

## **Abstract**

Information system failure is a common observation in organizations. Previous research studies show that lower acceptance and use of Information Technology by its users, remains as a major hindrance to successful Information Technology implementations in organizations. Further, organizations investing on Human Resource Information Systems reports suboptimal use of the system and does not give the desired benefits to the organization. The importance of individual psychological aspects such as Charismatic Leadership and the Computer Self-Efficacy of the information system users can be pointed out as, aspects tied with individual psychology, which has insignificantly been theorized, on individual user behavior towards new information technologies. Individual behavioural differences are widely explained by the concept of self-efficacy, and the information system user's overall Computer Self-Efficacy revealed to have a positive effect on improving the usage of the information system. Previous studies on Charismatic Leadership show that there is a significant relationship between follower's perceptions on accepting a change initiative such as novel technology due to the leader's charisma. Thus, the main objective of this study is to investigate the role of Charismatic Leadership and Computer Self Efficacy on Human Resource Information System User Acceptance and Human Resource Information System User Behaviour.

This study uses the quantitative techniques and it is mainly due to the ontological and epistemological assumptions based in the positivism philosophy. The study adopts the deductive approach and it is cross sectional in terms of the time horizon. A purposive judgmental sample of two hundred and eighty-two Human Resource Information System users were effectively drawn from three different sectors namely: the telecommunications sector, the apparel sector and the banking sector, where Human Resource Information Systems are implemented and used in the large scale organizational context for the analysis. The primary data was collected using a structured questionnaire, which was developed using pre validated scales adopted from literature. AMOS 20.0 and SPSS 20.0 versions were used in analyzing the data collected in arriving at the findings of the study.

The study revealed that three of the direct determinants of Human Resource Information Systems user acceptance (Performance Expectancy, Social Influence and Effort Expectancy) collectively fully mediate the impact between Charismatic Leadership and Behavioural Intention to Use HRIS. Further, one of the direct determinants of Human Resource Information Systems user acceptance (Facilitating Conditions) partially mediates the impact between Charismatic Leadership and HRIS Use Behaviour. In terms of the Computer Self Efficacy, findings showed that, Computer Self Efficacy moderates the impact between Behavioural Intention to Use HRIS and HRIS Use Behaviour. The study further reveals that the direct determinants of Human Resource Information Systems user acceptance mediate the impact between Charismatic Leadership and HRIS Use Behaviour. Further, it is found that the Computer Self Efficacy moderates the impact between Behavioural Intention to Use HRIS and HRIS Use Behaviour.

This study attempted to bridge the knowledge gaps after identifying the existing vacuum in explaining the information systems user acceptance and behaviour. In doing so, the Charismatic Leadership Theory and Social Cognitive Theory related concepts of Charismatic Leadership and Computer Self Efficacy were used in a coherent manner along with the Unified Theory of Technology Acceptance and Use of Technology in the theorization of the study. These constructs have not been previously studied together and there is a dearth of literature and research in examining these factors in a single platform. Thus, this study leads to an extension of the Unified Theory of Acceptance and Use of Technology (UTAUT), as the study is an empirical study that included part of the UTAUT as the baseline model in extending the model. This study added on the new exogenous variable of Charismatic Leadership leading to mediation effects in the model and further added on the moderation effect of the Computer Self Efficacy.

Further, the findings of the study suggests that the suboptimal usage of HRIS can be addressed with the deployment of Charismatic Leadership and the improvement of the HRIS user Computer Self Efficacy in the organizational context as managerial implications. From a managerial perspective, the findings of this study would help top and middle level managers to establish policies and practices which enhances leadership involvement in enhancing the user behaviour of the information systems. The findings would further provide insights on improving practices, which enhances the user Computer Self Efficacy in improving the actual

user behaviour of utilizing the information systems optimally. Further research could be conducted on multilevel analysis of the study as well as using a larger population.

Keywords: Charismatic Leadership, Computer Self Efficacy, HRIS User Acceptance, HRIS User Behaviour