

**IMPACT OF ELECTRONIC HUMAN RESOURCE MANAGEMENT
PRACTICES (E-HRMP) ON ENVIRONMENTAL PERFORMANCE OF
COMMERCIAL BANKS IN BATTICALOA**

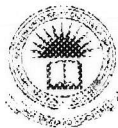


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ABSTRACT

Contemporary organizations are facing many pressures from stakeholders to develop environmentally responsible initiatives and activities. The pressures from the stakeholders lead to focus on environmental concern initiatives and activities particularly in the financial sector. This situation forced the banks to implement environmentally responsible best practices and help to improve banks' environmental performance (EP). Nowadays, it is noted that human resource management (HRM) functions of the banks have been transforming more digitalization. This digitization process is termed as electronic human resource management (e-HRM). Thus, banks are trying to adopt e-HRM applications more and more rapidly in the changing business environment to increase their EP.

In this context, the main objective of this study is to explore the mediating effects employee satisfaction (ES) and e-HRM performance in the relationship between level of electronic human resource management practices (E-HRMP) and EP of selected banks in Batticaloa district. In order to achieve this main-objective, primary data were collected from 176 employees of selected bank branches by administering structured questionnaire. The data were analyzed by using univariate, bivariate and multivariate analyses.

The finding of the study revealed that e-HRMP has positive and significant impact on EP in overall. Further, ES and e-HRM performance partially mediate the relationship between e-HRMP and EP. And all variables of the study are in high levels. In addition to these, finding revealed that there are strong positive and significant relationships between e-HRMP and EP, e-HRMP and e-HRM performance, ES and EP and e-HRM performance and EP. Moreover, there is a moderate positive and significant relationship observed between e-HRMP and ES. In order to further improve the banks' EP through e-HRMP, this study recommended that banks should pay more attention to establish qualified and specialized IT team to quickly absorb rapid technology development in the banking sector.

Keywords: E-HRMP, ES, E-HRM Performance and EP

TABLE OF CONTENTS

ACKNOWLEDGMENT	i
ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES.....	x
LIST OF FIGUERES	xii
LIST OF ABBREVIATION.....	xiii
Chapter-1	1
INTRODUCTION	1
1.1 Background of the Study	1
1.2 Research Problem/Research Gap	2
1.3 Research Questions	3
1.4 Research Objective.....	3
1.5 Significance of the Study	4
1.6 Scope of the Study	4
1.7 Chapter Organization	4
1.8 Chapter Summary	5
Chapter-2	6
LITERATURE REVIEW.....	6
2.1. Introduction	6
2.2 Electronic Human Resource Management Practices	6
2.3 E-HRMP Dimension.....	7
2.3.1 E-Recruitment and Selection.....	7
2.3.2 E-Employee Data and Pay Management	8
2.3.3 E-Performance Management	9
2.3.4 E-Training and Development	9
2.3.5 E-Communication.....	10

2.3.6 E-Knowledge Management	10
2.3.7 Operational and Other E-HRM Activities.....	11
2.4 Employee Satisfaction	12
2.5 E-HRM Performance	12
2.5.1 Productivity	13
2.5.2 Cost Efficiency	14
2.6 Environmental Performance	14
2.7 Relationship between E-HRMP and Environmental Performance	15
2.8 Relationship between E-HRMP and Employee Satisfaction.....	16
2.9 Relationship between E-HRMP and E-HRM Performance	17
2.10 Relationship between Employee Satisfaction and Environment Performance	18
2.11 Relationship between and E-HRM Performance EP	19
2.12 Mediating Role of ES in the Relationship between E-HRMP and EP	20
2.13 Mediating Role of E-HRM Performance in the Relationship between E-HRMP and EP	21
2.14 Research Gap.....	21
2.15 Theoretical Support for the Conceptual Model.....	22
2.15.1 System Theory	22
2.15.2 Stakeholder Theory	24
2.16 Derivation of Conceptual Framework	25
2.17 Chapter Summary.....	25
Chapter-3.....	26
CONCEPTUALIZATION AND OPERATIONALIZATION.....	26
3.1 Introduction	26
3.2 Conceptual Framework.....	26
3.3 Hypotheses of the Study	27
3.4 Definitions of Variables.....	27

3.4.1 E-HRMP.....	27
3.4.1.1 E-Recruitment and Selection	27
3.4.1.2 E-Employee Data and Pay Management	28
3.4.1.3 E- Performance Management	28
3.4.1.4 E-Training and Development.....	28
3.4.1.5 E-Communication	28
3.4.1.6 E-Knowledge Management	28
3.4.1.7 Operational and Other E-HRM Activities	29
3.4.2 Employee Satisfaction	29
3.4.3 E-HRM Performance	29
3.4.3.1 Productivity.....	29
3.4.3.2 Cost Efficiency.....	29
3.4.4 Environmental Performance.....	30
3.5 Operationalization.....	30
3.6 Chapter Summary.....	31
Chapter-4	32
RESEARCH METHODOLOGY.....	32
4.1 Introduction	32
4.2 Research Philosophy	32
4.3 Research Approach	33
4.4 Research Strategy.....	33
4.5 Methodological Choice.....	34
4.6 Time Horizon.....	34
4.7 Research Site/Area Selection	34
4.8 Population of the Study.....	35
4.9 Sampling Technique/Method	35
4.10 Sampling Framework and Sample Size	35

4.11 Method of Data Collection	36
4.12 Research Instrument.....	36
4.13 Source of Measurement	37
4.14 The Pilot Study.....	37
4.15 Validity and Reliability of Instruments	38
4.16 Unit of Data Analysis.....	39
4.17 Method of Data Analysis and Evaluation.....	39
4.17.1 Method of Analysis and Evaluation for First Objective	40
4.17.1.1 Univariate Analysis	40
4.17.2 Method of Analysis and Evaluation for Second Objective	41
4.17.2.1 Correlation Analysis	41
4.17.3 Method of Analysis and Evaluation for Third and Fourth Objective	42
4.17.3.1 Regression Analysis	42
4.17.3.2 Mediation Analysis.....	43
4.18 Data Presentation	44
4.19 Ethical Consideration.....	45
4.20 Chapter Summary.....	45
Chapter-5.....	46
DATA PRESENTATION AND ANALYSIS	46
5.1 Introduction	46
5.2 Analysis of Reliability	46
5.3 Frequency Analysis of Personal Characteristics	47
5.3.1 Name of the Banks.....	47
5.3.2 Job Position	48
5.3.3 Gender	48
5.3.4 Age.....	49
5.3.5 Educational Level.....	49

5.3.6 Experience	50
5.4 Data Presentation and Analysis of Research Information	50
5.4.1 The First Objective of the Study.....	50
5.4.1.1 The Level of E-HRMP	50
5.4.1.2 The Level of Employee Satisfaction	53
5.4.1.3 The Level of E-HRM Performance	54
5.4.1.4 The Level of Environmental Performance	56
5.4.2 The Second Objective of the Study	57
5.4.2.1 Relationship among E-HRMP, ES, E-HRM Performance and EP	58
5.4.3 The Third Objective of the Study	59
5.4.4 The Fourth Objective of the Study	64
5.4.5 Process Macro Analysis.....	69
5.5 Chapter Summary.....	72
Chapter-6	73
DISCUSSION	73
6.1 Introduction	73
6.2 Discussion of Personal Information.....	73
6.2.1 Name of the Bank of the Respondents.....	73
6.2.2 Job Position of the Respondents.....	73
6.2.3 Gender of the Respondents	74
6.2.4 Age Level of the Respondents.....	74
6.2.5 Educational Level of the Respondents.....	74
6.2.6 Experience of the Respondents	74
6.3 Discussion of Research Information	74
6.3.1 Discussion for Objective One.....	74
6.3.1.1 Level of E-HRMP	75
6.3.1.2 Level of ES	75

6.3.1.3 Level of E-HRM Performance	75
6.3.1.4 Level of EP	76
6.3.2 Discussion for Second Objective.....	76
6.3.2.1 The Relationship between E-HRMP and EP	76
6.3.2.2 The Relationship between E-HRMP and ES	77
6.3.2.3 The Relationship between E-HRMP and E-HRM Performance.....	77
6.3.2.4 The Relationship between ES and EP	78
6.3.2.5 The Relationship between E-HRM Performance and EP.....	78
6.3.3 Discussion for Third Objective	78
6.3.4 Discussion for Fourth Objective.....	81
6.3.5 Process Macro Analysis	83
6.4 Chapter Summary.....	84
Chapter-7	85
CONCLUSIONS AND RECOMMENDATIONS	85
7.1 Introduction	85
7.2 Conclusion	85
7.2.1 First Objective	85
7.2.2 Second Objective	85
7.2.3 Third Objective.....	86
7.2.4 Fourth Objective	86
7.3 Contributions of the Study.....	86
7.4 Recommendations	87
7.5 Limitations of the Study	88
7.6 Direction for Future Research	88
List of References	90
Appendix-I	103
Appendix-II.....	107