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.