



**THE NEEDS OF IMPLEMENTATION AND CHALLENGES OF
PRACTISING ELECTRONIC HUMAN RESOURCES AT PULAI
SPRINGS RESORT.**

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TABLE OF CONTENT

Declaration of Original Work	iii
Letter of Transmittal	iv
Acknowledgment	v
List of Table	vi
Abstract	viii
Chapter 1: Introduction	
1.0 Background of the study	1
1.1 Organization Background	2
1.2 Problem Statement	6
1.3 Research Questions	10
1.3 Research Objectives	10
1.5 Scope of Study	12
Chapter 2: Literature Review	
2.0 Introduction	13
2.1 Benefit of e-HRM	14
2.2 Challenges of e-HRM	19
Chapter 3: Research Methodology	
3.0 Introduction	23
3.1 Sources of Information	
3.1.1 Primary Data	23
3.1.2 Secondary Data	24

ABSTRACT

Human resource management (HRM) refers to policies and system that influences employees' behavior and performance in every organization. Nowadays, world is at our own fingertips. Technology connecting people, with only one step which is by using systematic systems, it can do so many transactions. One of the critical issues that frequently call for attention in Pulau Springs Resort is leave management. In relations with that, this study aims to determine need of implementations e-HRM to be practiced at Pulau Springs Resort and to identify the challenges to practising e-HRM at Pulau Springs Resort. Electronic Human Resource have major function in an organization but in this study the reseacher only focus on electronic leave management. The result of this study would be obtained through the observation, focus group and interview with the four respondents in Pulau Springs Resort and they are from a different department. The results of the research point out there are three needs of e-HRM. The needs is employee in Pulau SPrings Resort have face a lot of difficulties by using a form, not efficient when use the manual system and 3 out of 4 respondent agree to implement back the e-leave. Result for the challenges for practising the e-leave is highly cost, staff reluctant to change and no expertise to monitor the system. From the case study, researcher can conclude that Pulau Springs Resort have to consider to implement back the e-leave system because the is a lot of advantages for the organization from e-leave implementation but before that, reseacher suggest that Pulau Springs Resort have to spend a little bit money and time to arrange the training class to train the new user for the system. Besides that, get feedback from the employee to understand and solve the problem faced after the implementation.

CHAPTER 1

INTRODUCTION

1.0 Background of study

Human resource management (HRM) refers to policies and system that influences employees' behavior and performance in every organization (L.Fisher, 2010). It is cover the area that includes the element such as recruiting, training, rewarding, health and safety concern. Human Resources department is very important for every organization due to the department is responsible to manage and maintain the overall employees' matters. As all of us are aware, every each operations in the organization needs expert workforce to make sure the operation in the organization run smoothly and effectively.

Previously, if we look at back two decades ago, before the evolution and technological advances, the employees only using the manual method to gather information where all data entry are recorded using paper and they will keep it in manual file. But, today, our country already becomes one of the countries that have their own identity (Ruel, 2009). The information comes parallel with the technology. The employees keep data, send and spread out the information using systematic method and technology.

Nowadays, a lot of job applications, payment methods, searching information, shopping activities and other transactions have involved in technological advances. The world is at our own fingertips. Technology connecting people, with only one step which is by using systematic systems, we can do so many transactions. Technology has a lot of benefits. By using the technology system, we can see a lot of advantages in term of time, money, and risk management.