APPENDIX N

IMRAD Format

ELIFESURE: AN ONLINE RECRUITMENT SYSTEM FOR ALLIANZ PNB LIFE INSURANCE INC. MIMAROPA

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Executive Summary-This research paper explains how the researchers made ELifeSure, an Online Recruitment System for Allianz PNB Life Insurance Inc. in the MIMAROPA region. The main goal of this system is to make hiring people easier and faster by replacing old paper methods with a digital system. The system has tools for managing users, collecting data, and making reports. It also lets users sign documents electronically.

The researchers used the Agile Model of the Software Development Life Cycle (SDLC) to make sure the system fits the needs of its users. These users include administrators, agents, clients, and applicants. They focused on making the system work well, easy to use, fast, and safe.

The system was tested using two methods: the ISO evaluation and the Unified Theory of Acceptance and Use of Technology (UTAUT). The ISO evaluation showed that users thought the system worked well, giving it a score of 3.46 out of 4. Users liked its speed (score: 3.48) and how well it keeps working (score: 3.45). The UTAUT test also showed good results, with a score of 3.48. Users agreed it was easy to use (score: 3.44) and felt supported when using it (score: 3.43).

The researchers suggest adding more features, like a mobile app, to make it easier for people to use. In the future, they also recommend adding tools to predict hiring needs and letting users give feedback to make the system better.

Chapter I
INTRODUCTION
Project Context

Industries are always being changed by digital technology. Society is greatly affected since it forms the way individuals get information, relate to one another and how people operate in this society. Research study criticality in terms of doing the research involves requesting and gather information from the users directly. The research problem chosen is supported by the project context thus demonstrating that the researchers can handle challenges involved with it. For example, difficulties associated with handling paper-based documents have been pointed out. Researchers mention problems including risks involved such as inconvenience that arises when visiting applicants' homes to collect their personal details among others that make recruitment processes more complicated. The recruitment process includes things like hiring, outsourcing, getting recommendations, and choosing someone already working in the company to take on a new role (Ruparel et al., 2020). An ELifeSure for Insurance and Investment Agency in MIMAROPA is intended to address certain challenges identified within the local setting.

The title's choice is due to the problems noted with managing paper-based documents in the recruitment process. The main concern is that handling hard copy documents is complicated and unsafe thereby requiring people to visit other homes for essential information. In recruiting, making the process modern is good for improving productivity and having a less risks or problems. Choosing for an ELifeSure accepts attempts aimed at conforming actual service search strategies with current industry requirements. This method increases productivity while satisfying modern needs thereby enhancing the reputation of a company or organization as well. Performance contains elements of achievement standards that must be met. Performance is an indicator to determine the need for training for employees who are in the organization and as a tool to increase motivation so that good performance is

achieved (Aesah et al., 2022). Focusing on MIMAROPA makes it a locally formed tool which can be customized to serve specific needs and particularities within this locality. The ELifeSure system also offers SMS and email notifications to keep everyone informed. With SMS, users will receive quick updates on their application status or any important changes in the recruitment process. Emails will be sent for detailed information or reminders about the recruitment steps, deadlines, and requirements. These notifications make it easier for users to stay updated and ensure that important information is never missed. There were various factors evaluated before designing and implementing an ELifeSure, which include geographical distance problems, unsafe paper-based procedures, no good services specifically designed to improve clients' experiences as well as customer satisfaction among others. It assures stakeholders that they will not encounter any difficulties in using this technology because it mainly focuses on them rather than other systems that only have a general purpose.

Chapter II
REVIEW OF RELATED LTERATURE OR SYSTEM

This chapter presents the review of related literature that provides the researchers a strong foundation for the study.

Local Literature/System

The paper proposes an automated Online Job Finder system using Microsoft Access (MS Access) for fresh graduates, unemployed individuals, and companies in the Philippines. The system allows applicants to input their details conveniently, upload their information, and automatically match them with suitable companies based on their preferences. It also enables applicants to verify the authenticity of the company. The database system aims to provide a more efficient and convenient way for both job seekers and companies to find suitable matches, especially during the pandemic and with the advancement of technology. (Dela Paz et al., 2020)

The study explores the adoption of E-recruitment in human resource management, focusing on the Z generation. E-recruitment is a web-based HR software that assists in the hiring process, reducing financial burdens and improving administrative efficiency. The data was collected from 230 respondents and analyzed using the PLS structure equation model. The results showed that the expectation of positive results affects E-recruitment retrieval. The findings offer valuable insights into E-recruitment's implications in the era of Industry 4.0.(Grimaldo et al., 2020)

In the context of the industry technological revolution, organizations are swiftly embracing digital trends, with E-recruitment emerging as a notable innovation in human resource management. E-recruitment, a web-based HR software, leverages technology to enhance the hiring process, aiming to reduce financial burdens, improve administrative

efficiency, and access a broader talent pool. This study collected 230 data points from purposively selected Generation Z respondents and employed the PLS structural equation model to assess the adoption of E-recruitment technology by this demographic. The results indicate that positive expectations significantly impact the adoption of E-recruitment. The findings offer valuable insights and recommendations, shedding light on the implications of E-recruitment in the contemporary era of Industry. (Jayabalan et al., 2019)

It examines the role of Information and Communication Technology (ICT) in employee recruitment and selection during the COVID-19 pandemic. It highlights the importance of online platforms, identifies challenges, and suggests strategies for improvement. Strategies include enhancing data privacy, utilizing business intelligence, adopting work-from-home arrangements, and integrating ICT into post-pandemic operations. (Jalagat & Aquino, 2022)

The article highlights the importance of recruitment in today's competitive labor market and the rise of E-recruitment, which allows companies to post job opportunities online, receive resumes, and engage with applicants via email. Key success factors include value-added services, cost-effectiveness, speed, customized solutions, relationship-building with human resources managers, and promotion of corporate branding. However, the article acknowledges its limitations and disadvantages, using case studies to analyze the pros and cons of E-recruitment and its growing significance in company recruitment processes. (Kruteeka & Monica, 2018)

Monroe Consulting Group hosted a webinar on Recruitment: New Normal, discussing the recruitment market landscape in the Philippines. The event, attended by 100 participants, discussed the impact of the pandemic on businesses and the need for a proactive approach. The webinar discussed industries thriving during the pandemic, such as e-commerce, online education, and financial technology, and sectors recovering from the pandemic. The webinar also highlighted the benefits of digital recruitment, including fewer interview rounds and a larger talent pool. Speakers included Jennifer Tan, Maria Ysabel Bordador, Ismael Fisco, James Allan To, and Mario Glenn Isic. (The New Normal: The Philippines Recruitment Market | Monroe Consulting Group, 2020).

Online recruitment activity in the Philippines is expected to remain positive for the rest of the year due to favorable economic conditions, according to employment website Monster.com. The Philippines has seen a spike in hiring activity at the start of the year, partly due to the positive investor outlook on the country's macroeconomic fundamentals. The inflow of foreign direct investments (FDIs) has allowed businesses to expand and create job opportunities. The move of businesses and organizations to take advantage of opportunities using digital technologies is also expected to drive

online hiring activity. The Philippines is expected to witness an increase in its gross domestic product by $8 billion due to digital transformation. (Online Recruitment Seen to Remain Positive, 2018)

E-hiring sentiment in the Philippines increased in Q4 due to economic recovery, with strong growth numbers of 15%, 15%, and 14% year-on-year for October, November, and December. IT, Telecom/ISP, and BFSI sectors led the growth, with HR & Admin professionals leading the way. The Monster Employment Index (MEI) shows HR & Admin professionals led annual growth in online demand, while Finance & Accounts talent experienced surging demand. (Intelligence: Online Hiring in Philippines Increases Fifteen Percent in 2019 Q4, Shows Study by Job Search Platform Monster, 2019)

The pandemic has led to a shift from face-to-face interviews to virtual ones, causing concern among companies. In May 2020, Philippines government urged companies to conduct virtual interviews using video conferencing and Skype. Online recruitment uses digital technology to virtualize hiring processes. In August 2020, 9 out of 10 Filipino employers laid off staff, resulting in 13% needing to hire new people. Employers must stay updated on digital trends and match suitable candidates for company growth. (Normalising E-recruitment and Why You Should Join the Trend, Now, 2023)

Employment recruitment in the Philippines is allegedly collusion between recruitment agencies and lenders, resulting in high recruitment fees and predatory lending. Authorities are failing to address this issue, despite numerous complaints. (Philippines: Recruitment Agencies and Lenders Allegedly Collude to Exploit Migrant Workers, Amid Lack of Govt. Action to Tackle Abuse, 2023).

Foreign Literature/System

Based on the study of (Bhosale et al., 2021), it examines the prevalence of electronic recruitment in HR professionals' practices. It discusses the evaluation of e-recruitment for organizational growth and the sourcing of the right candidates at the right time and cost. This study explores the positive effects of online recruitment on organizations and its impact on finding eligible candidates.

Shafi & Afroz (2021) said that most people agree that online recruitment systems (ORS) are better than traditional hiring methods because they save money and work more efficiently. With ORS, companies can reduce the money spent on things like operations, printing job ads, and managing hiring paperwork. This helps businesses save time and resources while making the hiring process faster and smoother for everyone involved.

As explained by (Hotwani et al., 2019), it examined informal and formal recruiting practices in external labor markets and found that quality was a stronger motivator than cost for informal recruiting. It focused on e-recruitment and highlighted that internet platforms, such as career websites, could be a cost-effective alternative to multiple newspaper ads for small companies.

Grimaldo and Uy (2020) found that the perceived usefulness of a recruitment tool does not strongly affect recruitment officers' attitudes or intentions to use it. However, they hypothesized that if users see e-recruitment tools as more useful, they will develop a better attitude toward using them and be more likely to use them.

Online recruitment websites need to be easy to use. A study showed that people agreed strongly that a recruitment website was simple and user-friendly. Mohammed (2019) also found that when websites are easy to use, more people like applying for jobs through them.

Ramadhani et al. (2019) underscores the importance of recruitment for organizations and posit that web development can enhance efficiency and speed in the recruitment process while reducing costs. Online recruitment websites improve the hiring process by enabling employers to post recruitment opportunities, allowing job seekers to explore positions in their fields of interest and submit applications online (Sabha, 2018). Popular recruitment platforms like Indeed, Monster, and LinkedIn provide access to postings from multiple recruiters (Rong, 2019).

Blumenberg et al. (2019) echo the logistical advantages, citing the ease of placing ads on websites or sending automatic messages over the internet.

As determined by (Hashiyana et al., 2021), he note the utilization of internet-based recruitment methods by some companies, emphasizing the need for a proper understanding to avoid errors. The review concludes that online recruitment is an effective and innovative method for hiring, providing a faster and more efficient approach to collecting human resources for organizations.

According to Lori et al. (2018), E-recruitment platforms help make companies look good and make people happy using them. These systems are designed to be simple and easy to understand. This makes it fun and helpful for both job seekers and companies. A study showed that users gave it a score of 4.72 out of 5, which means it works well and helps companies find the right people faster.

Recruitment is the first step in finding and attracting potential candidates for a job. Sharna (2023), says that recruitment is a planned process where companies look for people who fit their needs and match their culture. After recruitment, the selection process begins. This step uses things like interviews, tests, and checking references to find the best person for the job. This careful process makes sure that the people hired have the right skills and share the company's values and goals.

Lee et al. (2021) highlights the role of recruitment agencies as intermediaries connecting companies with potential applicants, conducting remote interviews and assessments.

According to Galanaki (2019), the online hiring process starts when a company shares job

openings on its website or a job website. People who want the job can send their resumes online, either by filling out a form or sending an email. This way, companies and job seekers can talk to each other more easily and quickly.

According to Stephen et al. (2019), recruitment, selection, and placement are not just simple steps. They are important processes that help a company reach its goals. Choosing the right people for the job has a big impact on how well the organization performs. In schools, this is even more important because teachers play a key role in helping students learn and grow.

Leelavathi et al. (2020) conducted a survey with 24 statements to explore how Indian job seekers view different recruitment websites. Their study revealed that the Naukri website was the most popular, as participants considered it a key platform for finding recruitments in India.

In the opinion of (Ho and Henry, 2021), stress the security advantages of a portal exclusive to applicants scouted by employers, addressing concerns related to fraudulent activities in online portals. The logistical simplicity of online recruitment methods, as compared to offline methods, is emphasized by Ho and Henry (2021).

Based on the study of (Prasetyaningtyas et al. ,2022), it emphasizes the challenges in the traditional recruitment process, citing the abundance of labor involved. The introduction of online systems is presented as a solution, simplifying the process for both employers and applicants.

Job applicants and recruitment officers see online tools differently. Job applicants think these tools are helpful because they offer many job options, save time, and make it easier to compare jobs. However, recruitment officers feel the tools don't improve their job effectiveness or provide enough information for better decisions. They believe the tools need more features to be truly useful. These views from recruitment officers support the findings of Banerjee et al. (2019).

According to Dineshbhai Solanki, M. M., & Gujarati, D. P. (2024), e-recruitment has become more popular because it offers many advantages, such as being cost-effective, fast, and providing customized solutions. It also helps build relationships with HR managers and makes it easier for companies to promote their brand. One of the key benefits of e-recruitment is that it lowers costs compared to traditional methods, reaching a more specific audience at a lower price. The process is also faster, as companies can use tools to quickly search through large numbers of applications and filter out the best candidates. This makes the hiring process more efficient.

Moseson et al. (2020) discusses the substantial benefits of virtual recruitment in the context of technological advancements, allowing hospitality organizations to rely on digital efforts for applicant attraction.

Selden and Orenstein (2011) found that states with better recruiting websites receive more

applications for each job posting and experience lower voluntary turnover among new hires. This suggests that a well-designed and user-friendly recruitment website can attract more candidates and help companies retain their employees for longer. However, despite the importance of these websites, creating them with the right features can still be challenging. One of the key difficulties is ensuring that the websites respect users' privacy rights.

According to Habib et al. (2020), users often struggle to protect their personal information, which highlights the importance of making sure that privacy is properly addressed on recruitment platforms. This ongoing challenge shows that even with advancements in online recruitment, there are still significant hurdles to overcome in making these websites both effective and secure for users.

The promotion of job finder interaction with the portal is contingent upon their faith and confidence in its dependability, security, and legality. This underscores the significance of upholding transparent communication practices and protecting confidential information (Mashayekhi et al., 2022).

Karaoglu et al. (2022) highlight the impact of sociodemographic factors, such as age, race, education, and income, on online job searching. Acknowledging the disparities, the review suggests that online recruitment techniques should consider these inequalities to promote diversity.

As stated by (Aljuaid, 2021), he discusses the contribution of an AI-based e-recruitment system that can assess the experience, qualifications, and suitability of candidates applying for specific jobs. It emphasizes the need for efficient recruitment strategies to recruit employees with high potential and execute talent management strategies.

Malki and Atlam (2021) argue that applying to companies using traditional paper forms is ineffective, contributing to the development of online recruitment systems. Usability testing of a website provides the owners of those portals with direct feedback for making improvements (D'Silva, 2020). These improvements were especially important during the outbreak of the coronavirus pandemic because there was an increased need for online job search engines due to unemployment in the United States hitting 16% or higher since the onset of the pandemic (Kochhar, 2020).

Many factors determine and influence searchers' e-recruitment site usage, ultimately shaping the effectiveness and success of these platforms. Enhancing accessibility and encouraging seekers to use the platform depends primarily on user experience, application procedures, and simplicity of navigation Rahaman & Patra (2020).

According to Jogish (2024), e-recruitment is a newer method that helps hiring managers find candidates faster and more efficiently by using online platforms like websites and social media. A study looked at how social media impacts recruitment and whether traditional hiring methods are still important. The researcher used different types of research to

compare findings and concluded that while e-recruitment is growing, traditional methods are still valuable. The study suggests that future research should explore how both methods can work together in the hiring process.

Since no part of an organization can run without input from Human Resources (HR), HR is seen as a supportive function. The role of HR involves managing people in areas like hiring, recruiting, promotions, firing, keeping records, and helping the organization meet legal requirements (Anthony, Perrewe & Kacmar, 2019).

As stated by (Chuks et al., 2019), he discusses the contribution of an e-recruitment system that can assess the experience, qualifications, and suitability of candidates applying for specific jobs. It emphasizes the need for efficient recruitment strategies to recruit employees with high potential and execute talent management strategies.

Synthesis

The way recruitment systems work has changed a lot, moving from traditional paper-based methods to modern online systems that use the latest technology like the internet and artificial intelligence (AI). E-recruitment, which is an online hiring tool, has made big changes in the job market by simplifying the hiring process for both applicants and companies. Research from different countries, including the Philippines, shows that e-recruitment not only makes hiring easier but also lowers costs and allows more candidates to apply for jobs. The rise of online recruitment platforms was increased by the COVID-19 pandemic, which created a need for virtual interviews and remote practices. Although AI-powered HR systems can speed up interviews and make job assessments more accurate, there are still concerns about their reliability and the fact that they lack a human touch. Recruitment agencies still act an important role by acting as middlemen in the hiring process, so their importance has not disappeared. It is important that only people with verified identities can access secure online platforms. While digital recruiting has some downsides, like the digital divide and social factors that can make job searching online difficult, it is clear that web-based recruitment is a growing trend. It offers clear benefits in terms of speed, cost savings, and accessibility.

Chapter III
METHODOLOGY
A. Development Method

The purpose of this chapter is to introduce the methodology implemented in development process which will include wide coverage of the components of the process.

This is about how researchers took Agile method for the projects which they worked on small tasks they allow to be included in big ones, making them doable. The researchers will do much from elements of requirements to review in a cycle of short bursts. After every improvement they show the client what is their current progress.
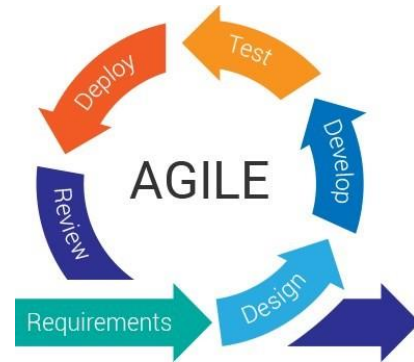

FIGURE 1. Agile Model of the SDLC

The sequential phases in the Agile model are:

Requirements. In this initial phase, the researchers collect detailed information regarding the client's needs. This includes understanding the objectives of the recruitment system and identifying specific features required by the agency. Key functionalities include account management for agents and applicants, and secure data handling. The researchers also document the separate roles and permissions required for Admin, Agent, Client and Applicant users.

Design. After gathering the requirements, the researchers focus on designing the system. This involves creating layouts, wireframes, and system architecture that illustrate the organization of information, user interaction points, and the relationships between different system components.

Develop. During the development phase, the researchers utilize front-end and back-end frameworks to build the system. The front-end includes the user interface, while the back-end handles data processing and database connections. Essential features include the admin's capability to approve accounts, the agents' ability to submit data, and the functionalities for applicants to upload necessary documents. This stage involves coding, ensuring secure authentication, and creating tools for agents to track their commissions based on client engagement.

Test. Once the system has been developed, testing is conducted to identify any errors or bugs. The researchers evaluate each function to ensure it operates as intended and confirms that user roles can access only their designated areas. Testing also includes validating the functionality of scheduling and file uploads to ensure they work effortlessly.

Deploy. After successful testing, the system is deployed into the agency's operational environment, making it available for user interaction. Deployment includes configuring the system on the client's servers and ensuring that all files and data are correctly integrated. This phase enables agents, admins, and applicants to log in and execute their respective tasks effectively.

Review. Following deployment, the system undergoes a continuous review process to monitor performance

and address any developing issues. The researchers collect feedback from users, identifies areas for improvement, and implements necessary updates. This review phase is key for maintaining the system's effectiveness and ensuring it continues to meet the developing needs of the agency.

B. System Architecture

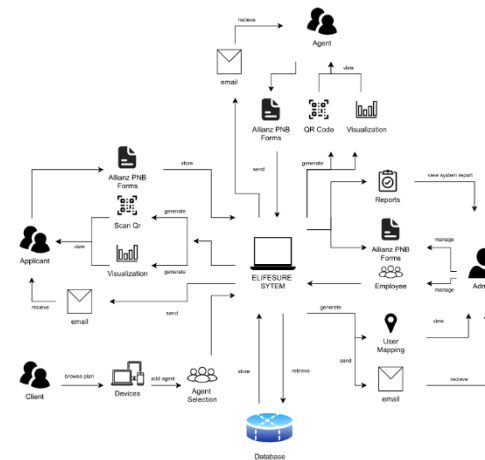A system architecture shows the representation and structure of the system

Figure 2. System Architecture

C. Use Case Diagram

Users of the developed system must follow the steps shown in Figure 3. This view reveals the perspectives of users regarding the features that the project's proponents have provided.
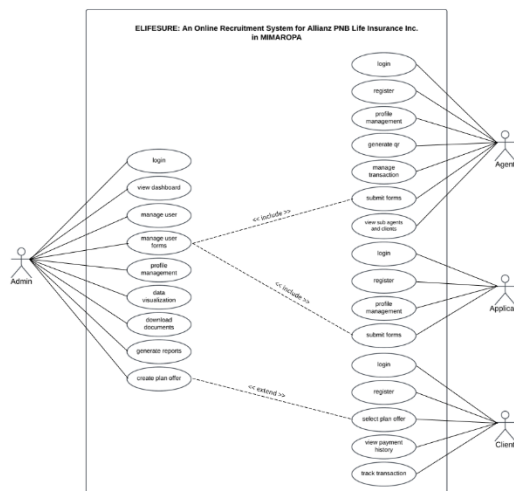

Figure 3. Use Case of the Whole Sytem

Chapter IV
PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA
A. Evaluation of the System

After designing and evaluating the implemented ELifeSure system, the study draws specific conclusions. The study engaged 50 respondents, comprising librarians, teachers, students, and IT experts within the organization or school, who provided feedback through researcher-prepared questionnaires. The collected data underwent thorough computation and analysis by the researchers.

Table 1. ISO Evaluation Overall Result

Items	Mean	Rank	Verbal Interpretation
1. Functional Sustainability	3.45	2	Agree
2. Performance Efficiency	3.48	1	Agree
3. Usability	3.42	3	Agree
4. Reliability	3.41	4	Agree
Overall Mean	**3.46**		**Agree**

Table 1 summarizes the results of the ISO evaluation in four areas which are Functional Sustainability, Performance Efficiency, Usability, and Reliability. The average score is 3.46, which means most users agree that the system works well. The highest score 3.48 is for Performance Efficiency, indicating that the system performs effectively. Functional Sustainability scored 3.45, Usability scored 3.42, and Reliability scored 3.41, all showing agreement that these areas are satisfactory. Overall, the system is seen as reliable and accessible, meeting the needs of its users.

Table 2. UTAUT Evaluation Overall Result

Items	Mean	Rank	Verbal Interpretation
1. Performance Expectancy	3.40	4	Agree
2. Effort Expectancy	3.44	1	Agree
3. Facilitating Conditions	3.43	2	Agree
4. Behavioral Intention	3.42	3	Agree
Overall Mean	**3.40**		**Agree**

Table 2 shows the results of the UTAUT evaluation in four areas which are Performance Expectancy, Effort Expectancy, Facilitating Conditions, and Behavioral Intention. The overall average score is 3.48, meaning most users agree that the system is good. The highest score 3.44 is for Effort Expectancy, which means users find it easy to use the system. Facilitating Conditions scored 3.43, showing users feel supported when using the system. Performance Expectancy and Behavioral Intention both scored 3.40 and 3.42, respectively, indicating users believe the system helps them perform well and intend to use it.

Chapter V
SUMMARY OF FINDINGS, CONCLUSION, and RECOMMENDATIONS
Conclusion

The researchers have drawn several conclusions and observations during the development of the ELifeSure for Allianz PNB Life Insurance Inc. The ELifeSure system was developed to make recruiting faster and more organized for administrators, agents, clients, and applicants. The following key points summarize the findings:

1. The digital forms and electronic signature feature made it easier for agents and applicants to complete their paperwork online, making the recruitment process faster and more efficient. This reduced the need for physical documents, saving time and resources for everyone involved.

2. The user management dashboard allowed administrators to effectively manage the system, making it simple to add, update, or remove users based on their roles. By having controlled access levels, agents and applicants were only able to access the information they needed, enhancing both security and usability.

3. The system includes a map that shows where users are located, so administrators can assign agents to specific areas for better coverage. This makes it easier to manage recruiting and was successfully completed within the scheduled timeline.

4. The system automatically collects information and generates reports on available members, with filters to make sorting data easier. This feature helps administrators keep track of recruitment details and was finished within the planned timeframe.

5. The system uses past data to predict how many new agents and applicants will join each month. By having an estimate of potential new agents and applicants, this helps administrators plan ahead by knowing how many people to expect, so they can adjust their resources accordingly.

Recommendations

1. Future researchers can add video tutorials to the ELifeSure system. These videos can help users learn how to use the platform and fill out their applications easily, making the process smoother for everyone.

2. Future researchers can add multi-language support to the ELifeSure system. This way, people who speak different languages can use the platform more comfortably, making it easier for agents and applicants to understand and use the system.

3. Future researchers can add geographic heat maps to the system. These maps can show where recruitment is most active, helping administrators assign agents to the right areas. This can improve planning and make recruiting more effective.

4. Future researchers can make it so reports are automatically created and sent out on a schedule. This will help administrators get updates on recruitment without having to make the reports manually, saving time and effort.

5. Future researchers can develop a special dashboard that predicts what resources will be needed based on past data. This can help administrators plan better and make sure they have enough resources for future recruitment needs.

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