

Factors Affecting Employees' Usage of B2E Portals - An Empirical Case Study

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Abstract

Business-to-Employee (B2E) portals are one key form of electronic business that helps organizations in managing its human capital thorough digital means to improve its capabilities. Despite its potential in efficient dealing with personnel and staff affairs inside company's borders and remotely, B2E portals experience relatively low utilization and usage levels, resulting in frittering company's resources and weakening the electronic communications with the employees. Therefore, this study seeks to understand the factors that influence the usage of B2E portals. By studying the case of Royal Jordanian (Jordan's national carrier), a convenient random sample of 327 surveys was empirically tested. The results indicate that user characteristics, portal characteristics, perceived usefulness and organizational support have a significant positive influence on the usage of B2E portals. The results of this study can help in understanding the shortcomings and enhancing the utilization of B2E portals and better recognizing companies-human capital relationships .