Relationship of Human Resource Management Information System (HRMIS) with Employees Satisfaction in the National Youth Skills Institute Malaysia

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ABSTRACT

One of factor for success of an e-Government requires Human Resource Management Information System (HRMIS) to deliver quality, efficient and effective system at all levels, especially at ministry level and state secretary's office. However, grievances and complaints by users describe the use of Modules or Sub Modules HRMIS which have implemented were not effective for the management of human resources, especially at National Youth Skills Institute (NYSI) of Malaysia. Accordingly, this study was undertaken to determine whether the allegations were true or otherwise. The main purpose of this study was to identify the factors affecting effectiveness of HRMIS in increasing job satisfaction among organizational members at NYSI. A quantitative method was used to collect the data. Accordingly, survey questionnaire was used as the main instrument to collect the data from the NYSI randomly. The total population of this study is 300 employees. The sample consists of 169 randomly selected employees based on sampling schedule by Krejcie and Morgan, 1970. Four domains were used as features that affect the effectiveness of the HRMIS, which are information quality, system quality, the benefits of using the system and the quality of the system which were constructed by Theoretical Framework Input-Output Model and Total Quality Management. Findings shows that the four domain factors were really affect and significant at the moderate correlation the effectiveness of HRMIS in increasing job satisfaction. Therefore, the indictment states HRMIS system is particularly effective NYSI Malaysia is unfounded. The findings of this study can be beneficial for policy and decision makers in the Ministry of Youth and Sport Malaysia, school management and administration as well as organizational member.

Keywords: Human Resource Management Information System (HRMIS), Theoretical Framework Input-Output Model and Total Quality Management, Public Sector, Malaysia.

1. INTRODUCTION

Multimedia Super Corridor (MSC) is a government initiative launched by Tun Dr. Mahathir Mohamed in the World Trade Centre Prince, Kuala Lumpur, on August 1, 1996 for Malaysia to shift to a knowledge-based economy and ensure that Malaysia is always survives and be competitive. Therefore, the government has launched Concept Request for Proposal (CRFP) for seven pilot projects MSC flagship applications on July 26, 1997 (Circular Implementation Pilot Project Electronic Government-Under Flagship Multimedia Super Corridor-Human Resources Management Information System (HRMIS), JPA (HMS) (S) 146/6/5 KIt.2 (2)).

Human Resource Management Information System (HRMIS) is one of the pioneers of the seven flagship applications under the initiative, support and guidance that are actively developing e-government to improve the quality, effectiveness and efficiency of HRMIS at all public sector agencies, especially at the level of the Ministry and state secretary's office such as Prime Minister, Ministry of Agriculture and Agro-based Industry and Secretary of State.

HRMIS developed a website that can be accessed through Internet Explorer application with bilingual provision, namely *Bahasa Melayu* or English to the user. Public Service Department is the federal agency responsible for civil service human resources policy has been selected as the lead agency to spearhead the implementation of this project.

Director General of the Public Service states HRMIS construction began in 1999 and has been implemented gradually in all government agencies began June 8, 2005 (Circular No. 12 of 2005) whereby 11 HRMIS module or sub module of the entire Module or Sub Module 50 has been adopted by public sector agencies at the ministerial level and state secretary's office such as Personal Records Management Module, Personnel Data Module, Module Termination of Service, Sub Module Declaration of Assets, Sub Module Profile Service, performance Management Module Sub, Sub Module Joint Council Department, Sub Module Claims Management, Leave Management Module Sub, Sub Module Management Salaries and Remuneration Management Module.

2. LITERATURE REVIEW

Figure 2.1 below shows the theoretical framework Input - Output Model and Total Quality Management which includes four features that help improve the effectiveness of HRMIS job satisfaction among members of the organization.
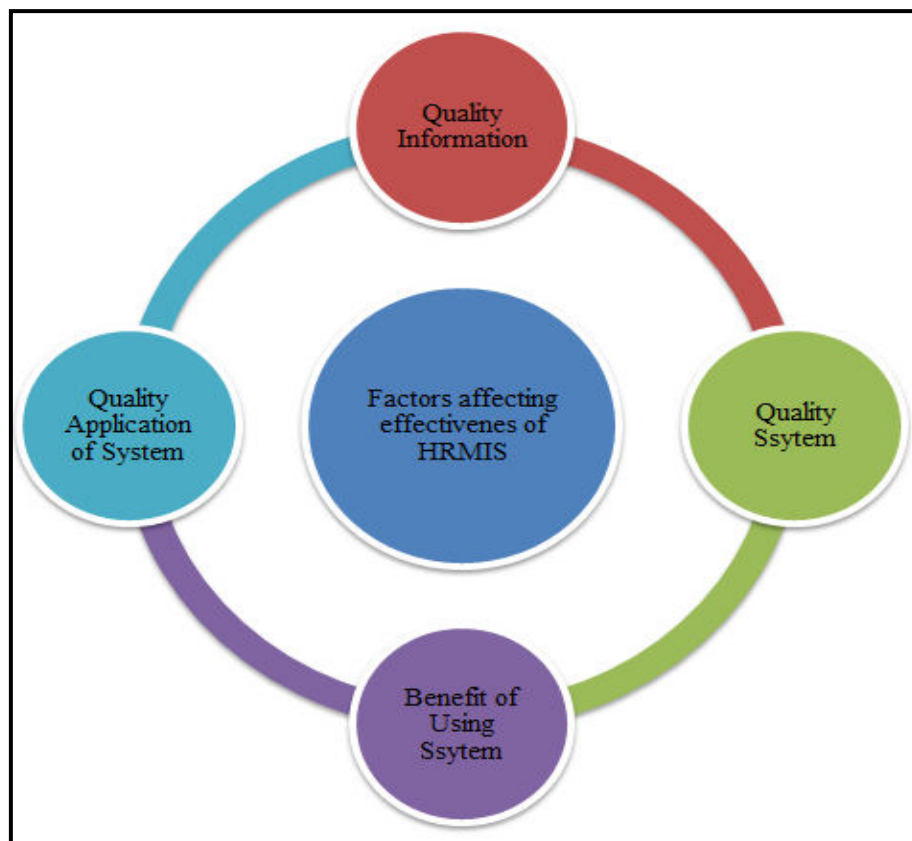
Figure 2.1. Theoretical Framework Input-Output and Model Total Quality Management   [

Note: Adapted from Evans, Moor dan Robert (1988), Stacie, DcLean dan McLean (2008), Ramezon (2009), Haitham (2011), Jabatan Perkhidmatan Awam dengan kerjasama Mampu (2011) dan Noraswati (2011)

(a) Quality Information

Dimensions or quality of the information is key to improving satisfaction among users of the system (Coe, 1996). Quality of information also includes the features of the web content, complete, relevant and easy to understand and safe to use (Seddon, 1997). A study conducted by Panigyrakis, George, Chatzipanagiotou and Kalliopi (2006), stating that quality information is always complete with features of the system output accuracy in the delivery of information, simplicity solid information on the website, completeness and understanding data and usability of the system systematically.

(b) Quality System

According to a study conducted by Tansley and Watson (2000), the quality system has four characteristics of the effectiveness of ease of use, flexibility system, system reliability and fast response time. Quality measurement system, focusing on the performance characteristics of the system as an efficient response time, accuracy of sources, data reliability, completeness, system flexibility and ease of use (Mickinney, & Zahedi, 2002). Quality system constantly measures the characteristics required of such systems usability, availability, reliability, adaptability and response time (Staples, Wong, & Seddon, 2002).

(c) Benefits of Using the System

According to a study by Sharma and Rai (2000), the perfection of authentic information, accurate and relevant is one of the benefits of using the system for measuring customer satisfaction. Use of the system is defined as the level of efficiency for users surfing or using information systems capabilities on display on the website of the system itself (Stacie, DcLean, & McLean, 2004).

(d) Quality Application System

The characteristics of the effectiveness of the system are reliability, technical competence and responsiveness (DeLone, & McLean, 2003). The effectiveness of the quality characteristics of system applications are always complement the work process of planned and systematic, involving the use of bilingual and give immediate feedback to the customer (Gable, Sadera and Chan (2003).

3. RESEARCH QUESTIONS

In this study researcher aims are to answer all these four research questions.

    i.   What is the correlation between quality information and quality system?

    ii.   What is the correlation between quality information and benefits of using the system?

    iii.   What is the correlation between quality information and quality application system?

4. METHODOLOGY

Research Design

This study, used survey as the main method for the reserch. This method is also known as descriptive research or quantitative approach because it describes the

existing conditions. This method is suitable to be carried out because the data were collected in a short period through selected respondents. This quantitative approach is also defined as a method for gathering information by delegating set of questions on a sample selected from the population that to be studied. The survey method used in this study would gain information from the respondents which represent the number of samples of a population study.

Sampling

The selected sample must have the characteristics or features of the population to be studied, so that the data obtained via the survey can give a brief statement and an overview of the entire population studied. The sample consists of 169 randomly selected employees based on sampling schedule by Krejcie and Morgan, 1970 who are currently teaching technical and non-technical subjects in the National Youth Skills Institute. This institution is located in the district of Hulu Langat, Selangor, Malaysia.

Instrumentation

This study was conducted using a questionnaire as the main instrument. The questionnaire was chosen because it is more practical, easy and efficient to use for a larger populations. According to the study conducted by Majid (2009), the ability of a sample questionnaire will greatly improve the accuracy of estimates of sample statistics to estimate the population.

Procedure of Data Analysis

Questionnaires were coded and the data collected were processed using programming SPSS version 21 to find the relationship and differences between variables in the study.

5. DISCUSSION OF FINDINGS

In this study all the data was collected and analyze by using SPSS software. These make researchers easier to analyze the data based on their needs. All the findings presented by the researchers were categorized and themes that into four domains as stated in theoretical framework. The entire four domains were used to find the correlation. All the findings will be discussed based on the research objectives and research questions.

Table 5.1: Correlation Test between Quality Information and Quality System, Benefit of Using System and Quality Application System

Variables	*r*	*p*
Quality Information with		
Quality System	0.652	0.000
Benefit of Using System	0.467	0.000
Quality Application System	0.676	0.000

r = Pearson Correlation   *p* = significant

*significant at p<0.01

Research Question 1: What is the correlation between quality information and quality system?

From the findings Table 5.1 above shows that r=0.652, which mean moderate correlation between quality information and quality system. There is positive relationship between quality information and quality system. Both domains are worked as dependent factors that affect the effectiveness of HRMIS. Quality information is significant to the quality system. According to the study conducted by Evans, Bailey, Moor dan Roberts (1988), said that quality information and system always promote a conducive work environment and produce an effective and efficient outcomes.

Research Question 2: What is the correlation between quality information and benefit of using system?

The correlation between quality information and benefit of using system is r =0.467 shown by Table 5.1. The study also noted there is a moderate correlation between the quality information and benefit of using system. Both of these factors affect each other. The findings of this study, it is evident that the availability of an efficient quality information then amid interest among members of the organization to appreciate the usefulness of the official portal HRMIS without any pressure. Users will feel comfortable to surf the portal at any time.

Research Question 3: What is the correlation between quality information and quality application system?

The correlation between quality information and quality application system show very low correlations which is r =0.676 (refer to Table 5.1). The study also noted there is positive relationship between quality information and quality application system, Quality information is significant to the quality application system. The findings of this study, it is evident that the availability of an efficient quality information then amid interest among members of the organization to appreciate the usefulness of the official portal HRMIS without any pressure. Users will feel comfortable to surf the portal at any time.

5.2 Implication

The quality system is fundamental factors that influence the effectiveness of a system. Quality is one positive aspect that has always emphasized in all affairs. Each individual in the modern era is always oriented and efficient use of system quality. Studies conducted by Hajar, Hasmiah and Zulridah (2012), stated that members of the organization have a positive perception of the level of satisfaction of the e - Government, especially the quality of the system that adopts efficient, transparent and effective . In other words, the quality of the system is able to produce systems efficient and effective work processes in order to produce excellent, dynamic and systematic.

Users who have used e - Government services, are likely to be used again if the level of satisfaction with the use of such systems is high (Udani, 2009). This statement clearly shows that the benefit of the use of the system is crucial to improve job satisfaction among members of the organization. In other words, if the interest is very high system utilization HRMIS more often than users navigate the system.

Studies done Public Service Department (PSD) (2009), is recommended to maintain the quality of the application so that it can improve the system user-friendly, easy to navigate, fast response time, reliable and willingness to help (Help Desk) at any time. The quality of the application is a tool that will help users to explore a system quickly and easily generate revenue next job be productive.

All four domains are formed and manipulated in a way that is efficient, effective and systematic then HRMIS always show the achievements and positive impact among member organizations reaching out. Each one has its respective role in improving job satisfaction organizational members.

5.3 Recommendation

To obtain an effective service quality HRMIS, researchers have given recommendations to the PSD, Ministry of Youth and Sport (KBS) Malaysia and NYSI. There are

- PSD should compile and review the HRMIS in order to create a productive system, systematically and effectively at all levels of government agencies. The findings JPA should be used for planning, implementing, maintaining, coordinating or making improvements in the process of implementing this system.
- KBS Malaysia should prepare a strategic plan on the issue of the application of computing and information technology education issues to the NYSI Malaysia.
- NYSI Malaysia must provide courses and skills training to enhance their competencies and skills in order to use HRMIS implementation process can be carried out smoothly. The institute must organize workshops or seminars

to explain the method of use Modules or Sub Modules of HRMIS among members of the organization.

6. CONCLUSION

This research is a study designed to examine the characteristics (information quality, system quality, the benefits of using the system and the quality of the application system) HRMIS effectiveness in improving job satisfaction organizational members. Generally, it was found that all four predictor of this study is very important in the implementation of HRMIS effectiveness especially in the government sector. Therefore, all responsible parties (PSD, KBS Malaysia and NYSI) must explore new and significant steps to ensure job satisfaction among residents presence is always stable and consistent.

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