

# User Satisfaction Of Human Resource Management System In Rural Area

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*The present study analyses user satisfaction of the Human Resource Management System (HRMIS 2.0) in the health department of Kelantan state through quantitative research method. This helps in determining the department's level of adoption and acceptance of technology. Therefore, about 212 employees of the health department of Kelantan were surveyed. The survey results showed that even if the perceived ease of use is 59.6%, the satisfaction of HRMIS is 66.2%. This implies that the users in rural areas use the HRMIS system for daily work routine only. The study discusses the implications, limitation and suggestions for future research suggestions.*

**Index Terms:** Optimism, Innovativeness, Discomfort, Insecurity.

## I. INTRODUCTION

Human Resource Management Information System (HRMIS) is based on with the vision of human resources management, 'To be a Leader in Human Resource Management and Development to Achieve Vision Provide the Government'. This vision follows that of the government to become a developed nation by 2020 (1). Kelantan health department has been implemented Human Resource Management Information System (HRMIS) since 2010. However, the staff found it difficult to use the HRMIS, especially in updating their own profile (Kelantan State Health Department, 2014). Most organizations have been facing problems and challenges in ensuring user satisfaction. The health department also faces several issues in implementation. Since 2010, staff began to use HRMIS in Kelantan Health Department. At first users faced some obstacles such as computers slowing down because most PCs were very old and did not meet specifications. Furthermore, a few do not have a computer and need to share with others. In addition, the network is very slow at times. Other problems include lack of staff training and no privacy in accessing the system. Some of the modules such as SKT and LNPT are done manually. Following the weaknesses of the HRMIS 1.0 system, the Malaysian government launched HRMIS 2.0 on March 25, 2015. The older version (OLD) (<https://hrmisone.eghrmis.gov.my/>) can

only be accessed using Internet Explorer, but HRMIS 2.0 (NEW) is accessible to all Web Browsers (<https://hrmis2.eghrmis.gov.my>).

Some improvements have been made to HRMIS 2.0 (Eghrmis.gov.my. 2018). However, there are still some complaints about the system in this new social media (Facebook.com, 2018). Therefore, the present study examines the staff satisfaction regarding the HRMIS system in Kelantan health department.

Several studies have been conducted in Malaysia on HRMIS (2–8). The present study contributes to literature by focusing on staff from Kelantan's health department, because the state of Kelantan largely differs in terms of governance, types of townships, and dialects.

At the beginning, the staff could not apply for holidays because the system could only be accessed using the network provided by the campus GItN Putrajaya network, but they can now apply from anywhere in the country because of the enhanced network that they can access through the Internet and no longer need to use the GItN network.

In the past studies, the term Technology Readiness Index (TRI) refers to individuals' inclination to utilise and to grasp new advancements to accomplish home and work life objectives (9,10). Given the objective to gauge a person's acknowledgement and acceptance of another innovation, TRI can be used to quantify the level of acknowledgement (9,11). The present study aims to identify the various factors and their contribution In view of the HRMIS storage use decision, this area must appear to apply to competitiveness of the market. The study also aims to examine the relationship between optimism, innovativeness, discomfort and insecurity in the use of HRMIS satisfaction within the organization and to examine whether there is a mediation of perceived ease of use towards HRMIS satisfaction due to the latest updates.

This study is likely to help the state health department of Kelantan and other public sectors that use HRMIS. The study results will benefit the health department and the

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owner of the system to design and implement professional training programmes and facilities to improve the use of HRMIS among public staff. The study results could also help practitioners involved in the use of HRMIS to design and develop the guidelines as they will be able to cope with the development of technology-enabled knowledge and skills. It would also substantially contribute to literature because studies on HRMIS efficiency in Kelantan health department still remain unsatisfactory as Kelantan is an independent state.

## II. LITERATURE REVIEW

Human Resource Management (HRM) is the organizational function that focuses on designing, selecting, orienting, training, developing, storing, evaluating, remunerating, and using labor resources to achieve the goals of individuals and organizations. HRMIS is a combination of managing human resources and Information Technology (12). It is a combination of database, hardware and software used to store data in all departments of the organization's database and generate the information required on request to human resources staff (13).

The idea of technological readiness (TR), inspired by (14) reflects the key concepts for successfully marketing products and services with innovative technology. Explaining the term TR leads to a discussion about the perception of an individual about their own ability and willingness to learn and use new technologies to support business and/or personal goals. A special discussion about the meaning of TR usually varies between individuals as it is multifaceted, and it could be difficult to predict and explain how people react to the new technology. This study focuses on TRI because the ability to identify new technologies can be predicted and explained in Malaysian health department due to new updates on HRMIS 2.0 in 2015. It offers an opportunity to explain the psychographic variables explored in the study. TRI developers, (14), further develop the technology readiness index (TRI) as a way to measure the idea of TR by conducting user studies in business. They classified TRI into four groups, including confidence and innovation, which contribute to increase the TR of an individual person, and feel uncomfortable and insecure, which act as inhibitors of the TR.

Technology preparation measured by TRI 2.0 can be used in research and decision - making as a potentially valuable psychographic variable in a context where technological innovation plays an important role TRI 2.0 has a wider applicability as it is shorter, reduces the burden of studying some models other than TR, and other changes to make the strongest index to be used in different contexts and times (10).

(15) combine the TRI and Technology Acceptance Model (TAM) in the model. In particular, they measure the relationship between TRI's personality traits (beliefs, innovations, inconveniences and insecurities) and TAM cognitive dimensions. Surprisingly, innovation is negatively associated with utilities. (16) also combined this model and examined the relationship between the TRI's personality dimensions (the provision of the Index of Technology) and the specific dimensions of the TAM system. The results show that optimism and innovation have a significant

influence on perceived ease of use and easy to use. Recently, the study by (17) also shows a positive and significant relationship between personal innovation, comfortable personal confidence and a high level of perceived convenience and perceived usefulness and perceived ease of use, which positively influences e-payment adoption.

This study examines whether there was a change in behaviour and perceptions by using the HRMIS TR score in the psychographic segmentation studied. One of the reasons for using the TRI is to obtain a better view into the segmentation psychographic. It is assumed that the health department staff are free to obtain a higher TRI score. This is because it has the capacity and ability to adopt HRMIS effectively, use the present and develop the vocational school as a tool to support service needs of the health department. Then, the following hypotheses as drawn:

H1: Optimism has a positive relationship with user satisfaction among staff of the Health Department in Kelantan, Malaysia, that is mediated by perceived ease of use

H2: Innovation has a positive relationship with user satisfaction among staff of the Health Department in Kelantan, Malaysia, that is mediated by perceived ease of use

H3: Discomfort has a negative relationship with user satisfaction among staff of the Health Department in Kelantan, Malaysia, that mediated is by perceived ease of use

H4: Insecurity has a negative correlation with the user satisfaction among staff of the Health Department in Kelantan, Malaysia, that is mediated by perceived ease of use

## III. METHODOLOGY

The study design consists of two types of business studies used in the goal of descriptive research and investigation of cause and effect. This study adopted quantitative research because of the large number of respondents. It followed stratified sampling because the population is determined by the data obtained from the Health Department in Kelantan (Jknkelantan.moh.gov.my. 2018).

In the present study, researchers focused on Staff Office Health Department. It includes the top management as well as low-level employees such as grade numbers 1–16, 17–26, 27–40, and 41–54 in the Office of the State Health Department. Sample size was based on a formula proposed by (18) to determine the sample size for research activities.

The sample population was about 13,909 staff from five divisions in Kelantan health department. Information up to 30 November 2016 by the Health Department in Kelantan was obtained. Researchers collected this information through directories of the Head of the Department of Health Government of Kelantan. Using the formula used for the determining sample size in this study, the researchers distributed 750 copies of the questionnaire to all staff expecting to generate at least 50% or 375 samples

accordingly.

The survey was conducted from 20 November to 20 December 2016. Finally, 212 (28.2%) copies of the questionnaire were returned or collected for further research. Of these, only 167 could be analyzed after data screening and processing, missing values analysis, reverse coding, normality test, multicollinearity and ‘outliers’ detection’. The required sample for this model was determined by using G power software, which requires only about 102 samples. Therefore, 167 samples are sufficient for analysis.

The response rate is satisfactory, given that the response rates in social studies of science is only about 10–20% (19). Thus, the response rate for this study was considered reasonable.

The questionnaire was designed to allow questions to be answered more quickly and easily. (20). Questions remain specific and limited alternatives are given such that respondents can choose the one closest to their view (21). It took nearly a month to distribute and collect the questionnaires. According to the 95% confidence level and margin of error of + 5%, the actual number of questionnaires required was 375 sets. All the questionnaires collected are analyzed to exclude illogical response (abnormal response) code and invalid responses.

The analysis used in the development of TRI 2.0 illustrates its use in the development of TRI 1.0. The first step is to evaluate the general data structure encompassing all the 45 TR items using principal components analysis with Varimax Rotation of the factor loadings. A number of constructs from TAM were also tested in this study but not included in this mediation study except for perceived ease of use (PEU).

#### IV. FINDINGS

The hypotheses have been tested using a minimum partial square approach (PLS). The study uses programming from SmartPLS 3.2.7 to investigate information using the bootstrapping strategy to determine the importance of coefficients of loading, weight and way (4). Following (22) two-stage analysis procedure, the validity and goodness of the measurement model shall be taken after the relationships described in the structural model have been examined.

Using the single factor test of the Harman, common method bias was analyzed. Common method bias exists in the probability that most of the clarified changes or the rise of a solitary factor are represented by one primary factor (23,24). The results showed that 79.28 percent of the total variance was accounted for by unrated factor analysis. This concludes, therefore, that the common method bias in this study is negligible.”

#### V. MEASUREMENT MODEL ESTIMATION

First, the measurement model of all constructs was examine for reliability, convergence validity and validity of discrimination. Table 1 shows the scores obtained from the analysis of the measuring model and as proposed by (22), all loadings are higher than 0.70 are numbered with Roman numerals. Include a note with your final paper indicating that you request color printing.

Table I: Convergent Validity

Construct	Items	Loadings	CR	AVE	VIF	
Discomfort	D1	1	1	1	2.393	
	Innovativeness	IN1	0.841	0.916	0.645	2.789
		IN3	0.764			
		IN4	0.851			
		IN5	0.839			
		IN6	0.78			
		IN7	0.737			
Insecurity		INS3	0.959			
	INS4	0.951				
Optimism	OP1	0.846	0.957	0.71	2.505	
	OP10	0.875				
	OP2	0.82				
	OP4	0.752				
	OP5	0.85				
	OP6	0.889				
	OP7	0.873				
	OP8	0.874				
	OP9	0.797				
Perceived ease of use	PEU1	0.905	0.978	0.861	1	
	PEU2	0.881				
	PEU3	0.948				
	PEU4	0.965				
	PEU5	0.972				
	PEU6	0.944				
	PEU7	0.876				
User satisfaction	USER1	0.904	0.94	0.839		
	USER2	0.92				
	USER3	0.924				

CR= Composite reliability, AVE= Average variance explained, VIF= Variance Inflation Factor

\*Note: There are many items that have not been deleted in this study, but only the items involved in this mediation hypothesis are shown.

It’s concluded that the convergence validity will be attained and Table 2 shows that the results of the discriminatory validity test. (25) recommended that, AVE should exceed the correlation between them and any other construction of the model for each construction. As shown in Table 2, all buildings fulfill these criteria, indicating the validity of discrimination in their construction. (22) indicates that the loading of measured variables (i.e. items) must be at least 0.1 higher than cross loads to indicate that sufficient discrimination is valid. As shown in Table 3, this criterion is met by the load of all construction. Therefore, the validity of discrimination can be concluded.

Table II: Discriminant Validity of Construct

Construct	D	IN	INS	OP	PEU	USER
D	1					
IN	0.741	0.803				
INS	0.271	0.32	0.955			
OP	0.656	0.716	0.457	0.843		
PEU	0.668	0.684	0.418	0.692	0.928	
USER	0.505	0.635	0.51	0.715	0.814	0.916

OP= Optimism, IN= Innovativeness, D = Discomfort, INS = Insecurity, PEU = perceived ease of use & USER: user satisfaction



Table III: Cross loadings

No	Items	D	IN	INS	OP	PEU	USER
1	D1	1	0.741	0.271	0.656	0.668	0.505
2	IN1	0.594	<b>0.841</b>	0.309	0.604	0.568	0.476
3	IN3	0.455	<b>0.764</b>	0.255	0.507	0.495	0.519
4	IN4	0.653	<b>0.851</b>	0.189	0.655	0.611	0.53
5	IN5	0.645	<b>0.839</b>	0.199	0.555	0.576	0.532
6	IN6	0.705	<b>0.78</b>	0.393	0.639	0.583	0.591
7	IN7	0.478	<b>0.737</b>	0.192	0.459	0.433	0.396
8	INS3	0.267	0.317	<b>0.959</b>	0.446	0.416	0.522
9	INS4	0.251	0.294	<b>0.951</b>	0.426	0.381	0.449
10	OP1	0.606	0.585	0.334	<b>0.846</b>	0.615	0.595
11	OP10	0.599	0.652	0.382	<b>0.875</b>	0.618	0.581
12	OP2	0.442	0.468	0.268	<b>0.82</b>	0.551	0.59
13	OP4	0.574	0.539	0.446	<b>0.752</b>	0.426	0.51
14	OP5	0.577	0.516	0.31	<b>0.85</b>	0.549	0.539
15	OP6	0.631	0.697	0.319	<b>0.889</b>	0.634	0.616
16	OP7	0.509	0.649	0.387	<b>0.873</b>	0.602	0.653
17	OP8	0.596	0.636	0.524	<b>0.874</b>	0.605	0.661
18	OP9	0.451	0.657	0.508	<b>0.797</b>	0.61	0.659
19	PEU1	0.618	0.651	0.459	0.707	<b>0.905</b>	0.806
20	PEU2	0.626	0.596	0.445	0.67	<b>0.881</b>	0.763
21	PEU3	0.621	0.613	0.38	0.578	<b>0.948</b>	0.76
22	PEU4	0.603	0.62	0.382	0.632	<b>0.965</b>	0.754
23	PEU5	0.639	0.648	0.343	0.622	<b>0.972</b>	0.748
24	PEU6	0.68	0.694	0.398	0.651	<b>0.944</b>	0.749
25	PEU7	0.545	0.611	0.295	0.629	<b>0.876</b>	0.695
26	USER1	0.524	0.647	0.422	0.645	0.802	<b>0.904</b>
27	USER2	0.426	0.567	0.482	0.665	0.763	<b>0.92</b>
28	USER3	0.429	0.519	0.505	0.655	0.653	<b>0.924</b>

OP= Optimism, IN= Innovativeness, D = Discomfort, INS = Insecurity, PEU = perceived ease of use and USER: user satisfaction

(26) also demonstrate the superior performance of this method by using the Monte Carlo simulation research. Therefore, the validity of discrimination is also tested using the proposed new method and the results are shown in Table 4. There are two ways to use Heterotrait-Monotrait (HTMT) criterion to assess the validity of discrimination: (1) as a criterion or (2) as a test statistic. For the former, if the value of HTMT is greater than the HTMT.85 of 0.85 (Kline 2015), or the HTMT.90 of 0.90 (27), then there is a validity of discrimination.

Table IV: Heterotrait-Monotrait (HTMT)

Constructs	D	IN	INS	OP	PEU	USER
D						
IN	0.777					
INS	0.285	0.355				
OP	0.675	0.769	0.495			
PEU	0.676	0.728	0.443	0.715		
USER	0.527	0.698	0.565	0.769	0.859	

OP= Optimism, IN= Innovativeness, D = Discomfort, INS = Insecurity, PEU = perceived ease of use & USER: user satisfaction

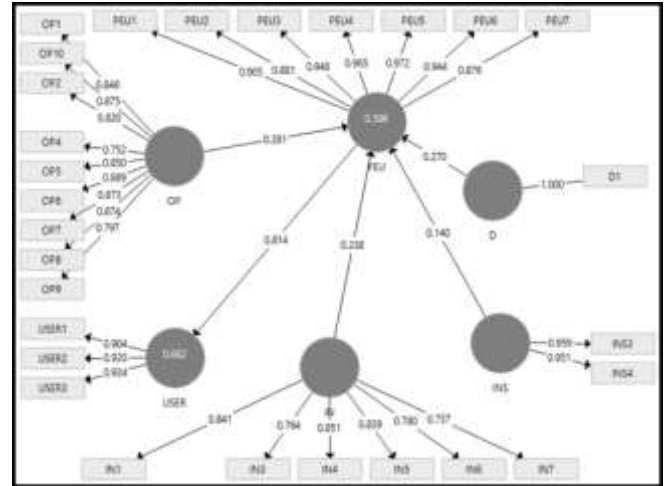


Fig. 1: Measurement Model

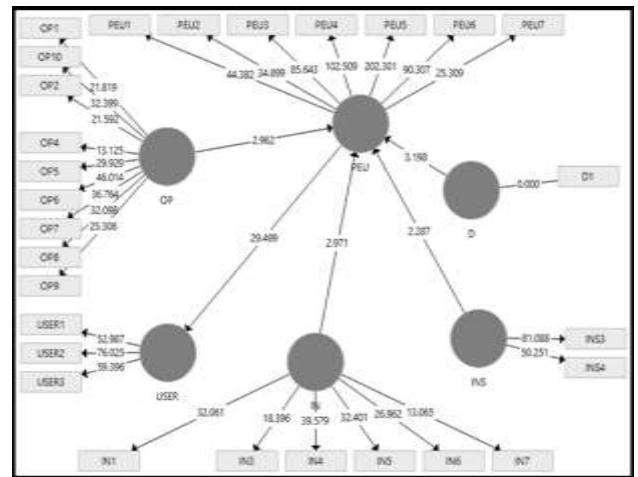


Fig. 2: Structural Model

Table V : Hypothesis Results

H	Beta value	T-Value	P-Values	Decision
H1	0.219	3.235***	0.001	S
H2	0.193	2.959***	0.003	S
H3	0.114	2.298	0.022	NS
H4	0.229	2.868	0.004	NS

H=Hypothesis, S= Supported, NS= Not Supported

To estimate the structural model, the t-values were generated by a bootstrapping procedure with 5000 resamples. Figure 2 shows the structural model while the results of the hypothesis testing are presented in Table 5. The method of bootstrapping the indirect effect was applied as proposed by Preacher and Hayes (2004; 2008). As shown in Figure 2 and Table 5, only two hypotheses of mediation were supported: optimism ( $\beta = 0.219$ ,  $p < 0.001$ ) and innovation ( $\beta = 0.193$ ,  $p < 0.001$ ). On the other hand, PEU's mediating effect on the relationship between discomfort and user satisfaction is significant at level  $p < 0.05$ , but the coefficient is positive ( $\beta = 0.114$ ,  $t\text{-value} = 2.298$ ). This indicates that the relationship between discomfort and user satisfaction is positively mediated by PEU. In other words, the relationship between discomfort and user satisfaction in a more PEU than in an increase of 11.4 percent discomfort

has been found to be lower. H3 is therefore rejected.

Similarly, H4 is rejected, where the mediating effect of PEU on the relationship between insecurity and user satisfaction is significant at  $p < 0.01$  level, but the coefficient is positive ( $\beta = 0.229$ ,  $t$ -value 2.868). This also indicates that the PEU positively mediates the relationship between insecurity and user satisfaction. In other words, the relationship of insecurity and user satisfaction was found to be lower in a more PEU as in increasing of 22.9% insecurity. Therefore, H4 is rejected.

PEU's mediation to user satisfaction explains the variance of 66.2 percent. H1 and H2 were therefore supported. The indirect effect lower level (LL) and upper level (UL), as indicated by (28), does not straddle a zero in between, indicating mediation. Thus, we can conclude that the mediation effect is statistically significant, indicating that H1, H2 are supported, while H3 and H4 are rejected.

## VI. DISCUSSION AND IMPLICATIONS OF THE STUDY

The study findings present a precise and in-depth understanding among the four independent variables (optimism, innovativeness, discomfort and insecurity), one mediator (the perception of ease of use) and the dependent variable, separately user satisfaction HRMIS in Kelantan Health Department in Malaysia. Organizations need to monitor and control the user satisfaction with regard to the HRMIS as it can negatively affect the performance of the organization as well as incur additional production costs. This study implies that Kelantan State Health Department supports positive management with a better understanding of its employees and takes this into consideration when designing the organization's independent variables and HRM processes.

Based on the study results, it is important that the Kelantan health department staff understands the use of HRMIS, followed by ease of use. However, there was significant change in user satisfaction of HRMIS. Among all the TRI variables, use of HRMIS should be paid more attention than the other variables, namely, the perception of the usefulness and ease of use.

A surprise result shows that there was significant mediation, but H3 and H4 were not supported. This clearly indicates that staff of Kelantan Health Department in Malaysia perceived higher discomfort and insecurity. It is likely that many employees might still be happy to use the manual method despite having to use the HRMIS system because of government policies. They may also be uncomfortable when both the methods are used simultaneously. In addition, they also feel that their information is unsafe if they use the HRMIS system, which is more significant than the discomfort.

Therefore, the policy makers in the public health department should consider this variable when they install the HRMIS system in their organization. Improvement in safety and discomfort of HRMIS are very important findings in the present study. The health department should train the staff on how to use HRMIS effectively and positively. Thus, the administrative department of human resources, particularly in the health department, are advised to consider the factors of discomfort and insecurity in the use of HRMIS

as an important variable in their policy decision-making and management processes HRMIS system. Therefore, management may need to review these variables.

This study provides an opportunity for the states of Kelantan health department to manage and manipulate the independent variable (the perception of usefulness, ease of use and attitude) to increase the levels of desire to use HRMIS among staff workers. In doing so, the Office of the secretary of state of Kelantan can work to reduce the cost of HRM.

## VII. LIMITATIONS AND DIRECTIONS FOR FUTURE RESEARCH

There were several limitations in carrying out this study. In order to carry out the studies, researchers needed to collect all the necessary information, obtain a letter of support and a letter of approval from the university. They also face challenges when searching for journals and related articles, because of limited information on the health department and some of the factors are quite new. In addition, the researchers also had difficulty distributing the questionnaires because all respondents were from the public service agency staff. Therefore, researchers needed to get approval from the health department of Kelantan state selected before distributing the questionnaires. Researchers planned to distribute 750 questionnaires to the respondents, but only 212 had been collected and only 167 could be used.

The study data obtained could be invalid and unreliable because of respondents' bias. In addition, researchers also are concerned that the design of the questionnaire might have been misunderstood by the respondents. Therefore, the results obtained from the research might be inaccurate. Owing to paucity of time, the researchers had to conduct an online survey. Furthermore, the  $R^2$  of the linear regression results shows 0.662, which implies 66.2% of the variance in HRMIS user satisfaction can be explained by the five variables, while 33.8% cannot. It also suggests that there may be other independent variables that will affect the user satisfaction of HRMIS.

The purpose of this study is to identify factors that impact user satisfaction of HRMIS in Kelantan state health department. However, there are limited resources to collect and gather information for the investigation.

Furthermore, by answering questions without hiding them, researchers may also choose not to disclose data from respondents to avoid other sensitive issues. Instead, researchers can also add to data collection a questionnaire survey method. Researchers can, for example, collect data over the phone or through a personal interview. Researchers can avoid issues such as misunderstanding in data collection through interviews. This may help improve results accuracy and reliability.

In addition, the researchers also can target respondents from other states, in order to obtain better results for the Kelantan state health department. For more accurate results, researchers can increase the range by not only focusing on the civil services but also other industries.

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