



UNIVERSITY TECHNOLOGY MARA KELANTAN

KOTA BHARU BRANCH

**“A STUDY ON THE HUMAN RESOURCE INFORMATION
SYSTEMS (HRIS) IN UNIVERSITI MALAYSIA KELANTAN
(UMK) AND ITS IMPACT ON THE EMPLOYEES
SATISFACTION”**

MOHD NORHAFIZAN BIN MUHAMMAD

2009877212

BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITY TEKNOLOGI MARA

KOTA BHARU CAMPUS

DECLARATION OF ORIGINAL WORK



اُونِيُوَرَسِيْتِي تِيكْنُولُوْجِي مَارَا

**UNIVERSITI TEKNOLOGI MARA
CAWANGAN KELANTAN**

**BACHELOR IN BUSINESS ADMINISTRATION (HONS) MARKETING
FACULTY OF BUSINESS MANAGEMENT**

I, MOHD NORHAFIZAN BIN MUHAMMAD I/C NUMBER: 880119-03-6069

Hereby declare that:

- This work has not been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

SIGNATURE: _____

DATE: _____

ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

“With the name of Allah, the Most Merciful and Most Compassionate”

Alhamdulillah, I am most grateful that I have completed this project paper. With His Blessing, I received support and encouragement from many individuals and organizations to which I express my gratitude.

Foremost, I would like to express my warmest thanks to my first advisor, Tn. Hj. Mohd Rosli bin Tuan Hassan, for his care and commitment. His professional support and advice through our discussions, his comments and suggestions have made it possible for me to complete this research. I am grateful to Tn. Hj. Mohd Rosli bin Tuan Hassan for giving me guidance and help in my academic years. My thanks and gratitude also goes to my second advisor, Pn. Hadhifah Fadhlina bt Ismail for his helps and comments which have made it possible for me to complete this research.

I would like also to express my high appreciation to Registrar’s Department, Universiti Malaysia Kelantan, especially to head of department, En. Abdul Halim bin Abdul Rahman for granting permission for me to undergo my research at Universiti Malaysia Kelantan. I also would like to thank my supervisor, En. Mohd Shame Norizman bin Muhamad for his guidance during my practical training and also to other staff at Human Resource Department, Universiti Malaysia Kelantan especially for cooperation, information and assisted me in the completion of my research.

My deepest love and appreciation is also dedicated to my family especially to my parents, who always give me support and sparkling inspiration to finish my studies. Last but not least, my special thanks go to all my friends for their constructive opinions and help in the preparation and completion of this project.

Thank You!

TABLE OF CONTENTS

CONTENT	PAGE
DECLARATION OF WORK	i
LETTER OF TRANSMITTAL	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv-vii
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABSTRACT	x
CHAPTER 1: INTRODUCTION	
1.0 INTRODUCTION	1
1.1 BACKGROUND OF STUDY	2-3
1.2 BACKGROUND OF ORGANIZATION	4
1.2.1 The Growth of the University	5
1.2.2 UMK 2010 Organizational Chart	5
1.2.3 Registrar's Department of UMK	6
1.2.4 Registrar's Department Chart	7
1.3 PROBLEM STATEMENT	8-10
1.4 RESEARCH OBJECTIVES	10
1.5 RESEARCH QUESTIONS	11
1.6 RESEARCH HYPOTHESIS	11-13
1.7 THEORETICAL FRAMEWORK	13-15
1.8 SIGNIFICANCE OF THE STUDY	16
1.8.1 To the Academic Knowledge	16
1.8.2 To the Subject	16
1.8.3 To the University	17
1.8.4 To the organization (Universiti Malaysia Kelantan)	17
1.8.5 To the employees	17
1.8.6 To the researcher	18
1.9 DEFINITION OF TERMS	18
1.9.1 Human Resource Information Systems (HRIS)	18

ABSTRACT

The aim of this study was to examine the Human Resource Information Systems (HRIS) in Universiti Malaysia Kelantan and its impact on the employee satisfaction. There are three (3) independent variables that been studied, which were system quality, information quality and organizational performance. This study also was conduct to confirm the predetermine factors contribute to the employee satisfaction towards Human Resource Information Systems (HRIS) in Universiti Malaysia Kelantan. Moreover, questionnaire had been used in order to get feedback from employees. Researcher had distributed 100 questionnaires to Universiti Malaysia Kelantan administration staffs especially the Registrar Department. The sampling is convenient sampling. The method that been use are simple convenient sampling. The data collected was then tested on its frequency and reliability analysis. simple regression analysis, t-test analysis and f-test analysis were used to test the hypothesis in this study. The finding on reliability was excellent and it considers that all dependent are acceptable. The findings of this paper suggest three factors are significant factors for explaining employee satisfaction towards Human Resource Information System (HRIS) in Universiti Malaysia Kelantan (UMK). Based from the results obtained in this study, researcher suggests some recommendations like make the system more friendly user and system up-to-date time to time that can help the management in Universiti Malaysia Kelantan to assist the current and future potential system management.