

ABSTRACT

The purpose of this study was to examine employees' perceptions of human resources deliverable service quality at the selected company (PST) through the use of a survey questionnaire. Employees' perceptions of human resources deliverable service quality were compared with their expectations of what excellent human resources would provide.

The study employed an analytical survey method. A questionnaire was developed to measure employees' perceptions of human resources service quality at PST as compared to service quality at an "excellent" human resources service. The questions designed to measure service quality in this study came from the survey instrument entitled "Multiple HR Role" (Ulrich and Corner, 1997) and "SERVQUAL" (Parasuraman, Berry, and Zeithaml, 1990). Specific to this study, the Multiple HR Role and SERVQUAL questionnaire was modified to apply to the selected company (PST). Four independent variables and one dependent variable were selected for analysis in this study. Eleven research questions served as the basis for the data analysis

Overwhelmingly, most respondents recognized the potential importance of human resources deliverable services quality to the organization's competitive advantage and they also pointed to the fact that human resources deliverable services do not meet their satisfactions when it came to evaluate human resources service quality performance.

Across all human resources deliverable service quality, the differences between expectations of services at an excellent human resources people/department and perceptions of human resources service quality at PST were statistically significant. In addition, all the perception statement means of the respondents were fallen into uncertain/neutral or in the range of average weighted mean score at 2.60 – 3.39 of a 5-point Likert scale.

