

## **An Examination on the Effects of Technology Acceptance Model in Electronic Human Resource Management**

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### **Abstract**

The aim of the current study was to explore the relationship between clarity of electronic human resource management (e-HRM) goals, social influence, apparent usefulness, user satisfaction, user support, apparent ease of use, and mediating conditions and their influence on users' attitude regarding e-HRM. Accordingly, a sample of 167 HRs from Fortune Global 500 companies in Malaysia were selected. The technology acceptance model (TAM) was used to demonstrate these relationships. The findings revealed that, all the constructs had a positive relationship with each other. Furthermore, apparent ease of use, user satisfaction and apparent usefulness are all essential indicators that reveal the attitude of HR professionals regarding e-HRM usage, thus user education and support are essential processes in e-HRM implementation.

Keywords: Electronic human resource management, TAM, Perceived usefulness, Implementation, Malaysia

### **1. Introduction**

The fast growth of computer-based technologies and the internet has led to remarkable changes in the society, economy, and societal culture. Information Technology (IT) has primarily transformed the way in which organizations manage their enterprises, which had resulted in the transformation of managerial processes and practices. Hence, a novel Human Resource (HR) technology specifically, the "electronic HRM" (e-HRM) has surfaced in the field of Human Resource Management (HRM) (Bissola & Imperatori, 2014; Wiblen, 2016), despite a paucity of information and studies on e-HRM (Bondarouk, Parry, & Furtmueller, 2017; Galanaki, Lazazzara, & Parry, 2019; Marler & Parry, 2016). Introduction of e-HRM in organizations is imperative in assisting HR professionals to carry out their work more efficiently, and developing them as strategic partners (Parry & Tyson, 2011). The technology of e-HRM can be used to apply HR policies, strategies, and processes. This involves the application of internet-based channels to carry out HR activities and practices (Ruel, Bondarouk, & Van der Velde, 2007). It offers a portal to enable employees, managers, and HR specialists to extract, examine, or modify the necessary related information and data, for HR managerial purposes.

Furthermore, e-HRM implementation reduces the requirement of HR professionals, as it removes the 'HR middleman' (Strohmeier, 2009). Voermans and van Veldhoven (2007) proposed a model for e-HRM research acceptance, which is founded on the "Technology Acceptance Model (TAM)" (Davis, 1993). The objective of the present study is, to evaluate the association amongst the "clarity of e-HRM goals", "social influence", "user satisfaction", "perceived usefulness", "user support", "perceived ease of use", and "mediating conditions" that influences a users' attitude regarding e-HRM.

### **2. Literature Review**

#### *2.1. e-HRM*

In recent years, e-HRM in particular has garnered the interest of researchers in the US and Europe and other developed countries, however there is a paucity of information and research that has been carried out in developing countries. Developing countries are far less advanced compared to their developed counterparts economically, environmentally, as well as technologically. Due to this large disparity, management mechanisms as well as the market environment in developing countries