

**Paper 57 – Business and Governance**

**THE RELATIONSHIP OF ORGANIZATIONAL CULTURE, TECHNOLOGY EASE OF USE, AND USER SATISFACTION ON HUMAN RESOURCE INFORMATION SYSTEM PERFORMANCE**

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**ABSTRACT**

There were some factors related concerning Human Resource Information System (HRIS) and its unanswered questions on it. Prior research findings have revealed that HRIS performance is influenced by several factors such as organizational culture, technology ease of use and user satisfaction. The purpose of this study was to found the relationship of organizational culture, technology ease of use, and user satisfaction using Structural Equation Modelling. The endogenous variable for the study was HRIS performance, and the exogenous variables were organizational culture, technology ease of use, and user satisfaction. For data collection, combinations of online and face-to-face surveys were used. A questionnaire composed of 4 instruments was administered to HRIS users for data collection. A total of 222 HRIS users of selected business organizations in the Philippines and Indonesia completed the survey. Organizational culture ( $r = 0.253$ ,  $p < 0.05$ ) and technology ease of use ( $r = 0.490$ ,  $p < 0.05$ ), were found to have a significant indirect contribution through user satisfaction ( $r = 0.249$ ,  $p < 0.05$ ) on HRIS performance in the model. In the present study, it seems that organizational culture and technology ease of use were related to HRIS performance indirectly through user satisfaction. From the findings of the study, it can be concluded that organizational culture, technology ease of use, and user satisfaction have a significant role in organizations, in helping employees to accept technology innovation at the work place and ultimately influencing HRIS performance.

**Key Word: Organizational Culture, Human Resource Information System, Technology Ease of Use, User Satisfaction**

