

Automation and Human Resources Management in the Tourism and Hospitality Industry of Zimbabwe

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Abstract

The value creating potential of Human Resources Information Systems in tourism and hospitality remains unclear; hence it is against this backdrop that it was imperative to carry out a study on HRIS in the tourism and hospitality industry of Zimbabwe to establish potential implication of using HRIS for the data-driven approach to human resource management. The study employed a qualitative research approach and made use of the case study research design which draws information from multiple sources to complement each other. Data was gathered through primary and secondary information sources. The study used semi-structured interviews and documentary sources to gather research data. The research findings showed that HRIS significantly enhances overall organizational efficiency and its sub-dimensions (HR functions, time management, cost management and managerial satisfaction with the system) in an interrelated and holistic manner. It was also concluded that HRIS inclusive of big data analytics, block chain technologies and virtual realities among others can facilitate strategic value generation by helping design and implement internally consistent policies and practices that ensure human assets contribute to achieving business objectives. The study recommends the adoption of HRIS in tourism and hospitality organizations for effective and efficient management of activities.