

**UNIVERSITI TEKNOLOGI MARA**

**USABILITY EVALUATION ON USER  
SATISFACTION OF HUMAN  
RESOURCE MANAGEMENT  
SYSTEM  
IN UNIVERSITI TEKNOLOGI MARA  
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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.



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