

THE EFFECTIVENESS OF HRIS BY USING TECHNOLOGY
ACCEPTANCE MODEL ON HUMAN RESOURCES
PERFORMANCES ON LOCAL CAPABILITY DEVELOPMENT
DEPARTMENT AT PETRONAS HOLDING

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ABSTRACT

Nowadays, the elements in the Technology Acceptance Model have become essential to all organizations, especially when the organization recognized the important of HRIS in order to increase employee work performances. Therefore, this study is to carry out as an attempt to highlight the importance Technology Acceptance Model towards the Performances of Human Resources at the Local Capability Development Department, Petronas Holding. In order to identify the relationship between Technology Acceptance Model and Human Resources Performances, 60 sets of questionnaire has been distributed to the Local Capability Development Department, Petronas Holding. There are four elements in Technology Acceptance Model had been used which are Human Resources Process, Decision Making, Time and Cost Saving and Information Effect. Based on the research objectives and research questions that had been developed, the findings showed that the user of Technology Acceptance Model had been increased when the organization adapt all the elements into the working environment. Furthermore, based on the findings of correlation, it was found that all four elements in Technology Acceptance Model that has been used in this study have a positive relationship with Human Resources Performances. Therefore, the organization can provide better HRIS in the organization which can help the employees to increase the efficiency in the workplace.

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CHAPTER 1

INTRODUCTION

Background of Study

Petronas was incorporated on 17 August 1974 as the national oil company of Malaysia, vested with the entire ownership and control of the petroleum resources in the country. It has since grown from merely being the manager and regulator of Malaysia's upstream sector into a fully integrated oil and gas corporation, ranked among the Fortune Global 500 largest corporations in the world.

Petronas is the national oil and gas company of Malaysia and is wholly-owned by the Government of Malaysia. Together with its subsidiaries and associated companies, has fully integrated oil and gas operations in a broad spectrum of the oil and gas value-chain. Its business activities include the exploration, development and production of crude oil and natural gas in Malaysia and overseas, the liquefaction, sale and transportation of LNG, the processing and transmission of natural gas and the sale of natural gas products, the refining and marketing of petroleum products, the manufacture and sale of petrochemical products, the trading of crude oil, petroleum products and petrochemical products; and shipping and logistics relating to LNG, crude oil and petroleum products. Petronas strives to contribute to the well-being of the people and nations wherever it operates by developing and adding value to oil and gas resources in a manner that carefully balances commercial, environmental and social considerations.