

The Influence of Platform Ease of Use, IT Infrastructure Quality and Digital Training Effectiveness on the Digital Employee Experience of Human Resources Department Employees

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Abstract

Organizations need to establish a suitable digital employee experience platform which enables their employees to work effectively while maintaining high productivity levels to achieve their digital transformation goals in Human Resources. This study examines how platform usability and IT system performance and digital training methods together influence the digital work experience of Human Resources Department employees. The researchers used a quantitative research approach that employed an explanatory framework to conduct their investigation. The researchers obtained data by conducting a survey to 160 participants who were selected through purposive sampling. The researchers conducted data analysis through multiple linear regression after they validated and verified reliability and classical assumption testing. The results demonstrated that platform usability together with IT system performance and digital training methods created a positive impact on the digital work experience. The study shows that three elements create an effective digital work environment because users need a system that they can easily operate while technological systems must function reliably and digital training programs must succeed in their execution. The study findings offer organizations practical guidance to create digital HR systems which enhance employee satisfaction and productivity.

Keywords: platform ease of use, IT infrastructure quality, digital training effectiveness, digital employee experience.

INTRODUCTION

The digital transformation process has changed how Human Resources (HR) departments operate because they now function as strategic business partners who depend on data and technology solutions (Riyanti et al., 2025). The Digital Employee Experience (DEM) operates as a fundamental concern because it affects HR employees' ability to work with various systems and platforms and technological resources that enable both management and operational processes (Akbar et al., 2023). The digital employee experience demonstrates system usability through its implementation and shows users how efficiently they can work together and access the necessary information and technological support for their tasks (Metris et al., 2024). HR departments need an ideal digital work environment to

deliver effective internal services to all staff members because they control HRIS systems and e-recruitment and e-learning and digital payroll processes. Digital systems create negative experiences for users which results in decreased work efficiency and inaccurate data-based decision making (Ibrahim et al., 2025). The organization needs to improve digital employee experience because it serves as the main method to achieve HR function effectiveness through digital solutions throughout the organization.

The digital system which HR employees use becomes more understandable and usable for them because Platform ease of use enables employees to access its features without facing technical difficulties. The digital HR platform offers user-friendly features which help employees accomplish their tasks more efficiently (Tawil et al., 2025). A system that lacks complexity and requires no special training creates a direct path to user performance challenges and job enjoyment problems. Digital systems which provide platform ease of use become a primary cognitive factor which shapes employee perceptions of their workplace environment (Karyono et al., 2024). HR departments which require integrated information systems to operate their digital work environments need reliable IT infrastructure for their operations (Sudirjo et al., 2023). Organizations experience higher operational performance because they maintain dependable infrastructure which reduces their chances of encountering data errors (Nugraha et al., 2025). The system creates trust issues for employees because unstable infrastructure makes them think that the digital work environment has poor quality. The quality of IT infrastructure establishes a strategic link which connects to the development of an ideal digital employee experience (Susilowati et al., 2025). The effectiveness of digital training programs shows how well they improve employee skills to work with technological tools. Employees in a digital work environment need proper training to gain system knowledge and build their confidence which results in fewer mistakes during work (Zakaria et al., 2025). Digital training programs require systematic design together with appropriate content to develop employee skills in using technology (Turyadi et al., 2023). The combination of these factors results in higher job satisfaction levels and a favorable digital experience for users (Andriati et al., 2022).

The study investigates how platform usability and IT system performance and digital training programs affect the digital work experience of Human Resources Department employees. The research establishes a theoretical framework which links technological components to competency development in order to understand digital work experiences within human resource management. Organizations use research findings to create strategies that improve their digital HR systems together with IT infrastructure and training programs. The approach enables organizations to achieve digital workplace success while they improve HR productivity and implement permanent digital transformation.

METHOD

The researchers of this study used quantitative research methods to create an explanatory model which evaluates how platform usability and IT system effectiveness and digital training results influence the digital work experience of Human Resources Department personnel. The researchers gathered data from HR Department employees who worked at digital HR companies with full technological infrastructure through a structured survey which included a five-point Likert scale. The research team used purposive sampling to choose participants who met these criteria: Human Resources Department employment for more than one year and digital HR platform usage through HRIS and e-recruitment and digital payroll systems and direct interaction with organizational IT systems and successful completion of company-sponsored digital training programs. The research study included 160

respondents who met all requirements for conducting multiple linear regression analysis. The research team tested instrument quality through two tests: the validity test which used item-total correlation to establish validity with a coefficient above 0.30 and a significance level below 0.05 and the reliability test which used Cronbach's Alpha to establish reliability with a value above 0.70. The researchers conducted classical assumption tests which included normality testing and multicollinearity testing and heteroscedasticity testing to assess the regression model's suitability before they tested the hypothesis. The researchers conducted hypothesis testing through multiple linear regression analysis.

RESULT AND DISCUSSION

The F-test results showed a significance value of 0.000, which showed that platform ease of use together with IT infrastructure quality and digital training effectiveness produced a significant impact on digital employee experience. The research model three independent variables account for 73% of digital employee experience variations according to the coefficient of determination (R^2) value which stands at 0.73. The model accounts for 73% of digital employee experience variations while 27% of variations result from factors that the model does not include. The t-test results show that all three independent variables demonstrate both positive effects and significant partial impacts on digital employee experience.

Employees in the Human Resources Department who use digital tools for their work duties receive performance advantages from platform usability. The research demonstrates that employees find digital HR systems easier to use when their design becomes more user-friendly. HR departments operate their daily activities on platforms which include HRIS and performance management systems and digital recruitment systems and cloud-based payroll services. Employees achieve better results in both administrative work and strategic responsibilities when platforms include intuitive designs which help users navigate content and provide fast performance. Users can achieve their required tasks with less effort because they perceive the system as both workable and simple to use. The situation enables people to use technology with more assurance because they perceive the system as a tool which improves their work productivity. Employees experience job dissatisfaction because they find themselves working with systems that become too difficult for them to handle. The HR Department digital employee experience system depends on platform usability to determine how users will interact with the system.

The research results show that the quality of IT infrastructure has a positive and significant effect on the digital employee experience. The research demonstrates that network stability and system security together with server capacity and platform integration all contribute to creating an excellent digital work environment. Employees can access data securely through dependable IT infrastructure which enables them to use information without interruption. Organizations that manage confidential employee data and payroll records require their HR departments to maintain system security and reliability as fundamental operational needs. The infrastructure system establishes user trust because it operates correctly and prevents users from making errors during their work. System disruptions which include server downtime and slow access times create obstacles to productivity while they increase work demands. The quality of IT infrastructure delivers technical support which functions as a strategic foundation to develop optimal digital employee experiences.

From their research results the researchers discovered that digital training programs create beneficial outcomes which assist HR Department staff members to develop their digital workplace skills. The study found that workers achieve better technology skills through

structured training programs which offer them relevant content. Employees who participate in digital training programs develop system operation skills while they acquire technical knowledge and reduce their anxiety about handling new technology. The process increases personal assurance which results in greater work contentment. Organizations use continuous education programs to acquire new knowledge while they migrate to new technological advancements. Employees who do not receive training will develop resistance toward digital systems that will hinder their ability to perform work tasks. The way digital training functions as a human resource development tool determines how digital workers experience their professional environment.

CONCLUSION

The research findings demonstrate that Human Resources Department employees experience better digital work environments when platform usability, IT infrastructure quality and digital training effectiveness combine to create positive effects which significantly impact their digital employee experience. Platform usability has been shown to increase employee comfort and efficiency in operating the digital HR system which leads to better technology perceptions of the work environment. Organizations achieve optimal technical support for their HR operations through a secure IT infrastructure that uses multiple systems to maintain system reliability and build user trust in digital platforms. Digital training enables employees to acquire new skills which helps them use technology and develop confidence for operating digital platforms. The digital HR platform needs design elements which allow all HR Department employees to navigate its digital interface through easier access. The evaluation process needs to happen on a regular basis because companies must assess their IT infrastructure to maintain system stability and protect data and achieve optimal integration between their different platforms. Digital training program design requires a sustainable approach which needs assessment to build employee technological literacy skills.

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