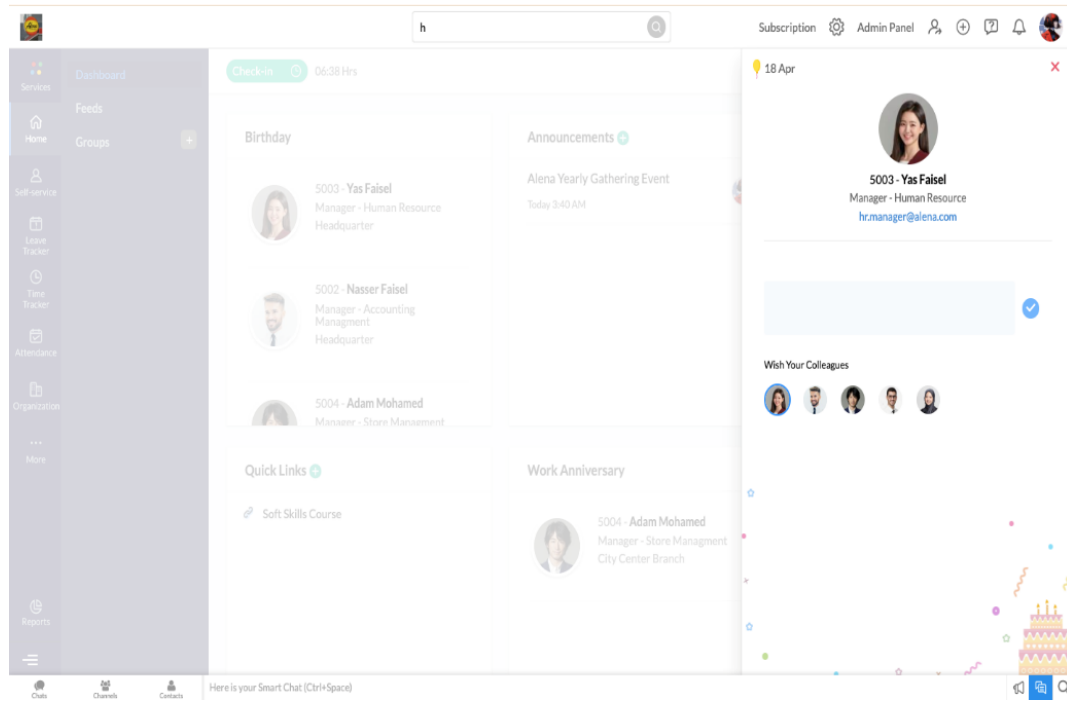


Figure 2: The employee birthday feature.

Figure 3 shows the employee training screen. Zoho provides an online platform for companies to conduct their training. Employees can take the training course anytime, anywhere while the manager can keep checking the progress through Zoho as well. After completing the training course, Zoho will send a certificate of completion to the employees. This is one of the aspects that helps make employees happy, with the possibility of obtaining training courses in a professional manner.

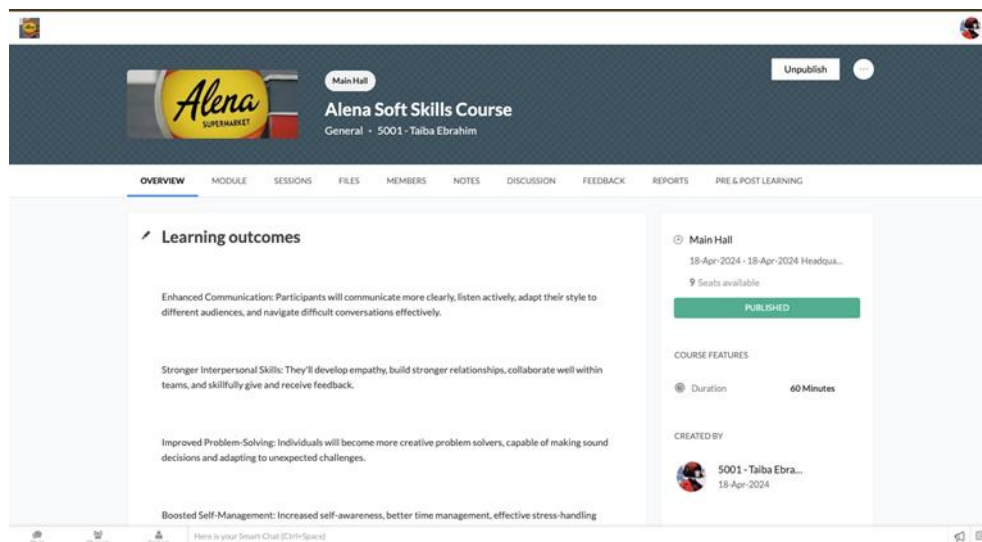


Figure 3: LMS service.

Figure 4 shows the employee engagement service provided by Zoho People, which is done through survey and feedback so that Zoho gives the human resources department the opportunity to conduct questionnaires and surveys and obtain immediate feedback. Employees can answer questions anonymously and share their feedback without fear or restrictions. Obtaining measurable results helps decision makers monitor feedback and make appropriate decisions.

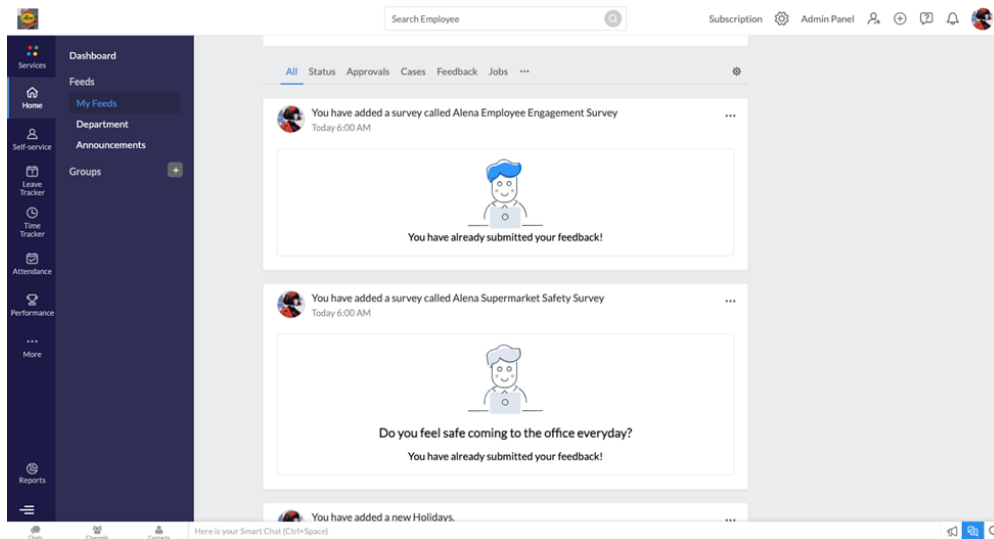


Figure 4: The employee engagement service.

Post-Zoho HRIS: Positive Transformation

The implementation of Zoho HRIS has significantly transformed HR practices at Alena Supermarket, yielding positive results:

- ***Streamlined Operations:*** Automation of tasks, including attendance tracking, payroll, and performance management, has freed up HR staff to focus on more strategic initiatives.
- ***Improved Communication:*** Zoho HRIS offers a centralized platform for communication, enabling employees to easily access information, submit applications, view their attendance records, and participate in surveys. Transparent communication channels have reduced frustration and fostered trust.
- ***Employee Empowerment:*** Self-service portals and open communication features empower employees to manage their own tasks, access information, and communicate with HR, thereby reducing the need for direct interactions.
- ***Enhanced Training and Development:*** Zoho's online training platform enables employees to access courses at their own pace, receive instant feedback, and earn certificates for career advancement.
- ***Improved Performance Management:*** Zoho HRIS offers tools for performance evaluation, goal setting, and feedback mechanisms, fostering a more collaborative and motivating work environment.

Impact on Employee Happiness:

The integration of Zoho HRIS has had a positive impact on employee happiness, as evidenced by:

- ***Increased Efficiency and Productivity:*** Automated tasks have freed up HR staff to focus on strategic activities, leading to increased efficiency and productivity.
- ***Enhanced Communication and Collaboration:*** Zoho's communication features have fostered a more positive work environment, promoting interaction and collaboration among colleagues.
- ***Increased Motivation and Recognition:*** Zoho HRIS offers tools for performance tracking, feedback, and recognition, thereby boosting employee motivation and engagement.

Conclusion and Future Work

This case study of Alena Supermarket's journey with Zoho HRIS provides compelling evidence that modern HR technology can be a powerful catalyst for enhancing employee happiness and fostering a thriving work environment. By automating routine tasks, streamlining communication, and empowering employees with greater access to information and resources, Zoho HRIS has transformed HR practices at Alena Supermarket, leading to a demonstrable increase in employee satisfaction, engagement, and productivity.

The findings highlight several key takeaways for organizations seeking to improve employee wellbeing:

- **Invest in Technology:** Investing in HR systems, such as Zoho HRIS, can significantly enhance the employee experience by automating tasks, improving communication, and providing valuable insights for informed decision-making.

- **Prioritize Employee Needs:** The transition to a more technology-driven approach should prioritize the needs and preferences of employees, empowering them with self-service features, personalized experiences, and opportunities for growth and development.

- **Foster a Positive Work Environment:** Technology alone is not enough. Organizations must cultivate a positive and supportive work culture by fostering open communication, recognizing individual contributions, and providing opportunities for collaboration and engagement.

While this study focused on Alena Supermarket's experience with Zoho HRIS, the findings hold broader implications for organizations across industries. By adopting a more human-centric approach to HR technology, businesses can foster a more fulfilling and productive work environment, resulting in increased employee loyalty, enhanced productivity, and ultimately, greater organizational success.

This research provides a valuable starting point for further exploration of the relationship between HR technology and employee satisfaction. Future studies could investigate the long-term effects of Zoho HRIS on employee engagement, explore the adoption of similar systems across various industries, or examine the impact of HR technology on organizational performance and profitability.

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