

ABSTRACT

In an era striving for excellence, human resources become a crucial source of competitiveness (Porter, 1998). Pitman, 2004 reported that the five best performing firms in the USA rely not only on technology, patents, or strategic position but on the management of their workforce for sustained advantages in the market place. The business community also realizes that after people, information technology is its most important asset. The study was therefore aimed at identifying the perceived factors affecting the implementation of Human Resource Information System at Kenya Revenue Authority. The researcher adopted a descriptive survey design with the population consisting of KRA employees based in Nairobi. A stratified random method of sampling was used. The study collected primary data through a questionnaire and the respondents were drawn from KRA staff based in Nairobi. The data was analyzed using descriptive statistics including frequencies tables, percentages, mean scores, standard deviation, ranking orders and pie charts. The respondents agreed to the fact that top management support, effective communication, training, support of ICT department, support of HR department and user involvement influences the implementation of HRIS at KRA. The study recommends allocation of adequate resources by management for the implementation and maintenance of the HRIS. Communication between managers and employees needs to be encouraged. HR managers should play a proactive role to support HRIS implementation in their organizations. Academically, the present study has important implications for studies aimed to understanding HRM, HRIS implementation in developing countries. By highlighting the significance of several contextual factors, this study also hopes to expand the focus of HRIS. To the public institutions, the study provides some insights into the implementation of HRIS which should help HR practitioners acquire a better understanding of the current HRIS implementation status, applications, benefits and barriers.