

User Satisfaction of Human Resource Management Information System (HRMIS) in Akademi Latihan Pertahanan Awam Malaysia (ALPHA), Bangi, Selangor

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Abstract

User satisfaction has been used as an indicator for measuring the success of the organization's information systems, especially human resource information management activities. Globally, businesses spend a lot of money ensuring the effectiveness of their online information systems. The present study aimed to provide a comprehensive analysis related to user satisfaction with the Human Resource Management System (HRMIS 2.0) in a government agency in Malaysia namely Akademi Latihan Pertahanan Awam Malaysia (ALPHA), Selangor, Malaysia through a quantitative research method. This helps in determining the department's level of adoption and acceptance of technology. A total of 108 valid survey questionnaires were collected among government servants in ALPHA. The Statistical Package for Social Science (SPSS) was employed to test the proposed research model and hypotheses. The outcomes of this study give a comprehensive and in-depth understanding of the four independent factors (optimism, innovativeness, discomfort, and insecurity), one mediator (perceived ease of use), and the dependent variable, user

satisfaction HRMIS in ALPHA. The result indicated that optimism and innovation have a positive relationship with user satisfaction among the staff of ALPHA, but no positive relationship with discomfort and insecurity since in higher perceived ease of use among the employee, the relationship between insecurity and user pleasure was shown to be weaker. Therefore, organizations must manage user satisfaction in relation to HRMIS since it may have a negative impact on the organization's performance as well as raise production costs. According to the findings of this study, ALPHA promotes positive management by learning more about its employees and taking this information into account while establishing the organization's independent variables and HRM practices. This study has a practical and theoretical implications. Practically, the finding can be used to formulate the future government information systems development. Theoretically, this study contributes to the Technology Acceptance Model.

Keywords: Optimism, Innovativeness, Discomfort, Insecurity.

INTRODUCTION

The Human Resource Management Information System (HRMIS) is built around the goal of human resource management: "To be a Leader in Human Resource Management and Development to Achieve Vision Provided to the Government." This vision aligns with the government's goal of being a developed country by 2020 (Ibrahim et al. 2018). In the age of e-government, the transformation of human resource information management activities from traditional practice to urban computerization method is essential since it enables employees to carry out human resource tasks more successfully and effectively. The HRMIS is rapidly growing more complicated and data-intensive for its usage, particularly in the execution of all processes, aside from planning and decision-making. This method has made it possible for human resources managers and professionals to make judgments and feedback more quickly, accurately, and effectively (Zahari, 2018). Since 2010, the Akademi Latihan Pertahanan Awam Malaysia (ALPHA) has been using the Human Resource Management Information System (HRMIS). Staff, on the other hand, found it challenging to utilize the HRMIS, particularly when it came to updating their own profiles. In most firms, achieving user pleasure has been an issue and a difficulty. In addition, ALPHA is dealing with several implementation challenges.

ALPHA has been using HRMIS since 2010. Users first encountered issues such as computers slowing down because most PCs were relatively outdated and did not fulfill specs. Additionally, some people may not have access to a computer and must rely upon another. Furthermore, the network might sometimes be quite sluggish (Anuar et al., 2020). Other issues include a shortage of employee training and a lack of privacy when using the system. Some modules, such as Annual Work Target/'Sasaran Kerja Tahunan' (SKT) and Annual Performance Evaluation Report/'Laporan Nilai Prestasi Tahunan' (LNPT), must be completed manually. The Malaysian government introduced HRMIS 2.0 on March 25, 2015, in response to the shortcomings of HRMIS 1.0. HRMIS 2.0 (NEW) is available to all Web Browsers (<https://hrmis2.eghrmis.gov.my>). The earlier version (OLD) (<https://hrmisone.eghrmis.gov.my/>) would only be viewed with Internet Explorer. HRMIS 2.0 has been improved in certain ways (Anuar et al., 2020). Yet, with this new social media, there are still some criticisms about the system (Zahari et al., 2018). As a result, the current study investigates employee satisfaction with ALPHA's HRMIS system. HRMIS has been the subject of numerous studies in Malaysia (Ariffi & Tajudeen, 2020; Raman & Nion, 2019; Zeng, 2021).

The current study adds to the literature by concentrating on ALPHA employees. ALPHA is a training center that offers APM personnel several forms of disaster preparedness training. Employees couldn't apply for leaves at first since the system would need to be accessible via the campus **Gltn** Putrajaya network, but they can still now apply from everywhere in the nation because of an improved network that they can access over the Internet and no longer require the **Gltn** network (Zahari et al., 2018).

In previous research, the phrase Technology Readiness Index referred to people's willingness to use and understand innovations to achieve their personal and professional goals (Sharma & Ahmad, 2020). TRI can then be used to measure the amount of awareness and acceptance of another invention when the goal is to evaluate a person's acknowledgment and adoption of some other innovation (Ibrahim et al., 2018). The goal of this research is to figure out what components are involved and what role they play. This sector must appear to pertain to market competitiveness considering the HRMIS storage decision. The research also aims to investigate the relationship between optimism, innovativeness, discomfort, and insecurity in the usage of HRMIS satisfaction within the company, as well as if there is a mediating effect of perceived ease of use on HRMIS satisfaction because of recent changes.

Numerous studies have been conducted to look at system-user satisfaction and numerous efforts have been done up to this point to investigate the variables influencing system-user satisfaction (Ramadhani & Ilona, 2018), but lack of effort in understanding and resolving organizational culture is a major factor in the failure of many government ICT initiatives (Jackson & Wong, 2017).

The current study seeks to discover the pertinent aspects that might influence HRMIS usage and what impact the system can have on the staff at the ALPHA to comprehend how the HRMIS implementation can be better facilitated at the ALPHA. To determine the best strategy to enhance the usage of the HRMIS, it is believed that the results of this study would throw light on the steps that the ALPHA must take to address the application's drawbacks.

The ALPHA, as well as other public sectors that utilize HRMIS, are likely to benefit from this research. The findings of the research will help ALPHA and the system's owner plan and execute specialized training facilities and services to enhance public employees' usage of HRMIS. The outcomes of the research might also assist HRMIS practitioners in designing and developing guidelines since they will be capable of dealing with the growth of technology-enabled knowledge and expertise. It would also make a significant contribution to the literature, as research on HRMIS efficiency in ALPHA is still lacking.

LITERATURE REVIEW

HRM is an organizational function that focuses on creating, selecting, orienting, training, developing, storing, assessing, remunerating, and employing labor resources to fulfill individual and organizational goals. Human Resource Management Information System (HRMIS) is a blend of human resource management and information technology (Anuar et al, 2020). It is a database, hardware, and software combination that stores data in all units of the organization's database and creates the information necessary by human resources employees upon request (Faiz et al., 2020).

The notion of technical readiness (TR), which was influenced by (Rathee & Bhuntel, 2021) represents the fundamental elements for successfully marketing new technology-based products and services. When defining the word TR, a debate regarding an individual's opinion of their own capacity and desire to learn and apply new technology to achieve company and/or personal goals ensues. Because TR has so many facets, it's impossible to anticipate

and describe why people will react to it. Since recent improvements to HRMIS 2.0 in 2015, the capacity to recognize new technologies in the ALPHA may be expected and justified.

It allows researchers to explain the psychographic factors that were investigated in the study. By performing user surveys in the industry, TRI developers (Kamarudzaman & Jambari, 2021), continue developing the technology readiness index (TRI) as a tool to quantify the notion of TR. They divided TRI into four categories: confidence and inventiveness, which help to raise an individual's TR, and feeling terrible and anxious, which operate as TR inhibitors.

Technology readiness, as evaluated by TRI 2.0, can be employed as a possibly beneficial psychographic indicator in research and decision-making in a scenario where technological innovation is significant. TRI 2.0 has a broader application since it is shorter, lessens the cost of learning several models other than TR, and incorporates additional adjustments to the greatest index applicable to a variety of situations and periods (Abbas, 2018).

Walczuch's et al. (2007) concept combines the TRI with the Technology Acceptance Model (TAM). They look at the association between TRI personality qualities (beliefs, innovations, inconvenience, and insecurities) and TAM cognitive aspects in particular. Paradoxically, utilities have a negative relationship with innovation. Zeng (2021) coupled this model and looked at the link between the TRI's personality aspects (the Index of Technology) and the TAM system's specialized dimensions. The findings reveal that enthusiasm and innovation have a considerable impact on perceived ease of use. A study conducted by Francis and Ahmad (2021) recently showed a favorable and substantial association among personal innovation, pleasant inner strength, a high degree of perceived convenience, perceived utility, and considered ease of use, all of which affect e-payment acceptance significantly.

By using HRMIS TR value in the psychographic segmentation analyzed, this research explored if there was a shift in attitude and perceptions. One of the motivations for employing TRI is to have a deeper understanding of psychographic segmentation. The ALPHA employees are presumed to have the option of obtaining a higher TRI score. This is due to its competence and ability to successfully implement HRMIS, leverage the current system, and grow the vocational school as a tool to assist the government department's service demands.

The following hypothesis is proposed are drawn:

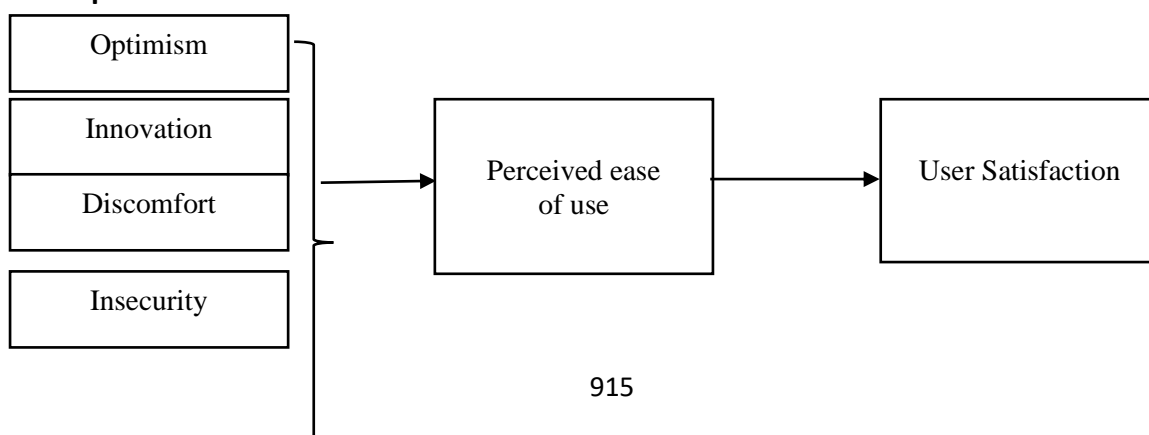
H1: Optimism has a positive relationship with user satisfaction among the staff of ALPHA, which is mediated by perceived ease of use.

H2: Innovation has a positive relationship with user satisfaction among the staff of ALPHA, which is mediated by perceived ease of use.

H3: Discomfort has a negative relationship with user satisfaction among the staff of ALPHA, which is mediated by perceived ease of use.

H4: Insecurity has a negative correlation with user satisfaction among the staff of ALPHA, which is mediated by perceived ease of use.

Conceptual Framework



Methodology

A questionnaire was used in this study as a quantitative method. The Google form was used to produce and distribute the online questionnaire. The questionnaire was designed to examine user satisfaction of the Human Resource Management System (HRMIS 2.0) in Akademi Latihan Pertahanan Awam Malaysia (ALPHA).

The research population is made up of public workers from Akademi Latihan Pertahanan Awam in Bangi. It includes the top management as well as low-level employees such as grade numbers 1–16, 17–26, 27–40, and 41–54. The Krejcie and Morgan Tables are used to compute sample sizes. Krejcie and Morgan (1970) significantly simplified sample size determination by providing a table that gives a robust sample size decision model. This chart is intended to provide a general scientific guideline for choosing sample size. A sample size of 108 is recommended based on the table provided by Krejcie and Morgan (1970) for a population of 150 staff. The data were keyed in by using the Statistical Package for Social Science (SPSS) Version 26.0.

Analysis

The total number of responded questionnaires is 108 which contributed to the response rate being 100%.

Every questionnaire has been checked, and there are no missing values among the 108 returned surveys.

Table 1

Distributed Questionnaires Details

Number of questionnaires distributed	Number of questionnaires returned	Percentage returned (%)	Number of the valid questionnaire	Percentage valid (%)
108	108	100	108	100.0

Table 2

Demographic Profile of Respondents

Variable	Descriptive	Frequency
Gender	Male	61
	Female	47
Age	<30 years old	29
	30-35 years old	21
	36-40 years old	27
	41-45 years old	16
	46-50 years old	8
	>50 years old	7

Two mediation hypotheses were found to be valid: optimism (= 0.276, p 0.001) and innovation (= 0.313, p 0.001). PEU's mediating influence on the link between discomfort and user satisfaction, on either hand, is statistically significant at p 0.05, although the coefficient is positive (= 0.224, t-value= 2.287). This suggests that PEU has a role in mediating the link between discomfort and user satisfaction. In other words, the association between

discomfort and user satisfaction was shown to be less in a greater PEU. As a result, H3 is rejected. H4 is also rejected since the mediating impact of PEU on the link between insecurity and user satisfaction is significant at the p0.01 level, yet the coefficient is positive (= 0.327, t-value 2.558). This even suggests that the PEU mediates the association between insecurity and user pleasure in a beneficial way. In plenty of other terms, the association between insecurity and user satisfaction was shown to be weaker in a higher PEU, with a 32.7 percent increase in insecurity. As a result, H4 is rejected. PEU's mediation to user satisfaction accounts for 64.2 percent of the variation. As a result, H1 and H2 were supported. As shown by (Sarif et al., 2018), the indirect impact of the lower level (LL) and upper level (UL) does not straddle a zero, suggesting mediation. As a result, we may infer that the mediation relationship is statistically significant, implying that H1, H2, H3, and H4 are supported, whereas H3 and H4 are rejected.

Discussion

This study's findings provide a thorough and in-depth comprehension of the four independent variables (optimism, innovativeness, discomfort, and insecurity), one mediator (judgment of ease of use), and the dependent variable, user satisfaction HRMIS in ALPHA, Bangi, Selangor. Organizations must regulate user satisfaction with reference to HRMIS since it may have an adverse influence on the organization's performance as well as increase the cost of production. This research suggests that ALPHA encourages positive management by gaining a deeper knowledge of its workers and taking this into account while developing the organization's independent variables and HRM procedures.

According to the findings of the study, it is critical that the ALPHA personnel learn how to utilize HRMIS, followed by its simplicity of use. However, there was a considerable shift in HRMIS user satisfaction. The usage of HRMIS should get greater attention than the other TRI factors, such as the sense of utility and simplicity of use.

Although there was strong mediation, H3, and H4 were not supported, which was an unexpected outcome. This obviously suggests that ALPHA employees felt more uneasy and insecure. Despite being forced to utilize the HRMIS system due to government restrictions, many employees are likely to prefer the manual way. Respondents also believe that using the HRMIS system puts their information at risk, which is more important than the inconvenience. As a result, while installing the HRMIS system in their business, policymakers in ALPHA should take this variable into account. The present study's main findings include an improvement in HRMIS's safety and discomfort. Employees should be trained on how to utilize HRMIS successfully and favorably by ALPHA. As a result, the human resources administrative department, particularly in ALPHA, is urged to consider the HRMIS system as an essential component in their policy decision-making and management procedures. As a result, the administration might have to revisit these factors. ALPHA may utilize this study to control and alter the independent variable (perception of usefulness, ease of use, and attitude) to improve the willingness to use HRMIS among staff employees. As a result, the government of Malaysia can seek to lower the cost of HRM.

Limitation

The goal of this study is to find out what factors influence HRMIS user satisfaction in Alpha, Bangi. Unfortunately, the resource's ability to gather and acquire information for the inquiry is restricted. Researchers may also decide not to share data from respondents by answering questions without disguising them, avoiding other sensitive topics. Furthermore, researchers

might use a questionnaire survey approach to acquire data. Researchers can gather information via the phone or through a personal interview, for example. Interviews allow researchers to avoid problems like misunderstandings during data gathering. This might assist in increasing the accuracy and consistency of the findings. In order to acquire better findings for ALPHA, the researchers can potentially target responders from other government agencies.

Conclusion

The findings of this study provide a thorough and in-depth explanation of the four independent variables (optimism, innovativeness, discomfort, and insecurity), one mediator (judgment of ease of use), and the dependent variable, user satisfaction HRMIS in ALPHA, Bangi, Selangor. User satisfaction in regard to HRMIS must be managed by organizations since it can have a negative influence on the organization's performance as well as increase production costs. According to the study's findings, ALPHA fosters positive management by knowing more about their workers and using this information into the organization's independent variables and HRM practices.

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