

Integrated Workforce Management System: Enhancing Efficiency, Compliance, and Customization with High User Satisfaction

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ABSTRACT

This paper investigates reveals a highly favorable assessment of the Integrated Workforce Management System (ISWM), demonstrating its significant role in reducing administrative workload and enhancing organizational efficiency. With a strikingly low disagreement rate (0.9%) and no strong disagreements, ISWM is widely approved by its users. The system is perceived as economically beneficial, with 60% of respondents recognizing its effectiveness in cutting administrative costs. Additionally, 75.2% of users affirm ISWM's strength in ensuring compliance and safeguarding sensitive data. The system's adaptability is also noted, with 82.1% feeling capable of customizing it to their organizational needs. However, a small fraction of respondents expressed skepticism or neutrality regarding customization, indicating a need for further support. The findings underscore ISWM's value in optimizing HR functions, supporting financial management, and meeting compliance standards. Addressing service quality concerns will enhance overall satisfaction. In sum, ISWM is validated as a critical tool for improving operational effectiveness and efficiency in modern businesses.

Keywords: *ISWM, Administrative Workload, Organizational Efficiency, Economic Benefits, Compliance, Customization, HR Functions, Operational Effectiveness.*

1. INTRODUCTION

In today's fast-paced and constantly evolving business landscape, effective human resource management is crucial for the success and sustainability of small, medium, and micro enterprises (MSMEs). These businesses often face challenges like limited resources, tight budgets, and the need to boost productivity and employee satisfaction. Integrated human resource management systems are

proving to be valuable tools for tackling these challenges and helping MSMEs reach their full potential [1-3]. This study explores how integrated HR management systems, such as Workforce Management Software (WMS) and Human Capital Management (HCM) systems, can benefit MSMEs. These systems combine various HR functions—like recruiting, onboarding, payroll management, and performance evaluation—into a single platform. By integrating data, automating processes, and managing compliance, these systems enhance efficiency, accuracy, and flexibility in HR management [4-9]. The advantages of integrated workforce management systems for MSMEs are numerous. They can lead to cost savings, save time, improve decision-making with data-driven insights, enhance employee experience through self-service portals, and boost competitiveness in a demanding market. These tools help MSMEs manage their workforce effectively, use resources wisely, and handle HR challenges with confidence. Management theory and practices have rapidly evolved, introducing new concepts and buzzwords that may be unfamiliar even to seasoned professionals. Quality management systems (QMS), environmental management systems, and occupational health and safety management systems are examples of frameworks developed in the 1990s to address quality and environmental concerns [10-16]. However, no single system universally fits all organizations. Publications from ISO and other quality organizations suggest that quality management standards can help SMEs overcome challenges and gain internal and external benefits.

1.1 Introduction to Small, Medium, and Emerging Businesses

To be classified as a "small and medium-sized enterprise" (SME), a company must meet specific criteria regarding the number of employees and annual revenue [17]. Various organizations, including the World Bank, the European Union, the United Nations, and the World Trade Organization, use the term SME for these businesses. SMEs often outnumber large companies in national economies. For instance, in Australia, SMEs make up 98% of all companies, contribute 33% to GDP, and employ 4.7 million people. In Chile, 98.5% of businesses were SMEs in 2014, with the self-employed representing over 28% of non-farm workers and small businesses with fewer than 100 employees accounting for around 62% of all workers [18-24]. In the United States, SMEs create half of all jobs but contribute only 40% to GDP.

2. LITERATURE REVIEW

Mkanshi, M. (2022), E-business has benefited large and small businesses. However, the combined costs of a successful Internet business, including start-up and ongoing costs, have continued to pose a major challenge for small businesses. For those interested in business, the result has been the mere presence of the web and for others, the idea of engaging in online commerce has been considered an impenetrable domain. Using a qualitative multi-case study approach, the study adopted an organizational-environmental theoretical framework to empirically investigate the strategies used by small e-retail entrepreneurs in their efforts to advance their e-business adoption. The findings revealed the true cost of adoption, the technical-organizational-environmental strategies used to reduce the cost barrier, and how pursuing this cost barrier simultaneously reduces other barriers to adoption besides financial factors. This study also emphasized the nature of the small business

environment, and the recognition that government services and services provided by private and public companies have the potential to effectively reduce the costs associated with the adoption of e-business.

Monyei et al. (2021), "The impact of succession management on the sustainability of small and medium enterprises (SMEs) in Lagos, Nigeria, was investigated in this study. A descriptive research method was adopted, and participants were selected from five SMEs across Lagos State. , based on their number of years of operation , employees, and branch locations The businesses included in this study were Gnakk Enterprises, Dreamville School, Vitus Cosmetics, Osi Ventures, and Chijioke Frozen Foods a positive correlation ($r = 0.934$, p -value < 0.05) between succession management and business sustainability among SMEs in Lagos State, Nigeria, it was concluded in the study that in terms of strategic recruitment, succession management attracted and helped to retain highly skilled and efficient employees."

Türkeş et.al., (2019), "After considering the stage of evolution of Industrial 4.0, the study aimed to address the lack of knowledge and decision-making by trying to answer the question about the level of readiness of Romanian Small and Medium -sized Enterprises (SMEs) in terms of technology adoption The main objective of this article was to find the views and opinions of the managers of SMEs in Romania about the motivations and obstacles to the use of Industrial 4.0 technology in business growth ordinal A total of 176 managers gave complete and important answers to this study The collected data was analyzed using the Statistical Sciences package (SPSS) , including frequency tables, contingency tables, and principal components analysis The main findings of the study emphasized the fact that Romania was experiencing a complete transition from Industry 2.0 to Industry 4.0 In addition, there was a high level of familiarity with the new technologies of Industry 4.0 and the eagerness to connect it with Romanian SMEs, and the limited requirement of their resources. implementation."

Gure, AK, & Karugu , J. (2018), Small and Medium Enterprises (SMEs) have been identified as an important part of the Kenyan economy, as in many other developing countries, as they employ about 85% of Kenyans. workers, about 7.5 million Kenyans in total at that time. The constitutional framework that existed at the time, and the new Small and Medium Enterprises Act of 2012, provided a new opportunity for the development of SMEs through a decentralization framework. However, the impact of remittances on SME development depends on the creation of a regulatory and institutional framework that has traditionally supported SMEs in the economy. A major constraint hindering the growth of the SME sector was the lack of access to credit.

Problems and issues limiting SMEs' access to financial services include a lack of tangible security, coupled with an inadequate legal and regulatory framework that has failed to recognize innovative lending strategies for SMEs. The study aims to establish the impact of strategic management practices on organizational performance of SMEs in Nairobi City County, Kenya. The specific objectives were to determine the impact of low-cost leadership strategy, differentiation strategy, focused strategy, and integrated strategy on the performance of SMEs in Nairobi City County. The

study is based on three theories: Porter's general strategy model, resource-based perspective theory, and resource dependence theory. The literature reviewed the scholarly studies of Porter's traditional competitive strategies, including cost leadership strategy, differentiation strategy, focus strategy, and integrated strategies, and their impact on the financial performance of SMEs. A descriptive research design was used in the study. The population of the study consisted of youth-owned SMEs in 17 sub-areas in Nairobi City County that were operating at the time. This population included 100 respondents, who were business owners. A sample of 30 respondents was selected, which constituted 30% of the target population and was equally distributed across the villages. Primary data were collected using a self-administered questionnaire. Data analysis was performed using descriptive statistics, including frequencies, percentages, mean scores, and standard deviations, with the help of SPSS. The results are presented in tables, charts, graphs, frequencies and percentages. The study revealed that Michael Porter's common strategies for competitive advantage, which are cost-effective leadership strategies, differentiation strategy, concentration strategy, and integration strategy, had a significant impact on the organizational performance of SMEs in Nairobi City County, Kenya. These variables explained 85.11% of the changes in the organizational performance of SMEs. Specifically, a unit increase in the adoption of lean leadership strategy by SMEs led to a 0.655 increase in the organizational performance of SMEs. Similarly, a unit increase in the adoption of a differentiation strategy led to an increase in business performance by 0.876. Additionally, a unit increase in the adoption of concentration strategies resulted in a 0.945 increase in firms' performance, while a unit increase in the adoption of consolidation strategies by SMEs resulted in a 0.860 increase in overall performance.

Aremu, AY, Shahzad, A., & Hassan, S. (2018), Background: The use of computer system technology to integrate all functions in various departments, including marketing, inventory control, accounting, and human resources throughout the company, known as Enterprise Resource Planning (ERP). An ERP system aims to facilitate information sharing, business planning, and decision making in an organization's businesses. In this study, a theoretical framework was proposed to determine the factors that influenced the adoption of ERP systems among medium-sized business firms, based on research. The current study used resource-based value and contingency theory to determine the factors that affect ERP system adoption and firm performance. The framework was developed based on the results obtained from the questionnaire survey. A specially designed questionnaire was distributed to 217 companies of various medium sizes, located in Oyo State, Nigeria. The main respondents to the questionnaire were CEO/MD and management. After the data collection was completed, the empirical data were analyzed using Partial Structural Equation Modeling. The findings showed that organizational structure and technological change had a significant impact on the adoption of an ERP system, thereby improving the performance of medium-sized business firms. As a result, the success of ERP system adoption played an important role in determining the performance of the company. This paper developed a theoretical framework that examines the critical issues affecting the factors that influence the adoption of an ERP system, thereby revealing important insights for medium-sized enterprises. The originality of this paper was supported by its three-pronged approach.

Ahmadian Fard Fini et.al., (2018), In the past, it was acknowledged that manpower planning played an important role in ensuring the smooth execution of construction projects. The construction industry has faced increasing challenges, including skills shortages, aging workforce issues, and difficulties in attracting, retaining, and gaining employee commitment. These challenges, in turn, have contributed to the technical difficulties associated with workforce planning. At that time, it was recognized that the available recruitment strategies were either too advanced or lacked the strategic vision to effectively address the recruitment challenges mentioned above. This often results in poor hiring and termination decisions. At that time, a paper was presented that proposed a novel framework aimed at improving hiring and firing decisions. This framework addresses human resources (HR) strategies, labor rights, and technical and management issues specific to construction projects. The process began with establishing model parameters and a decision-making process, drawing on information from building information modeling (BIM), project performance information, and contractual and legal documents. Later, the framework went on to determine the most appropriate method and timing of the employment of workers with different skills, skill levels, and multiple skills, using an adaptive scheduling algorithm. This methodology is designed to adapt to changing project requirements and operational capabilities. The application and benefits of the proposed framework are demonstrated through a case study, which demonstrates its effectiveness in dealing with workforce planning difficulties in the construction industry.

3. CONCLUSION

The survey results show a highly positive response to the ISWM system's impact on reducing administrative workload, with nearly universal agreement on its effectiveness. The negligible levels of indifference or disagreement (0.9% and 0%, respectively) reflect broad acceptance of the system's role in enhancing organizational efficiency through systematic management practices [25-30]. This endorsement supports the notion that integrated workforce management systems justify their initial investment by providing long-term cost savings. The majority of respondents view these systems favorably, appreciating their potential for improved efficiency and financial management. Continued education may further strengthen their perceived value. The data also highlights significant support for the system's effectiveness in compliance and security, with 75.2% agreeing that it adequately addresses these concerns [31-37]. Additionally, 82.1% of respondents feel empowered to tailor the human resources management system to their organizational needs, reflecting confidence in customization capabilities. However, there remains a small percentage of users who express skepticism or neutrality, suggesting a need for better support and communication to address these concerns. Overall, the findings underscore the system's positive impact on administrative cost reduction and compliance, reinforcing its role in enhancing organizational effectiveness and efficiency.

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