USERS’ PERCEPTION TOWARDS UUM COMMUNITY PORTAL

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UNIVERSITI UTARA MALAYSIA

2009
A project paper submitted to the College of Business in partial fulfillment of the requirements for the degree of Master of Human Resource Management

Universiti Utara Malaysia

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This study explored the benefits that are perceived by Universiti Utara Malaysia’s (UUM) supporting staff to be achievable through the implementations of UUM Community Portal, and also to examine users’ satisfaction towards the system. 78 respondents from 6 departments and 1 college at UUM participated in this study. The findings show that participants perceived “quick response and access to information” as the major benefit in adopting UUM Community Portal. However, “improve accuracy and enhance competitiveness” were perceived by the participants as having less benefit. Results also show that participants’ age and education level did not influence their perception towards the benefits in adopting the system.

In terms of satisfaction level, participants generally felt satisfied with the system, and this includes all the five dimensions, namely the content, format, accuracy, timeliness and ease of use. However, ease of use was one aspect of the system that participants felt most satisfied with, and content generated by the system was the aspect that participants felt least satisfied with. Participants’ age did not influence the feelings of satisfaction but, participants with high education level were found to be less satisfied than participants with low education level (secondary education).

In conclusion, the results from this study indicate that currently users of UUM Community Portal, the supporting staff, perceived that there are benefits of adopting the system and they are generally satisfied with the system.
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ACKNOWLEDGEMENT

All praise and gratitude be given to Allah the Almighty for giving me such a great strength, patience, courage, and ability to complete this project.

Although any learning activity is a lonely personal project, it requires help, support and encouragement of others to be successful. Just as an eagle could not soar without the invisible strength of the wind, I could not have arrived at this place without all the invisible hands that provided me that strength. I would like to present my humble appreciation and gratefulness to all the people who made this journey possible. I am in debt to those who knowingly and unknowingly were so helpful and important in the difficult moments.

Firstly, my deepest appreciation goes to Madam Siti Zubaidah Othman who has provided unlimited amount of encouragement and professional support. She valued my commitment to self and lifelong learning and all the while supporting my professional endeavors. Thank you, Madam Siti, for your always-positive attitude and outlook; you are an incredible supervisor and an outstanding leader.

Secondly, to Dr. Mohd Sobri, who has provided his expertise, knowledge, support, and coaching during the Research Methodology class. The highest compliment I can say to a lecturer like you is: I have learned from you.
I wish to thank several individuals (OMER ABABNEH, Ziyad Bin Othman, Marwan Melhim, Mahmoud Az-Zghoul, shaker bny melhem, abdallah alkhawaja, osama qtish, tarik skafi, mohammad orekat, and ahmad alkafri) who have provided expertise, encouragement, and assistance in the accomplishment of this educational endeavor. When I say I couldn’t have done it without their help, I am not simply passing on a trite compliment; I mean it!

I will not forget to thank Dr. Faridahwati, Dr. Husna, Dr. Abdul Halim, Dr. Norsiah, Dr. Fadzli, Dr. Khulida and Dr. Mohammad Yazam, for proof reading assignments, talking out ideas, providing technical and psychological assistance, and for guiding and supporting my efforts to succeed in this program.

Above all I would like to express my gratitude to my parents, brothers and sisters for their endless love and warm support that they have given me all throughout of my life. They are the heroes for their psychological and economical support.

Basher

3 May 2009
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CHAPTER 1

INTRODUCTION

1.1 Introduction

The main reason for many organizations to adopt IT into HR is due to the increasing pressures of economic and competitive changes. Many organizations are looking for better ways to reduce cost in doing business as well as in managing their human resources. By adopting IT into HR, many believed that HR can deliver better services at a lower cost. Through IT, it is possible to increase transactions without increasing resources, increase timeliness through processing power, increase performance (e.g., accuracy, precision, completeness), and simplify processes (Lengnick-Hall & Moritz, 2003).

Apart from the cost factor and the effort to improve the quality of HR services, many organizations are also looking for a better strategy to stay competitive. One way of doing this is by fully utilized the workforce talents and skills. As organizations attempt to compete through people, HR functions are being called to be more strategic; to provide a greater amount of flexibility in the programs, policies, practices, and services they provide; to be more cost effective; and to maintain their roles as service provider to managers and employees (Lepak & Snell, 1998). Thus, IT has been seen the best solution to help HR maintain up-to-date information on the workforce and their skills from across the organization; deliver people who are skilled, creative, challenging, motivated, flexible
The contents of the thesis is for internal user only
REFERENCE


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