

Adoption of Human Resource Information Systems in Healthcare: A Qualitative Case Study at Motherhood Hospital

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Abstract: Organizations increasingly adopt technological applications to manage human resource functions in order to align HR processes with the rapidly evolving, technology-driven service environment. This study examines the efficiency and adoption dynamics of a Human Resource Information System (HRIS) implemented at Motherhood Hospital. HRIS has been widely adopted across sectors due to its ability to integrate Management Information System (MIS) capabilities and provide centralized, real-time administrative support. By facilitating streamlined human resource management processes, HRIS enhances organizational efficiency and decision-making. Employing a qualitative case study methodology, this research is anchored in the Technology Acceptance Model (TAM) and is further enhanced by the Technology Readiness Index (TRI). While TAM elucidates adoption based on perceived usefulness and perceived ease of use, TRI offers a more profound understanding of user predispositions, including optimism, innovativeness, discomfort, and insecurity. The results reveal that although HRIS is generally regarded as beneficial, differences in technology readiness considerably affect perceptions of ease of use, resistance, and ongoing dependence on manual processes. This study underscores the necessity of tailored training, ongoing support, and systematic change management to address the gaps between TAM and TRI, thereby reinforcing HRIS adoption within healthcare environments.

Keywords: HRIS (Human Resource Information System), HRIS, TRI, TAM

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