THE INFLUENCE OF KNOWLEDGE AND SKILLS OF EMPLOYEES TOWARD

HUMAN RESOURCE INFORMATION SYSTEM PERFORMANCE

IN TRANSPORTATION FIRM:

A CASE STUDY OF ARAMEX COMPANY OF EGYPT

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ABSTRACT

This study was to find out whether there is a relationship between knowledge, skill and Human Resource Information System (HRIS) Performance. This study examined the relationship between performances of HRIS in Aramex Company of Egypt.

This study is designed to provide the benefit for practitioners, especially for employees and management position in Aramex Company. The study found that there are positive relationship between knowledge, skill and HRIS performance in Aramex Company.

Keywords: Knowledge, Skill, Human Resources Information System, Performance

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Information system is defined as one that collects, processes, stores, analyzes, and disseminates information for a specific purpose (Turban et. al., 2006). Information systems connect an entire organization. This is why O'Brien (2004), defined information system as any organized combination of people, hardware, software, communications networks, and data resources that collect, transforms, and disseminates information in an organization. Information system stresses that data must be processed in some way to produce information, information is more than raw data (Lucas, 2000).

Laudon & Laudon (2000), stated that information system contain information about significant people, places, and things within the organization or in the environment surrounding it. Information that they meant is the data that have been shaped into a form that is meaningful and useful to human being. Data are streams of raw facts representing events occurring in organizations or the physical environment before they have been organized and arranged into a form that people can understand and use (Laudon & Laudon, 2000). So information system includes a communication process that is transmitted either through human or technology devices.

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