

## Specification of Competency Standards for Human Resource Management

### Unit of Competency

Title	Measure user experience and improve efficacy of Human Resource Management System (HRMS) and / or Human Resource Information System (HRIS) to end-user
Code	107046L4
Range	Using different channels to measure user experience in order to improve system efficacy and user satisfaction. This applies to the identification of improvement areas on system enhancement with the involvement of all employees through planning and conducting user experience study, identifying priority areas for system enhancement, and improving accessibility and satisfaction of the users' interactions with the system.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the effective channels and methodologies to gather quality feedback from end-users in order to select the appropriate ones for the improvement exercise</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Collect feedback on user experience from all employees through different channels (e.g. survey, focus group) in order to improve efficacy of HRMS and / or HRIS to end-user</li> <li>• Compile users' suggestions for senior management to define the system requirements (e.g. HR self-service capabilities)</li> <li>• Assess relevant areas for system enhancement</li> <li>• Assess possibilities and practicalities of proposed enhancement based on user feedback</li> <li>• Provide relevant training and support related to the HRMS and / or HRIS to enhance user experience</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Search for practical and cost-effective ways to enhance user adoption and experience (e.g. training or hiring "super users")</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Identification of channels and methodologies to collect quantitative and qualitative data on user experience in the HRMS and / or HRIS.</li> <li>• Identification of improvement areas on system enhancement for increasing user adoption and satisfaction based on the results of user experience study.</li> </ul>
Remark	