

A survey on the factors affecting the use of Human resource information systems : a case study of selected insurance companies in Nairobi, Kenya

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Abstract:

The insurance sector is one of the largest employers in the service industry. Due to the nature of the business, customer care is becoming more and more prominent, as the employees are viewed as the wealth creators. As such, human resources is now more than ever, the most valued asset that an organization has. The sourcing, retaining, maintaining and separation of human resources requires a lot of administration. The more efficient and effective, the better, and thus, information systems give a competitive advantage to an organization over its competition. This study explores the extent of use of human resource information systems in enhancing effectiveness in the human resource management of insurance companies. From observation, very little research has been carried out in this area in Kenya. As such, the study will form the basis for academicians to adjust their training courses, addressing the issue of information systems as a human resource management tool in the insurance sector. The study will be done in Nairobi city because most insurance companies are located here, especially those registered with the Association of Kenya Insurers. The method of data collection used will be a questionnaire. However, the sampling procedure will be based on simple random method.