

Abstract

This is a study of the impact of the information age particularly the electronic commerce on the human resource development in Malaysia. Basically, the study tries to determine the implications of adopting e-commerce on the manpower requirements. It is agreed that with the advent of Internet and its electronic services, the market has to adjust to the demands in the market place to be able to compete locally and globally.

The study used of a set of questionnaire and interviews and selected literature review to gather relevant data and information on the current situation in the Malaysian workforce regarding the impact and implications of electronic commerce.

One clear conclusion that has emerged from this study is that the majority of the respondents agreed that the facilities and the infrastructures are adequate to implement and sustain e-commerce. The lack of trained IT and knowledgeable personnel to support the application and diffusion of IT is a major challenge in efforts to expand the use of IT in all sectors in society. Thus, this also hinders adoption of Electronic commerce applications. Recognizing the critical role played by knowledge workers in realizing Malaysia's vision to become an IT hub, the government with the help from the private sectors moved to urgently address the human resource gap and the complexity of IT applications. However, the main problem is the difficulty to keep up with the rapid changes in technology. Despite this, the respondents indicated that they are willing to learn more through training and re-training. Because of these, organizations and the government need to make changes in IT-related policies and increase investments specifically in IT education.