

# **A Study on Relationship Between TQM, HRM & Oil Towards E-Business Adoption in Malaysia Firms**

Prepared by: Cham Lee Chen

## **ABSTRACT**

---

This research focuses on the relationship between Human Resource Management (HRM) practice, Total Quality Management (TQM) practice and Organizational Learning (OL) practice on the adoption E-business in Malaysia firms. According to the Microsoft Corporation (2008) point out that there is only 30% of SME in Malaysia embraced basic information and communication technology (ICT); 20,000 SMI in Malaysia only an estimated 15% have adopted an e-business strategy (The Star, 2002). Nowadays, companies have to move parallel with technology in order to sustain long in the market, because external and internal environment changing rapidly. Those benefits can be gain from E-business, it provide the standardization, making use easier or cheaper, improving security and offering completely new type of service (Smith et al., 2000). This research using 100 sample size of Malaysia firm to achieve research objectives; firstly, to investigate the status on adoption E-business in Malaysia, secondly, to investigate the status of HRM, OL and TQM practices on E-business adoption in Malaysia firms. The self-questionnaires had been distributed to target respondents and results were from data analysis. The SPSS software is using and helps to do analyzed and testing data, such as reliability testing, multiple regression testing, normality linear testing and etc. Thought the result, the different testing can be done and analyze according.