

**THE INFLUENCE OF KNOWLEDGE AND SKILLS OF EMPLOYEES
TOWARD
HUMAN RESOURCE INFORMATION SYSTEM PERFORMANCE
IN TRANSPORTATION FIRM:
A CASE STUDY OF ARAMEX COMPANY OF EGYPT**

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2008

**The Influence of Knowledge and Skills of Employees Toward Human
Resource Information System Performance In Transportation Firm:
A Case Study of Aramex Company of Egypt**

A thesis submitted to the Faculty of Management
In partial fulfillment of the requirements for the degree
Master of Science (Management)
Universiti Utara Malaysia

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ABSTRACT

This study was to find out whether there is a relationship between knowledge, skill and Human Resource Information System (HRIS) Performance. This study examined the relationship between performances of HRIS in Aramex Company of Egypt.

This study is designed to provide the benefit for practitioners, especially for employees and management position in Aramex Company. The study found that there are positive relationship between knowledge, skill and HRIS performance in Aramex Company.

Keywords: Knowledge, Skill, Human Resources Information System, Performance

ACKNOWLEDGMENT

Praise and gratitude be given to Allah the Almighty for putting forward me such a great strength, patience, courage, and ability to complete this project.

My excessive gratefulness to my supportive and helpful supervisor, **Mr. Abdul Manaf** for assessing and guiding me in the completion of the research. With all truthfulness, without his, the project would not have been a complete one. He has really been for me a center of motivation and guidance. I am truly grateful to his continual support and cooperation, as being prepared to assist me all along the completion of the project.

I would like to present my thanks to all of my family, the soul of my father (Omran), to my dear mother, to my siblings especially my brother (Najm Aldin), who has always been there for me.

My demonstrative appreciations to all my friends and everyone who has helped either directly or indirectly to the completion of this project.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Information system is defined as one that collects, processes, stores, analyzes, and disseminates information for a specific purpose (Turban et. al., 2006). Information systems connect an entire organization. This is why O'Brien (2004), defined information system as any organized combination of people, hardware, software, communications networks, and data resources that collect, transforms, and disseminates information in an organization. Information system stresses that data must be processed in some way to produce information, information is more than raw data (Lucas, 2000).

Laudon & Laudon (2000), stated that information system contain information about significant people, places, and things within the organization or in the environment surrounding it. Information that they meant is the data that have been shaped into a form that is meaningful and useful to human being. Data are streams of raw facts representing events occurring in organizations or the physical environment before they have been organized and arranged into a form that people can understand and use (Laudon & Laudon, 2000). So information system includes a communication process that is transmitted either through human or technology devices.

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