HRIS Interview Project

Nicole Lawrence
HRM 650
March 27th, 2022

In my current company, Maximus, they use Workday as one of the Human Resource Information System. Workday is a cloud-based application that serves in human capital management and ties in financial management (Kaushik, 2021). The major benefit to this application is the machine learning capabilities that allows for more informed decisions for now and the future. The other benefit to this application is that more informed talent strategies, ability to engage the employees, people analytics, automation, and flexibility (Workday.com). Talent strategy is built around the information that is collected and will be used to build the talent around the "skills you will need tomorrow" (Workday.com). Maximus uses social media to find their next employee. Workday is integrated with LinkIn to connect the companies to qualified employees. As the machine learning collects more information, it guides decisions based on suggested learning and takes the guessing out of the decision making. The Workday system will then use the analytic tools to properly compensate and enlist benefits to the proper employees. The end-result of using this intuitive system is that there is a more fluid management of the company, less stress around decision making, with the increased ability of planning for the future (Workday.com). These goals are all accomplished with the features that Workday offers.

The first screen that can be viewed when a manager or employee accesses their Workday account is their Dashboard. The Analytics of the company are shown on the Dashboard as well as business unit analysis (Johnson, 2021). Within the Managers dashboard there are visual representations of numbers such as i.e compensation for the contingent freelance or contract workers (McCandless, 2020). Workday then can take that information and analyze it down to compensation per company, department, project, as well as contract length, and overall cost (McCandless, 2020). Workday not only tracks compensation but how each gender is paid accordingly, or how the countries are paid. Workday aids the hiring process. Within the

application there is an applicant tracking system. This system helps create an "attractive, on-brand ad and application form, as well as source and communicate with candidates, carry out interviews, and collaborate with co-workers to ensure the candidates get the role (Mccandless, 2020). This functionality will allow for the company to stay competitive in their market. If their HRIS system works from start to finish of the hiring process, there can be a major cost savings that may occur due to errors of using multiple systems. With the aid of this system, better candidates will be found for the company, which saves the time that is associated with recruiting. When the company has their employee, the new hire will have their own benefits of Workday.

The employee's dashboard can be accessed on a browser as well as an application on their phone. The simplicity of the application makes it more desirable to the employee as well as the company. From the beginning of the employee using the Dashboard, they are informed with any onboarding and tasks that need to be completed. Such documents will help the new hires get up to speed quickly (McCandless, 2020). With international employees, it allows the company and employee stay virtually connected. Employees can log time manually for hours worked, with and deviances that may have occurred. In addition, employees can keep track of overtime, hours worked, next pay-day, and vacation time all at the palm of their hand (McCandless, 2020). Finally, employees can elect for any benefits that they may require. Though there are many benefits to Workday, with every system, there are problems or challenges that may arise from usage.

The best way to pinpoint a challenge or problem with a system is to get firsthand opinions of the users. The first challenge that is indicated by Carl Pieri is the "Search functionality" as it is difficult to locate information within the system. He stated that when looking for W-2 it is located under "Pay -> tax documents" but not under "personal information-

> worker documents" (2021). This challenge is apparent in the company that I work for too. When I use workday looking for a bonus payment, I find it easier to do a search for the word "bonus" to locate the information that I am looking for. It cuts time and agitation with trying to locate through the drop-down menus. He goes on to state that the query will not recognize any search inquiry. Workday is the system that does it all, sometimes bigger is not always better. Small metrics and analytics projects have several advantages over the multimillion-dollar implementation projects that include integrated prepackaged analytics systems (Johnson, 2021). These benefits of smaller systems are based on cost savings and less visible during the initial startup (Johnson, 2021). With multiple systems, the company could invest in the systems that are most important to them. However, this comes with a negative side to. It could be more costly to have multiple systems and the decision-making process may become more difficult. Every company will have to make the decision that fits their company.

Another challenge within Workday is associated with the changes that a company may have over time. Challenges and problems that a company may come across will push changes within the company. Therefore, effective HR metrics and analytic projects will change products and labor as well as organizational processes (Johnson, 2021). The adjustments that may need to be made are ideal size of company, skill requirements, and deployment of organization's human capital (Johnson, 2021). One functionality of Workday is aiding managers in the recruitment process and finding the best fit candidates. According to Noah Blaustein, Workday will direct him to the "next candidate that aren't in the best place for the workflow" (2021). This is problematic for the HR team that highly relies on Workday for their recruitment process. It means more time trying to find their next candidate as well as wasted time with possible interviews on other candidates. Candidates may not be qualified for the position they are being

interviewed for. If organizations are successful in solving operational problems or capturing opportunities, the focus for managers naturally shifts to other problems or new opportunities (Johnson, 2021). Workday will benefit the company more if the new hire process is aided more seamlessly, and the attention can be made on developing current employees.

The last challenge of Workday is Language translation of custom data fields. According to Monika Ganeva, this "significantly challenges system adoption and utilization, in countries where English is a second language" (2021). In the times of companies going virtual, there are less boundaries between the employees, and they are farther dispersed. It makes the managers who choose the systems that they will implement to look towards the future. Companies will each have their own jargon or lingo, however if it does not translate the employee will not be properly trained in the company. For everyone to be on the same page, this becomes vital. Managers need the information to make informed decisions and employees need to understand their work requirements.

After identifying the benefits and the challenges, it is then that HR managers can begin to address the pros and cons and begin to determine the systems that best fit their company needs. There are a few steps that my company should go through when determining whether to keep a system or selecting a new application is (1) Initial Assessment, (2) Assessing organizational needs, (3) Assessing the project parameters, (4) Evaluating Available packages against needs and project parameters, (5) Select the project committee, (6) Request for proposal, (7) Demonstration and Evaluation, and (8) Choosing between the finalists (Shrm.org). As this process can be very expensive and time consuming, it is important that each step for this process is done in a diligent way. For the Workday system, it was mentioned by many users that it is costly especially with more additions such as learning. The benefit to the system is that it offers components that the

competitions does not. In comparison to the system workable, workday offers performance management, attendance and scheduling, and benefits administration (McCandless, 2020). Whereas workable may be created for the small or large companies, Workday is intended for the large corporations. It would not be at the price point for a company that only needs a employee self-service portal that workable offers. Some other constraints other than budget may be technological. The IT department will be able to determine if there is enough server space and infrastructure, IT support staff, or opt to go with an option hosted on the vendors server (SHRM.org). Another constraint is the time that a company has for the system development cycle. Events such as open enrollment and performance evaluations can cut down on the available time. The process of system selection will need to have sufficient lead time before the request for proposal, technology selection and review, and the implementation process (SHRM.org). More informed decisions will lead to better results.

Workday is a cloud-based information system that has made its way into many companies. In Maximus, we use the system for tracking of bonus payouts, time off requests, and to update demographic information. However, we use other systems to clock our hours, view paystubs, learning development, and viewing our scorecard metrics. Because we use many different systems for anything HR, I believe that my company has seen a benefit to using different systems. Whether it's for technology restraints or cost savings, I can see where the challenges of the system may take place in my company. Regardless, Workday has made a name for the company through the simplicity of the application as well as the integration with social media. It is defiantly a work in progress because of the challenges that were previously addressed. To the positive side, "HR Metrics and Analytics is a journey – Not a destination" (Johnson, 2021). Workday will have time to perfect their system. In the meantime, companies

who use the system have the advantage that they can choose which options they need in order to

lower their cost of usage.

Bibliography

HCM and Human Capital Management software. Workday. (n.d.). Retrieved March 24, 2022, from https://www.workday.com/en-us/products/human-capital-management/overview.html

How-to guides. SHRM. (2020, April 2). Retrieved March 24, 2022, from https://www.shrm.org/ResourcesAndTools/tools-and-samples/how-to-guides/Pages/default.aspx

Johnson, R. D., Carlson, K. D., & Kavanagh, M. J. (2021). *Human Resource Information Systems*. SAGE Publications, Inc.

Kaushik, K. (2021, November 11). *8 most common workday implementation challenges*. Apty. Retrieved March 24, 2022, from https://www.apty.io/blog/8-workday-implementation-challenges-that-every-organization-face

McCandless, K. (2020, August 14). *Workday Review 2022: Features, pricing & more*. The Blueprint. Retrieved March 24, 2022, from https://www.fool.com/the-blueprint/workday-reviews/

Workday HCM Reviews & Ratings 2022. TrustRadius. (2021, December 8). Retrieved March 24, 2022, from https://www.trustradius.com/products/workday-hcm/reviews?qs=pros-and-cons#reviews