

**A STUDY ON FACTORS OF ATTITUDE TOWARDS USING ELECTRONIC**

**HUMAN RESOURCE MANAGEMENT : A CASE OF**

**PT PUSRI PALEMBANG, INDONESIA**

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**UNIVERSITI UTARA MALAYSIA**

**2012**

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HUMAN RESOURCE MANAGEMENT : A CASE OF  
PT PUSRI PALEMBANG, INDONESIA**

A dissertation submitted to the Faculty of Business Management in partial fulfillment  
of the requirements for the degree Master of Human Resource Management,  
Universiti Utara Malaysia

*by*

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**2012**

## **DECLARATION**

I declare that the substance of this project paper has never been submitted for any degree or post graduate programs and qualifications.

I certify that all the supports and assistance received in preparing this project paper and all the sources abstracted have been acknowledge in this stated project paper.

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## **ABSTRACT**

The management of PUSRI has built a strong foundation and continuously directed the company to ensure the good implementation of strategies. The great achievements of PT. PUSRI have resulted from strategies and innovation based upon the various management areas and subsidiaries holding company. HRD as a central human resource office which has responsibility to create the good human resource for the company to give the customers such a good services and good reputation for PUSRI itself. Consequently the company require hard working, high commitment and competent staff members. Therefore the purpose of the study is to examine empirically the relationship between attitudes (perceived usefulness, user satisfaction, intention to use, user support and social influence) on electronic human resource management at HRD PT. PUSRI. The respondents of the study are 80 employees. The Pearson correlation suggested attitudes (perceived usefulness, user satisfaction, intention to use, user support and social influence) have significant correlation with electronic human resource management. Multiple regression analysis indicated perceived usefulness and intention to use the predictors in explaining the respondents' electronic human resource management. The findings were discussed and recommendations for future research were also addressed.

## **ABSTRAK**

Pengurusan PT. PUSRI telah membina asas yang kukuh dan berterusan mengarahkan syarikat itu untuk memastikan pelaksanaan strategi yang baik. Pencapaian paling hebat PT. PUSRI ialah hasil daripada strategi dan inovasi yang berasaskan bidang pengurusan anak-anak syarikat dan syarikat induk. HRD sebagai pusat pejabat sumber manusia yang mempunyai tanggungjawab untuk mewujudkan sumber manusia yang baik bagi syarikat untuk memberi pelanggan seperti perkhidmatan yang baik dan reputasi yang baik untuk PT. PUSRI sendiri. Akibatnya syarikat itu memerlukan kerja keras, komitmen yang tinggi dan mempunyai kakitangan yang kompeten. Oleh itu, tujuan kajian adalah untuk mengkaji secara empirikal hubungan antara sikap (tanggapan kegunaan, kepuasan pengguna, hasrat untuk menggunakan, sokongan pengguna dan pengaruh sosial) dalam pengurusan sumber manusia electronic di HRD PT. PUSRI. Responden kajian ini adalah 80 pekerja. Korelasi Pearson mencadangkan sikap (tanggapan kegunaan, kepuasan pengguna, hasrat untuk menggunakan, sokongan pengguna dan pengaruh sosial) mempunyai hubungan yang signifikan dengan pengurusan sumber manusia elektronik. Analisis regresi berganda menunjukkan tanggapan kegunaan dan hasrat untuk menggunakan sangat mempengaruhi dalam menerangkan pengurusan sumber manusia elektronik responden. Dapatan ini dibincangkan dan cadangan untuk kajian akan datang juga ditangani.

## ACKNOWLEDGEMENT

First and foremost praise and gratitude go to Allah, the Almighty, for bestowing me with great strength, patience, and courage in completing this thesis. There are a number of individuals whom I owe my deepest gratitude. Firstly, my sincere, appreciation, gratitude, and heartfelt thanks go to my supervisor Mr. Abdul Manaf bin Bohari, the dedicated and aspiring mentor for his continuous guidance, suggestions, and constructive criticisms all in a bid to make this work a success. I thank him very much. Moreover, my heartfelt thanks are extended to the academic and non-academic for their helpful assistance, and especially to all lecturers in School of Business at Universiti Utara Malaysia that have trained me as a student.

My deepest thanks and appreciation to my beloved parents Supardi and Rosnani, my siblings Rommy, and Afif for the prayers, their unconditional love, encouragement, supports and sacrifices in the success of my study.

Last but definitely not least, I would also like to thank all of my friends and everyone that have been contributed by supporting my work, and help myself during this study, especially to my fellow Wage, Anggun, Ade, Gep, Rama, Deby, Ela, Dety, Rini, Yulizar, Andhika and all of my friends for sharing ideas and great support during this project and being constant source of inspiration, support and joys to complete my study.

*Charisma Ayu Pramuditha, 2012*

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Introduction**

Nowdays, technology and science is growing rapidly. The technology will be more changing rather than science. On this chapter will be explores the problem statement, objectives of the study, research questions, significance of the study, and scope of the study. Hopes this research able to contribute and get more reliable data about the factors of attitude towards using electronic human resource management : A case of PT Pusri Palembang, Indonesia.

There is no doubt that attitude towards are linked to the electronic HRM in PT PUSRI Palembang, Indonesia. Researcher provide an extensive review of the literature in terms of research findings from studies that have been trying to measure and understand factors of attitude towards using electronic HRM (e-HRM). Management is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims (Koontz and Weihrich, 1990). The use of technology in HR (e-HRM) is well established for the purposes of improving HR operational processes and allowing distributed access to employees and managers.

e-HRM is the (planning, implementation and) application of information technology for both networking and supporting at least two

The contents of  
the thesis is for  
internal user  
only

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