

UNIVERSITI TEKNOLOGI MARA

**USER SATISFACTION ON HUMAN RESOURCE
MANAGEMENT INFORMATION SYSTEM (HRMIS):
A CASE STUDY AT ROYAL MALAYSIA POLICE
DUNGUN DISTRICT, TERENGGANU**

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ABSTRACT

Information and Communications Technology (ICT) involve unlimited technology developments and it also plays a role in measuring the success of an organization. The smooth management and efficiency of an organization depends on the performance of Human Resources Management. Human Resource Management Information System (HRMIS) is one of the Malaysian government flagships that occupy government employees to manage the human resource. The main objective of this study is to identify the relationship between the factor and user satisfaction in Human Resource Management Information systems (HRMIS) at police staff IPD Dungun, Terengganu. In this study, the factor influence user satisfaction is the ease of use, time-saving, cost-saving and system quality. This study is carried out using the quantitative study method. A total number of 191 respondents were select from 380 police staff IPD Dungun, Terengganu using stratified random sampling. The data collect was analysed using IBM SPSS Statistic software version 26. The result for measure relationship found only time saving, cost-saving and system quality is significant toward user satisfaction. Besides, the most significant factor is system quality. The finding of this study using the Multiple Regression method found 80.8% were influenced by independent variables from this study. Thus, it is hoped that the findings of this study can provide awareness of the importance of human resource management through HRMIS implementation among the public servant all around Malaysia.

Keywords: HRMIS, Satisfaction, Ease of Use, Time Saving, Cost Saving, System Quality

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