# UNIVERSITI TEKNOLOGI MARA

# USABILITY EVALUATION ON USER SATISFACTION OF HUMAN RESOURCE MANAGEMENT SYSTEM IN UNIVERSITI TEKNOLOGI MARA SHAH ALAM

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IT Project submitted in partial fulfillment of the requirements for the degree of **Master of Science in Information Technology** 

Faculty of Computer and Mathematical Sciences

January 2016

### **ABSTRACT**

An HRMS (Human Resource Management System) is a combination of systems and processes that connect human resource management and information technology through HR software. Many HR professionals are choosing a HRMS to handle all their HR activities electronically. In University Teknologi MARA, one of the HRMS that has been used known as I-Staff Portal. I-Staff Portal becomes the most essential part in distributing, storing, and retrieving human resource information. It helps organization to optimize the value of information for easy access and usage for any organization's purposes. The implementation of the system should be useful to the users besides providing valuable data for organization management. However, ever since the implementation of the HRMS, its user-friendly scale has never been measured. Basically user satisfaction is an important element that needs to be measured because it will contribute a measurement on overall user experience, such as the elements in design, navigation and ease of use. Hence, this research attempts to study the HRMS by analyzing the usability problems and issues related to the system. Understanding the issues on the HRMS is important because it will lead to future improvements of the system. Three methods of evaluations have been used to fulfill the needs of the study, which are interview, questionnaire and user testing where End-User Computing Satisfaction (EUCS) and Website User Satisfaction (WUS) instruments have been included in the questionnaire. This study applies stratified random sampling. The results have been identified in problem statement which consists of six usability issues in HRMS and they were small font size, too many words and details, low utilization of icon, inappropriate font colour for active inputs, unused menus and submenus, and details of dashboard function that was not provided.

### **ACKNOWLEDGEMENT**

Praise to Allah for giving me the strength to complete this research. Though only my name appears on the cover of this IT Project, a great many people have contributed to its production. I owe my gratitude to all those people who have made this research possible and because of whom my graduate experience has been one that I will cherish forever.

First of all, my deepest gratitude is to my supervisor, Puan Rogayah Abdul Majid for giving me guidance, knowledge, comment and advice in completing this research. She taught me how to question thoughts and express ideas. His patience and support helped me overcome many crisis situations and finish this research. Not forget, a special thanks to other lecturers that have taught me throughout the Master programme.

I also want to voice out my gratitude to my course-mates and friends, for providing me so much information and moral support during the completion of IT Project besides giving me the idea of preparing this research. A special thanks also goes to the Universiti Teknologi MARA Shah Alam main campus staffs who involved in this research study.

Last but not least, my supportive and kind hearted family for being my all-time motivator and supporting me in the study. I would like to gratitude to my husband, my lovely mother my brothers and for their pray and support. None of this would have been possible without the love and patience of my family. Thank you so much and may Allah bless all of you.

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