



# “Increase In Organizational Effectiveness In Context To Employee Job Satisfaction: Thanks To Information Systems”

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## ABSTRACT:

The efficiency of a business is influenced by the quality and quantity of the information that it uses and disseminates. In any organization, the information is used at each level i.e. Top, middle and lower. And with the revolution of information technology, the functioning of organizations has also changed and upgraded. We now make use of Information System (IS) which is basically an amalgam of software, hardware and telecommunication networks to execute the work. IS role is to help organizations in running the business properly through proper communication, decision-making, investigation of data and much more. It helps organizations to gain a competitive edge and take decisions strategically.

Thus we see that our world has evolved into a new era and has technologically upgraded. Information systems have led to a drastic change in the way the information is being disseminated. Thus with the advancement of technology, the working has become fast and smooth and has also reduced human error in the course of work.

In this paper, we will throw light on how the use of information has led to better organizational working in the context of employee's job satisfaction and also the challenges that organizations have to face. We will also study the findings of some studies conducted on the utility of it in organizations and employee's job satisfaction in the past by great researchers. We hope that this paper has some usefulness and generates interest within potential researchers.

**Keywords:** *Information, Information system, Organization, Job satisfaction, ERP system, and performance.*

## 1. INTRODUCTION:

No nation and organization can compete or exist in today's environment if it is unaccompanied by information technology. In today's scenario, it has become the best technology to manage and process data. In simple language, an information technology is a set of components that jointly processes and stores data. It emphasizes on important aspects of the management of any business, like data analysis, decision making, communication, record keeping and more. Companies use this information to improve their business operations, to make strategic decisions and gain a competitive advantage.

An information system is basically a combination of software, hardware and telecommunications networks. This technology supports companies; to assemble data, investigate, take actions accordingly and thus gain competitive edge over other companies.

In organizations, information system is used in all the aspects as customer service, marketing, sales promotion, employee data and performance tracker and many more. As the success of an organization relies on the skilled manpower that an organization holds, so it's very crucial to work for maintaining the proper required manpower into the organization and also track their performance. Thus for this detailed study and observation, HRIS (Human Resource Information System) is being used. It is a method by which an organization collects analyses and reports information about people and jobs.

HRIS is designed basically to meet the following requirements:

1. Suggest sufficient, comprehensive and ongoing information system about people and jobs.
2. Supply up-to-date information at a realistic cost.
3. Provide data protection and privacy to employees.

Thus with the better working of organizations through the application of technology, the organizations will definitely grow and in turn will also provide opportunities to its employees to work better with more learning chances, improving their skills and ultimately gaining better job satisfaction.

## 2. LITERATURE REVIEW:

A literature review is "a systematic, explicit and reproducible method to identify, evaluate and synthesize the existing body of complete and recorded works produced by researchers, academics and professionals". It is an evaluation of a research body that addresses a research question.

The literature review will be divided into following three components namely information, information system and employees job satisfaction.

## 2.1 LITERATURE REVIEW ON INFORMATION:

The extent and excellence of information alters the competence and judiciousness of all decisions in the organization. Routine decisions are prepared at all levels of administration to execute and monitor the work's effectiveness and efficiency. Thus decision-making is an integral and significant part of the organization.

The decision-making process can be described as a process of transformation of information. Therefore, when considering the decision, employees should take into account the following problems of the information processes:

1. For each decision, information is mandatory.
2. Each decision creates information for subsequent decisions.
3. The decision that is treated as information results in action of subordinates or other managers.

Handling of these issues properly will certainly lead to attainment of expected results and will boost the growth of the organization along with betterment of employees.

### 2.1.1 FACTORS TO BE CONSIDERED WHILE GATHERING INFORMATION:

1. The type of information required.
2. Quality of that information.
3. Quantity of that information.
4. The time involved in collecting, storing, retrieving and disseminating the information.
5. The accuracy of information.
6. The cost of collecting, storing, retrieving and disseminating the information.

### 2.1.2 ROLE OF INFORMATION IN ORGANIZATION:

1. Information is essential for effective leadership.
2. IT tools shall be used to support the work of managers in organizations.
3. The proficiency of taking decision will be affected by the quality of information.
4. Lack of information can lead to major problems and interrupt in the success of the organization.

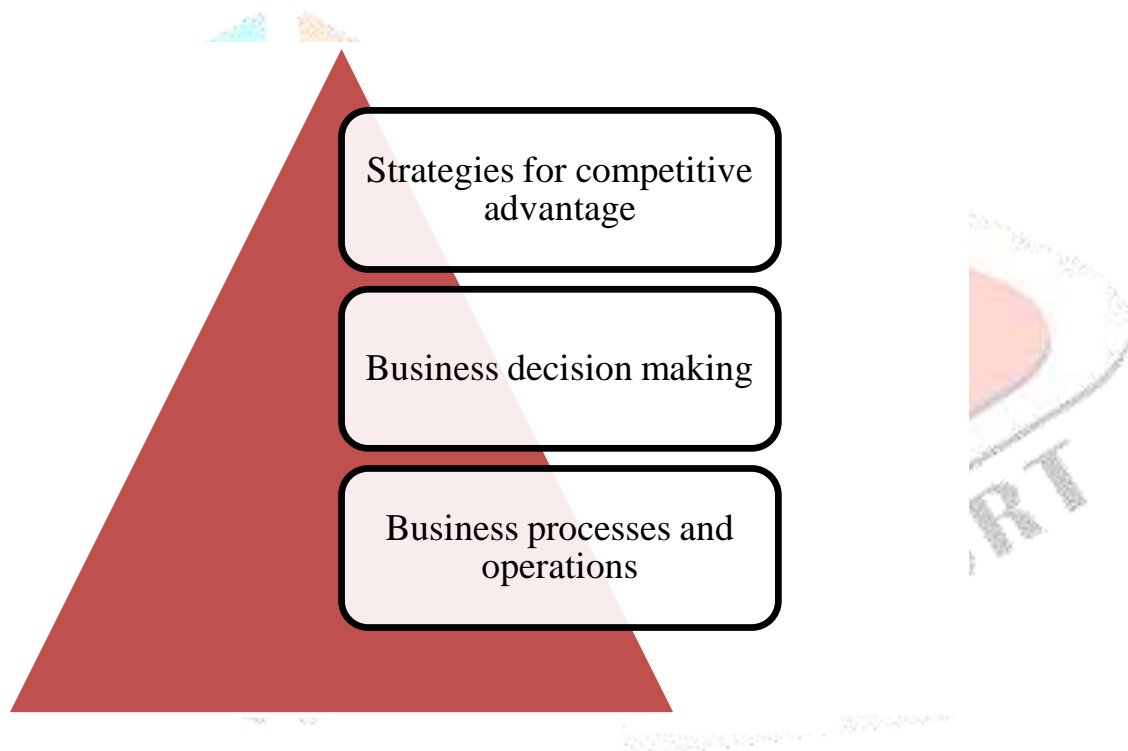
Thus we can suggest that information management occurs at all levels and at each function like planning, organizing, staffing, directing, controlling, evaluation, reporting and so on.

## 2.2 LITERATURE REVIEW ON INFORMATION SYSTEM:

An information system (IS) can be described as an organized combination of people, hardware, software, communications networks, and data resources that collect transforms and disseminate information in an organization. Thus it transform various data into information and accordingly benefits organization functioning.

### 2.2.1 ROLE OF INFORMATION SYSTEM IN ORGANIZATION:

1. Helps in business processes and operations.
2. Helps in business decision making by managers and employees.
3. Helps in strategies for competitive advantage.



**Figure 1: Information System**

## 2.3 LITERATURE REVIEW ON JOB SATISFACTION:

It refers to the general attitude of an individual towards his/her job (Robbins, 2003). It is defined as the degree to which an employee feels self-motivated and derives satisfaction from his job. This will encourage him to develop commitment towards work and emerge with better work life balance.

Robertson & Kee (2016) studied workplace satisfaction in a computer-mediated context, particularly with the use of social media. Results showed that employees contentment at job is hopefully attached to the time, they spend on facebook interacting by colleague. Also showed that part time employees reported having spent the greater quantity of moment on Facebook with their colleagues.

Thus it can be suggested that the happiness of an employees at work is the result of work that he performs along with the environment that he works in.

### 2.3.1 MODEL OF JOB SATISFACTION:

## MODEL OF JOB SATISFACTION

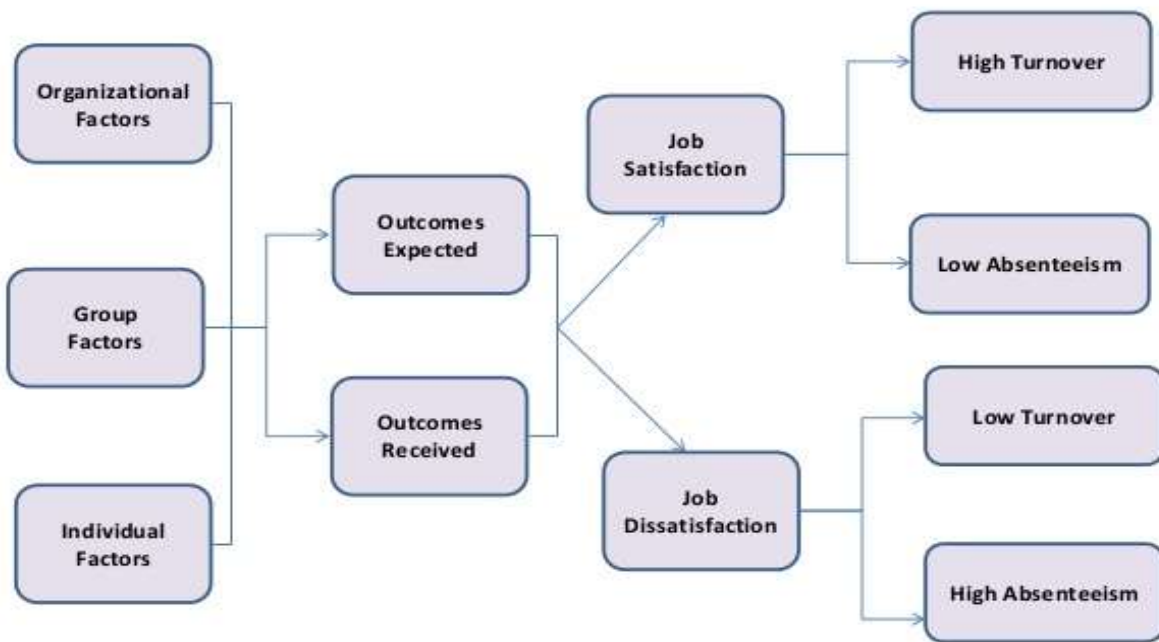


Figure 2: Model of Job satisfaction

### 3. CHALLENGES ASSOCIATED WITH INFORMATION SYSTEM AND ITS OPERATION:

Along with various benefits and utility, there are also certain challenges associated with information system which is mentioned below:

1. There is lack of opportunities for managers and system directors to team up with each other.
2. Complex manual system and challenges in its usage.
3. Lack of knowledge and understanding of the managers regarding usage of software and information systems.
4. Insufficient knowledge of the managers regarding what they don't know exactly what they want and what their information needs are.

#### 4. CONCLUSIVE REMARKS:

In today's time of globalization, no organization can exist excluding the use of information technology. It is noted that organizations that are more technology friendly and updated are better in performance and gain competitive edge. Also it has been observed that when managers appreciate and praise their employees and provide clear instructions, they tend to work and perform better. Thus for an organization to boost progress, it must lay down clear objectives, work culture and information technology which will help it to be focused on its operation.

Thus the focus in today's global scenario is more on use of information technology and system, where the firms get better growth and also employees are more satisfied and give their best.

Lastly from the above findings it is derived that there is direct relationship between use of information technology and organization's effectiveness. Better are the inputs provided in the organization in terms of strategies, information technology and environment; better will be the satisfaction gained at job and commitment of employees for the organization.

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