

UNIVERSITI TEKNOLOGI MARA

HRMIS: PROBLEMS ENCOUNTERED BY
USER AT PENAMPANG REGIONAL HEALTH
OFFICE

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ABSTRACT

The purpose of this research is to study the problem encountered by HRMIS user or competence owner at Penampang Regional Health Office. It aimed to analyse problems encountered by HRMIS user or competence owner at Penampang Regional Health Office and the actions taken by HRMIS user or competence owner regarding the problem. The respondents were 79 staff who consists of officers from Management and Professional, Support Group 1 and Support Group 2. Data was collected by questionnaire and some interview to respondents. Respondents were asked about problems faced by them as users and the action taken by them in dealing with HRMIS problem. Findings showed that staff or users at Penampang Regional Health Office were having problems when using HRMIS application. The identified problem are difficulty in sending performance appraisal because the HRMIS system operating quite slow, difficulty in doing performance appraisal when all users are using the same application at the same time, the system is slow and sometimes jammed, difficulty to surf the HRMIS via HRMISONE, and the system can only be viewed using Internet Explorer. Some actions that were taken to deal with the problems are keeps trying until succeeding; asked their colleagues for help, send a complaint to the HRMIS administrator about the problems they faced. It is concluded that user known as competence owner in Penampang Regional Health Office encountered several major problems when using the system.

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