

Abbreviations

CBT: Computer-Based Training	IIP: Index of Industrial Production
CPG: Consumer Packaged Goods	IR: Industrial Relations
CRM: Customer Relationship Management	IT: Information Technology
DBMS: Database Management System	IVRs: Interactive Voice Response Systems
DCT: Dynamic Capabilities Theory	MIS: Management Information System
DSS: Decision Support System	MSS: Manager Self Service
E-business: Electronic Business / Online Business	NIPM: National Institute of Personnel Management
EDI: Electronic Data Interchange	OB: Organizational Behavior
E-HR: Electronic Human Resource	OE: Organizational Effectiveness
E-HRM: Electronic Human Resource Management	PC: Personal Computer
ERM: Employee Relationship Management	PM: Personnel Management
ERP: Enterprise Resource Planning	QWL: Quality of working Life
ES: Employee Satisfaction	RBV: Resource-based View
ESS: Employee Self Service	ROI: Return on Investment
FB: Financial Benefit	SMEs: Small and Medium Enterprises
FMCG: Fast Moving Consumer Goods	TAM: Technology Acceptance Model
HCM: Human Capital Management	TQM: Total Quality Management
HR: Human Resource	V-HRM: Virtual Human Resource Management
HRD: Human Resource Development	
HRIS: Human Resource Information System	
HRM: Human Resource Management	
ICT: Information and Communication Technology	