

The Influence of Human Resources Information System (HRIS) Implementation on Work Efficiency in the Human Resources Department and Employee Satisfaction at PT Pos Indonesia Main Branch Balikpapan

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Article history:

Received June 3, 2026

Revised June 22, 2026

Accepted June 25, 2026

Abstract

This study investigates the impact of implementing the Human Resources Information System (HRIS) on the operational efficiency of the human resources department and the satisfaction levels of employees at PT Pos Indonesia Main Branch Balikpapan. The HRIS serves essential functions such as tracking attendance, processing leave requests, updating employee information, conducting performance evaluations, and facilitating internal communication. Utilizing a quantitative methodology, the research surveyed 120 employees who actively engage with HRIS services. Data analysis was performed through descriptive statistics and multiple linear regression techniques. Findings reveal a positive correlation between HRIS utilization and both work efficiency and employee satisfaction. Specifically, the R^2 value of 0.428 indicates that HRIS accounts for a significant portion of the variability in work efficiency, while the R^2 value of 0.396 reflects its influence on employee satisfaction. These results underscore the role of HRIS in streamlining administrative processes, minimizing errors, and enhancing information accessibility. Despite these favorable outcomes, it remains crucial for the organization to invest in user training, ongoing support, and system maintenance to maximize the advantages of HRIS across the board.

Keywords:

HRIS; Work Efficiency; Employee Satisfaction; HR Administration; PT Pos Indonesia.

1. INTRODUCTION

The efficiency of the human resources department is crucial for service-oriented companies that deal with substantial administrative tasks. PT Pos Indonesia Main Branch Balikpapan must ensure that the management of employee data, attendance, performance evaluations, and administrative services is conducted swiftly and accurately. Implementing a Human Resources Information System (HRIS) serves as a strategic approach to reduce reliance on manual processes, which often lead to delays and errors. The effectiveness of HRIS should not merely be assessed by its digital presence; rather, it is vital to evaluate how well the system enhances the HR department's operations, improves service quality, and enriches the employee experience. A system that lacks user readiness, sufficient training, and clear procedures may not achieve its intended impact, even if it is technically sound. Thus, research on the influence of HRIS at PT Pos Indonesia Main Branch Balikpapan is essential to understand the relationship between technology implementation, departmental efficiency, and employee satisfaction. The outcomes of this study aim to provide valuable insights for the company to strengthen its digital HR governance in a more effective and sustainable manner.

For organizations engaged in public service with significant administrative workloads, the efficiency of the human resources department is a pressing need. PT Pos Indonesia Main Branch Balikpapan faces staffing activities that demand accuracy in data, prompt internal services, and effective coordination between the HR

department and employees. Managing attendance, employee data, leave requests, performance assessments, and HR administration cannot rely solely on manual processes, as these are prone to delays, data duplication, and recording errors. The HRIS serves as a digital tool that can help streamline HR tasks, making them more organized and data-driven.

Understanding HRIS implementation goes beyond merely using software for administrative purposes. The true value of the system lies in its ability to enhance workflows, shorten service processes, and enable the HR department to make informed decisions based on accurate information. Kinasih and Azhar (2025) found that HRIS implementation positively influences employee performance by accelerating data management processes and facilitating smoother operations. Similarly, Supardi and Santoso (2025) reported that HRIS can enhance HR administrative efficiency by minimizing manual tasks, expediting data access, and improving the quality of internal services.

Despite the numerous advantages offered by HRIS, its success is not guaranteed. Abdullah et al. (2024) explain that the use of HRIS within organizations faces challenges, particularly regarding user readiness, adaptability, and alignment with work requirements. A technically available system does not automatically lead to increased productivity if employees are not equipped to use it effectively. This situation underscores the necessity for HRIS implementation to be supported by adequate training, guidance, and updated operational procedures to ensure that its benefits are genuinely realized by both the HR department and employees.

In managing human resources, efficiency encompasses more than just the speed of task completion. It also involves data accuracy, reducing administrative burdens, facilitating information tracking, and enabling HR staff to focus on more strategic tasks. Sumanti (2024) asserts that HRIS can improve operational efficiency in HR management by simplifying and properly documenting administrative processes. Lase et al. (2025) further emphasize that the digitization of HR management through HRIS can enhance work effectiveness, as employee data can be accessed more quickly and utilized to support organizational decisions. Beyond its impact on the HR department, HRIS is also linked to employee satisfaction. Employees tend to feel more supported when administrative services are prompt, personnel information is readily accessible, and processes such as leave requests or attendance can be completed without cumbersome procedures. Maamari and Osta (2021) found that successful HRIS implementation positively influences work engagement and job satisfaction. This indicates that the quality of the system affects not only internal efficiency but also the employee experience when interacting with HR services.

The connection between HRIS and employee satisfaction is further supported by Parween (2025), who demonstrates that HRIS utilization can enhance workforce performance and job satisfaction when it facilitates easier and more responsive work for employees. Yona and Meilani (2024) also explain that employing HRIS in HR management practices can lead to improved job satisfaction, employee innovation, and overall performance. These findings suggest that employee satisfaction is influenced not only by compensation or work environment but also by the quality of administrative services and ease of access to personal and work-related information. However, careful consideration is necessary when implementing HRIS. Thite (2020) emphasizes that the digitalization of HR management should not stop at technology adoption. Organizations must ensure that technology effectively transforms work processes. Without adjustments to procedures, leadership support, and human resource readiness, HRIS risks becoming a formal system used merely to fulfill digitalization requirements. Siddique et al. (2025) also highlight that the effectiveness of HRIS is shaped by information quality, leadership innovation, and the technological capabilities of staff. These factors indicate that the success of HRIS hinges on the interplay between the system, personnel, and work governance.

PT Pos Indonesia Main Branch Balikpapan serves as a relevant case for examining the influence of HRIS on the efficiency of the HR department and employee satisfaction. Nirwana et al. (2023) note that as a service company with high administrative needs, the main branch requires an HR management system capable of meeting demands for speed, accuracy, and information transparency. When HRIS operates optimally, the HR department can reduce repetitive tasks, enhance internal services, and build employee trust in the company's administrative systems. Conversely, if implementation lacks user readiness and clear procedures, the system's benefits may not be fully realized. Given this rationale, research on the impact of HRIS implementation on the efficiency of the human resources department and employee satisfaction at PT Pos Indonesia Main Branch Balikpapan is grounded in strong empirical foundations. This study aims to assess the extent to which HRIS assists the HR department in working more efficiently while measuring how the system affects employee satisfaction as users of internal services. The results are expected to provide evaluative material for the company in strengthening its digital-based HR management in a more effective, measurable, and sustainable manner.

2. RESEARCH METHOD

This study seeks to evaluate the impact of implementing the Human Resources Information System (HRIS) on the efficiency of the human resources department and employee satisfaction at PT Pos Indonesia

Main Branch Balikpapan. HRIS is recognized as a strategic tool that simplifies administrative workflows, speeds up information access, and minimizes recording errors, enabling the HR department to focus on more strategic tasks. Descriptive analysis will be utilized to outline the characteristics of respondents, including age, gender, education level, and work experience, ensuring that the collected data aligns with the research objectives. Following this, multiple linear regression will assess the relationship between the degree of HRIS implementation and both work efficiency and employee satisfaction. This method allows for a nuanced understanding of how the digital system affects departmental productivity while identifying areas that may require further enhancement in its application.

A quantitative approach is adopted for this research to gather measurable data from employees who have firsthand experience with HRIS. This numerical data enables an objective examination of HRIS's influence on the efficiency of the HR department and employee satisfaction, moving beyond mere subjective impressions. This approach has been similarly applied by Panjaitan (2023) and Shahreki et al. (2020) in their assessments of the connections between HRIS, HR management, and employee satisfaction. Statistical analysis will assist in discerning the relationships, strength of influences, and significance levels among the variables involved. The research instrument will undergo testing for internal consistency using Cronbach's Alpha via SPSS, with a threshold above 0.70 indicating that the questionnaire is reliable for evaluating HRIS implementation at PT Pos Indonesia Main Branch Balikpapan.

The questionnaire is chosen for its effectiveness in capturing uniform perceptions from respondents, allowing for statistical comparisons of responses. It begins with a brief introduction to HRIS, work efficiency, and employee satisfaction, ensuring that respondents understand the focus of the measurement prior to answering. The formulation of the questions draws from the studies of Suharti and Sulisty (2018) and Lina (2019), ensuring that the indicators maintain a solid scientific foundation. The questionnaire is divided into two sections: the first gathers demographic data such as gender, position, and length of service, while the second includes statements regarding HRIS implementation, HR department efficiency, and employee satisfaction. This structure ensures that the data collected not only reflects the respondents' profiles but also provides insight into their evaluations of HRIS use within their work environment.

The research population consists of employees at PT Pos Indonesia Main Branch Balikpapan who utilize or receive administrative services through HRIS. A total of 120 respondents is set to ensure that the data analyzed is robust enough to test the relationships among variables effectively. Purposive sampling is employed to select respondents, acknowledging that experiences with HRIS can vary significantly among employees. Criteria for inclusion include active employees who have used HRIS and possess an understanding of HR administrative services such as attendance tracking, leave requests, employee data updates, and performance evaluations. Establishing these criteria is crucial to ensure that responses are based on direct experiences rather than general assumptions about the system. The data collected from the 120 respondents will be used to evaluate the impact of HRIS on the efficiency of the HR department and employee satisfaction. The analysis aims to provide a clearer understanding of HRIS usage within the organization.

3. RESULTS AND DISCUSSION

3.1. Results

This study examines data from 120 employees at PT Pos Indonesia Main Branch Balikpapan who actively utilize the HRIS for various HR administrative functions, including attendance tracking, leave requests, employee data updates, and performance evaluations. Descriptive analysis was conducted to outline the characteristics of respondents, such as age, gender, education, and work experience, ensuring that the data collected is both relevant and representative. Following this, multiple linear regression was employed to evaluate how HRIS implementation influences the efficiency of the HR department and employee satisfaction. The findings reveal that the digital system streamlines administrative processes, minimizes the likelihood of recording errors, and enhances information accessibility. Feedback from respondents indicates that HRIS not only improves the operational capabilities of the HR department but also fosters a more comfortable and responsive work environment for employees, thereby enhancing the overall effectiveness of human resource management.

3.1.1. Respondent Characteristics

Table 1 illustrates the distribution of respondents by gender, age, education, and work experience. Among the 120 respondents, 60% are male and 40% are female. The largest age group is within the 25–29 years range (40%), followed by those aged 20–24 years (30%), 30–34 years (25%), and 35–39 years (5%). A significant majority hold a bachelor's degree (90%), while 8% have a master's degree and 2% possess an associate degree. Regarding work experience, 55% of respondents have less than five years, 30% have between six and ten years, and the remaining 15% have over ten years. This distribution indicates that many employees possess considerable experience with HRIS, making their assessments valuable and pertinent for

evaluating the system's effectiveness and its impact on the efficiency of the HR department and employee satisfaction.

Table 1. Respondent Characteristics (n = 120)

Category	Frequency	Percentage
Male	72	60%
Female	48	40%
20–24 years	36	30%
25–29 years	48	40%
30–34 years	30	25%
35–39 years	6	5%
Bachelor's	108	90%
Master's	10	8%
Associate	2	2%
<5 years	66	55%
6–10 years	36	30%
11–15 years	14	12%
16–20 years	4	3%

The distribution of respondents reflects their gender, age, education, and work experience. A notable majority are male (60%), while females represent 40%. The largest age group is between 25 and 29 years (40%), followed by those aged 20 to 24 years (30%), 30 to 34 years (25%), and 35 to 39 years (5%). Educationally, most respondents hold a bachelor's degree (90%), with 8% having a master's degree and 2% an associate degree. In terms of work experience, 55% have less than five years, 30% have between six and ten years, 12% have eleven to fifteen years, and 3% have between sixteen and twenty years. This distribution indicates that a substantial number of employees actively engage with HRIS, making their evaluations of the system both relevant and essential for analyzing work efficiency and employee satisfaction.

3.1.2. Descriptive Statistics of HRIS Implementation

Table 2 outlines the mean values and standard deviations for indicators related to HRIS implementation, including job analysis, recruitment, selection, performance evaluation, and internal communication. All indicators scored above 3.8 on a five-point scale, reflecting a generally favorable assessment from respondents. The highest score was attributed to internal communication, indicating that HRIS effectively facilitates the exchange of information among employees. Recruitment received the lowest score, yet it still fell within the acceptable range. These results demonstrate that HRIS has significantly supported HR administrative tasks, although certain features require enhancement to ensure more equitable usage across the system.

Table 2. Mean and Standard Deviation of HRIS Implementation

HRIS Indicator	Mean	Standard Deviation
Job Analysis	4.22	0.87
Recruitment Application	3.88	1.02
Employee Selection	4.35	0.79
Performance Evaluation	4.12	0.94
Internal Communication	4.60	0.91
Total HRIS	4.23	0.91

The standard deviations for HRIS implementation indicators indicate that job analysis scored 4.22, recruitment application 3.88, employee selection 4.35, performance evaluation 4.12, and internal communication 4.60. The overall HRIS score of 4.23, with a standard deviation of 0.91, reflects a positive evaluation from respondents. The high score in internal communication suggests that the system enhances coordination among employees, while the recruitment application, despite its lower score, remains satisfactory. This data illustrates that HRIS effectively accelerates HR administration, improves data processing organization, and facilitates access to internal information, while also highlighting the need to strengthen specific features for broader benefits across all HR processes.

3.1.3. Descriptive Statistics of Work Efficiency and Employee Satisfaction

Table 3 presents the mean values and standard deviations for work efficiency in the HR department and employee satisfaction. Work efficiency achieved an average score of 4.45, while employee satisfaction reached 4.36 on a five-point scale. These scores reflect a positive perception of HRIS usage among respondents. The system is recognized for expediting administrative processes, reducing manual tasks, and streamlining access to employee information. Employee satisfaction has also improved due to the enhanced accessibility of HR services, which are no longer solely reliant on face-to-face interactions. While the

outcomes are promising, it remains essential for the company to maintain system quality, conduct regular data updates, and provide user support to ensure consistent benefits from HRIS.

Table 3. Mean and Standard Deviation of Work Efficiency and Employee Satisfaction

Variable	Mean	Standard Deviation
Work Efficiency	4.45	0.58
Employee Satisfaction	4.36	0.60
Total	4.41	0.59

The standard deviations for work efficiency and employee satisfaction show that work efficiency averages 4.45 with a standard deviation of 0.58, while employee satisfaction averages 4.36 with a standard deviation of 0.60, resulting in a total score of 4.41. These findings suggest that HRIS contributes to faster administrative processes, reduces manual errors, and enhances information access. Employees perceive internal services as quicker and more responsive, emphasizing the importance of system maintenance and user support to keep the benefits of the system optimal.

3.1.4. Multiple Linear Regression Analysis

Multiple linear regression was utilized to evaluate the extent to which HRIS influences the efficiency of the HR department and employee satisfaction. The results in Table 4 reveal an R^2 of 0.428 for work efficiency and 0.396 for employee satisfaction, indicating that HRIS accounts for 42.8% of the variation in work efficiency and 39.6% of the variation in satisfaction. The significant F-value of 0.000 confirms a substantial effect of HRIS on both variables. These findings reinforce the conclusion that the digital system accelerates administrative workflows, minimizes recording errors, and enhances information access, while also improving the employee experience in measurable terms and supporting operational decision-making within the HR department.

Table 4. Regression Results of HRIS on Work Efficiency and Employee Satisfaction

Relationship	R^2	Adjusted R^2	F	Sig.
HRIS → Work Efficiency	0.428	0.415	24.890	0.000
HRIS → Employee Satisfaction	0.396	0.381	21.476	0.000

The F-test results indicate significance values below 0.05 for both work efficiency and employee satisfaction, leading to the rejection of the null hypothesis. The R^2 values demonstrate that HRIS effectively explains 42.8% of the variation in work efficiency and 39.6% of the variation in employee satisfaction. These findings illustrate that HRIS has a meaningful impact on speeding up HR administration while enhancing the employee experience in receiving internal services.

3.2. Discussion

The implementation of HRIS positively influences the efficiency of the HR department and employee satisfaction at PT Pos Indonesia Main Branch Balikpapan. An R^2 value of 0.428 indicates that HRIS accounts for 42.8% of the variation in work efficiency, while an R^2 of 0.396 shows that it explains 39.6% of the variation in employee satisfaction. These findings align with Panjaitan (2023), who noted that HRIS enhances HR management through swift, organized, and accessible data processing. In organizations burdened with high administrative tasks, HRIS significantly reduces manual work, accelerates service delivery, and improves information accuracy. However, it is essential to recognize that efficiency and satisfaction are also influenced by factors such as user readiness, procedural quality, technical support, and the responsiveness of the HR department.

The average score of 4.45 for work efficiency demonstrates that HRIS effectively speeds up processes such as attendance tracking, leave requests, employee data updates, and performance evaluations. This result is consistent with the findings of Suharti and Sulistyono (2018), who emphasized that HRIS benefits organizations by enhancing administrative efficiency, improving information quality, and minimizing manual processes. At PT Pos Indonesia Main Branch Balikpapan, these advantages are evident through better-organized data, quicker service processes, and reduced reliance on face-to-face interactions. Nevertheless, achieving efficiency is not solely dependent on the system; user discipline, timely data updates, and the responsiveness of HR staff are crucial for HRIS to consistently support departmental functions.

The internal communication indicator received the highest average score of 4.60, indicating that HRIS significantly improves information exchange between employees and the HR department. This finding aligns with Lina (2019), who stated that HRIS plays a vital role in modern organizations by enhancing HR information flow. Conversely, the recruitment application received the lowest score of 3.88, which, while still acceptable, suggests a need for improvement in this area. Enhancing recruitment features is necessary to ensure that HRIS not only supports routine administration but also facilitates more effective talent acquisition, selection, and management.

The significant impact of HRIS on employee satisfaction is reflected in the average score of 4.36. This score indicates that respondents find it easier to access HR services, particularly for administrative requests, checking employee data, and obtaining internal information. This aligns with Shahreki et al. (2020), who found that HRIS applications can enhance employee satisfaction by streamlining services, clarifying information, and reducing administrative obstacles. Employees generally feel more comfortable when services are not entirely dependent on HR staff or direct interactions. Despite these positive results, maintaining satisfaction requires a stable system, clear usage instructions, and prompt responses to technical issues.

While HRIS shows a positive impact on employee satisfaction, its effect is less pronounced compared to its influence on work efficiency. This difference underscores the notion that employee satisfaction is not solely dependent on the system's existence but also on the responsiveness of HR personnel, clarity of procedures, stability of access, and users' ability to navigate the application. Bangura (2024) points out that HRIS implementation brings both benefits and challenges, particularly regarding user readiness, job adaptation, and adequate technical support. To maximize the benefits of HRIS, PT Pos Indonesia Main Branch Balikpapan should enhance training, provide guidance, and establish support mechanisms for addressing usage challenges. This approach will enable employees to leverage HRIS more effectively, improving their work experience and ensuring the quality of internal services. With appropriate strategies, HRIS can not only streamline administrative workflows but also serve as a tool that fosters employee well-being and satisfaction over time.

The findings of this study support the view of Nyathi and Kekwaletswe (2024), who assert that the success of e-HRM should be assessed based on the tangible benefits experienced by employees. A digital system must do more than expedite HR department tasks; it should also make services more accessible, clear, and fair. At PT Pos Indonesia Main Branch Balikpapan, HRIS has facilitated faster administration and improved information access. However, user experience remains a critical consideration. If the system's workflow is cumbersome, instructions are unclear, or technical assistance is slow, employee satisfaction may decline. Regular evaluations of user experience are essential to ensure HRIS remains user-friendly, meets work needs, and supports responsive HR services.

In public service organizations, HRIS functions not only as an administrative tool but also as a means to enhance work innovation. Satispi et al. (2023) explain that HRIS can improve innovation outcomes by providing structured, accurate, and easily accessible HR information. This finding is relevant for PT Pos Indonesia Main Branch Balikpapan, where an organized system aids the HR department in making quicker and more informed decisions regarding workforce planning, performance evaluations, and employee development. With HRIS, employee data can be utilized to identify improvement opportunities, plan training, and develop competencies, ensuring that innovation occurs not only in administrative processes but also in HR management strategies. This approach enables the HR department to operate more efficiently, responsively, and adaptively to the needs of the organization and its employees.

Chitambala and Marvin (2025) emphasize that e-HRM systems can enhance HR performance when used consistently and supported by organizational readiness. The findings of this study corroborate this assertion, showing that the implementation of HRIS at PT Pos Indonesia Main Branch Balikpapan positively influences work efficiency and employee satisfaction. However, the R^2 values not reaching 50% indicate that other factors also affect the outcomes, including work culture, leadership, inter-unit communication, digital infrastructure quality, and prompt responses to system challenges. These factors highlight that the success of HRIS relies not only on software but also on how well the system integrates with work processes and user capabilities. By focusing on training, data maintenance, and technical support, HRIS can function optimally, accelerating HR administrative workflows, reducing errors, and enhancing the employee work experience sustainably.

Sikira and Mishael (2024) assert that managing personnel records through HRIS can improve organizational performance due to easier tracking, updating, and utilization of employee data for decision-making. At PT Pos Indonesia Main Branch Balikpapan, organized data helps the HR department minimize recording errors, expedite administrative services, and facilitate the verification of employee information. While the benefits are clear, data quality remains a critical factor. Regular updates, periodic verification, and user discipline in accurately entering information must be maintained to ensure that HRIS not only accelerates work but also produces accurate and reliable data.

4. CONCLUSION

This study reveals that the implementation of the Human Resources Information System (HRIS) significantly enhances the efficiency of the HR department and boosts employee satisfaction at PT Pos Indonesia Main Branch Balikpapan. HRIS streamlines processes such as attendance tracking, leave requests, employee data updates, performance evaluations, and internal communication. The R^2 value of 0.428 indicates that HRIS accounts for 42.8% of the variation in work efficiency, while an R^2 of 0.396 shows that it explains 39.6% of the variation in employee satisfaction. The stronger influence of HRIS on work efficiency is evident, as the

system directly impacts administrative workflows, reduces manual tasks, organizes data, and improves access to information. With many processes transitioning from manual to digital, the HR department can operate more swiftly and systematically. Employee satisfaction has also seen improvement due to easier access to HR services, faster application processes, and clearer employee information. However, while the findings are positive, employee satisfaction is influenced by additional factors, including the responsiveness of HR staff, clarity of procedures, access stability, and users' proficiency in navigating HRIS. To address these areas, PT Pos Indonesia Main Branch Balikpapan should focus on enhancing user training, conducting regular data updates, and providing robust technical support. Furthermore, the recruitment features require assessment, as they received the lowest scores compared to other HRIS indicators. HRIS should be regarded as a vital tool that facilitates efficient, accurate, and responsive HR administration, effectively meeting the needs of employees.

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