Abstract

Organizations have limited resources for investment making it imperative that resources utilized provide some benefit for the organization. Electronic human resource management (E-HRM) systems have been shown to have notable benefits for the organization including cost saving capabilities. However, when implemented in practice E-HRM systems consistently fail to produce desired results. Given these issues, the current investigation sought to determine factors relating to organizational outcomes through the use of E-HRM. Specifically, the DeLone and McLean Model of Information Systems Success were modified for the analysis of E-HRM systems. The results indicate that service and information quality impact staff satisfaction with E-HRM, leading to the intent to use the system and benefits for the organization.

References


Index Terms

- Computer Science
- Information Sciences

Keywords

- Electronic Human Resource Management
- E-HRM
- human resource management
- DeLone and McLean Model
- service quality
- information quality.