

TRANSPORTATION NETWORK VEHICLE SERVICE:

HUMAN RESOURCE 2

**(Training Development , Management and Automated Recruitment
and Onboarding)**

A Capstone

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Part 1.0 Introduction

Capstone Project Background

- TNVS disrupted urban mobility. It gave people a flexible, easy alternative to traditional taxi services. As it grows in popularity, thanks to ride-hailing applications like Uber, Lyft, and Grab, among others, the workforce demand is similarly growing. But this rapid growth has been achieved in TNVS companies with many major new challenges for human resource management: staffing, training, and assimilation of a diverse and peripatetic workforce are difficult. Traditional HR practices that might work in other more stable segments of the economy all too often fail to meet the rapidly shifting demands of TNVS. This field, therefore, needs to be more flexible and technologically advanced in establishing that the recruitment processes are highly effective, training modules are standardized, and induction is smooth. This study, therefore, focuses on devising new ways of incorporating automation and high levels of management techniques into TNVS companies' human resource functions.

Context

1. Industry and Background

- Transportation Network Companies (TNCs): These are companies that operate in the transport sector offering ridesharing services between drivers and employees (Uber, Grab etc.). The nature of this industry is more or less cutthroat as most companies are focused on their operational efficiency and customer satisfaction.
- Human Resource Needs: Some of the difficulties that TNCs encounter include the management of a vast and geographically dispersed employees, quality control, and adherence to legal requirements. HR management is essential in determining how drivers are hired, trained, and motivated to stay with the organization.

2. Training and Development

- Importance: In the case of TNCs, driver training is a key area which, if managed appropriately, covers key areas such as safety, customer satisfaction, and adherence to the law. Training must involve courses on operation of the vehicles, addressing customers, safety measures and legal requirements of the region.
Challenges: To effectively create successful training programs that are learner-centered, interactive, and consistent across the organization can be a complex task.

3. Management

- **Role:** In managing human resources in TNCs, key functions include managing the performance, satisfaction, and retention of drivers. These are appraisals, feedback systems, and grievance procedures.
- **Challenges:** Coordinating employees in different locations and responding to their needs and concerns is not easy.

4. Automated Recruitment and Onboarding

- **Importance:** Applying automation in recruitment and onboarding can impact the hiring process positively by easing it, reducing paperwork and providing a standard approach to the new drivers.
- **Challenges:** In the case of automating and managing the systems that are needed by the company and the employees, mainly drivers, much planning is needed to develop appropriate systems coordinated with the current human resource systems.

Scope

1. Training

- **Content:** Create highly detailed training programs encompassing all essential aspects like how it operates, safety measures, customers, and legal matters.
- **Methodology:** Introduce a combination of web-based and face-to-face education, along with activities, games, and quizzes that will help improve knowledge and skills.
- **Adaptability:** Make sure that training documents are fresh and flexible to accommodate prospect amendments in rules, IT advancements, and organizational guidelines.

2. Management

- **Performance Management AI:** I suggest that acceptable systems for continued performance assessment, measurement and feedback be created. Incorporate performance measurement tools for KPIs and performance problems solving methodology.
- **Employee Satisfaction:** Establish ways of collecting driver feedback, dealing with such concerns, and enhancing their general well-being. Propose a way to increase the driver engagement or the drivers' retention rate.
- **Compliance and Regulations:** Make sure that the practices being employed follow legal requirements including local and national laws on drivers and employment of drivers.

3. Automated Recruitment and Onboarding

- **Recruitment:** Establish and use automatic processes for posting jobs, sorting through applications, and filtering applicants, as well as setting up interviews. Make sure that such systems are easy to use and efficient in meeting potential candidates.
- **Onboarding:** create custom forms that allow for document collection and training scheduling for improved initial setup. Ensure that your new drivers are productive from the onset by establishing a clear and effective training program that is easy to follow.
- **Integration:** Thus, ensure that the new systems will be compatible with the existing ones and feed from the existing HR systems and databases. Ensure data security and user privacy when the system is automating its operations.

4. Implementation and Evaluation

- **Rollout Plan:** It is crucial to establish a plan of action in terms of stages for training, management, and the implementation of automated systems. Do not forget about pilot testing and feedback as it is an excellent way to fine-tune processes before making them mainstream.
- **Evaluation:** Continuously evaluate all training courses, managerial approaches, and other automation tools that are used in a company. Finally measure results and make adjustments as necessary, incorporating feedback from the team and the patients.

Problem Statement

The Transportation Network Vehicle Service is going through a tough time with its human resource management, particularly in the training and development, management, and automation and onboarding of the machines. These inefficiencies cause delays in the hiring process, and low performance of the employee which then results in the low quality of the service and customer dissatisfaction.

Importance and Urgency

Effective handling of human resources is crucial for the amusement of passengers in the transportation industry. Long time-to-hire periods and associated problems also directly affect the demand for the carrier and customer satisfaction. For instance, the data shows that the companies where the HR processes are streamlined can expect up to 25% employee retention improvement and 15% total productivity increase. Rapidly growing areas like cost effectiveness, client loyalty, frequency of delivery, availability, and other areas are in the scene of these inefficiencies. This is vital for the company to run profitably and maintain quality service delivery as it affects directly operational costs, service delivery and the company's competition in the market.

Objectives and Goals

Optimize Training Development

Objectives:

- Implement training in less than 6 months, with both online and face-to-face training encompassing a synthesis of classroom and e-learning instruction.
- The initial training completion rate should be raised to 130% within the first year period.
- Effectiveness and efficiency in developing human capital in the organization ought to be improved through application of advanced learning technologies and methods to reduce the training time by at least 20% for each employee.

Goal:

- The key organizational action is to introduce an effective training development process to improve the employee onboarding and skill development methods.

Enhance Training Management

Objectives:

- Create a central training management system for tracking the training status, performance, and feedback, with the implementation done in not more than 4 months.
- Aiming to minimize the administrative time associated with training management by 40% through automation solutions and enhanced tracking.
- Administer pre-and post-training surveys on participants' attitude toward training and training course evaluation, and analyze the data for modifications on the training effectiveness every quarter.

Goal:

- Strengthen the administration of training activities so as to enhance compliance, productivity, and results.

Automated Recruitment

Objectives:

- Implement an AI staffing solution to manage jobs postings, resume filtering, and initial evaluation of prospects in 3 months. Reduce the Mean Time to Hire (MTTH) by a quarter as a result of better matching of candidates and simplified application flows. It is necessary to obtain a 15% improvement in the candidate satisfaction scores concerning the shown recruitment process, due to the use of convenient and effective interface and communication means.

Goal:

- One needs to adopt an automatic recruitment technique to speed up the recruitment process and enhance the quality of the candidates.

Enhance Onboarding Processes

Objectives:

- Develop a web-based onboarding process that will permit creation of online documentation, training calendar, and linking to corporate tools and resources by the 5th month. Decrease the ramp-up time for new hires to 80% of their expected productivity with the help of improved onboarding instruments. Train the onboarding process to obtain at least 90% satisfaction from new hires focusing on feedback surveys and enhancements.

Goal:

- Optimize the employee self-service onboarding module and make it more interactive and effective during initial employment

Importance and Relevance

Enhanced Operational Effectiveness:

- Enhancing HR procedures has an effect, on how efficiently the service operates. Improving training and hiring processes enables the company to onboard. Integrate new employees more quickly resulting in faster service fulfillment.
- The advantage of this efficiency leads to reduced expenses and improved management of labor resources which enables the service to uphold high levels of performance and dependability.

Boosted Employee Productivity and Staff Retention:

- Training and orientation play a role in how content an employee feels with their job and how well they perform at work. A thorough training scheme guarantees that employees have the required abilities and information to boost efficiency and happiness in their roles.
- The advantages of increased employee effectiveness play a role in boosting the quality of service within the competitive transportation sector industry landscape. Equally important is the simplified onboarding procedure that aids in decreasing staff turnover rates. As indicated by research within the field solid onboarding methods result in a 50 percent uptick in employee retention, for organizations.

Faster Time to Hire:

Impact:

- The automated recruitment system will help the organization overcome the problem of a prolonged recruitment cycle. More quick and efficient recruitment will enable the organization to fill the posts quickly and meet the market demands in an efficient way.

Benefit:

- With increased hiring speed, the scale of the workforce will increase greatly to meet peak periods or expansion needs vital for service continuity and the assurance of customer satisfaction.

Savings due to lower costs:

Impact:

- Automation of HR functions decreases the manual workload and reduces the overall costs that arise from it. Through an integrated usage of state-of-the-art technologies, this project will reduce a lot of the manual work in HR operations, hence bringing down the cost significantly.

Benefit:

- The cost thereby saved can be reinvested either in enhancing the features of the service or in market reach, which again promotes business growth and competitive advantage.

Positive Customer Impact:

Impact:

- The dividends of improved training and better performance among employees are reflected in the quality of service delivery and overall customer experience. Smarter onboarding processes ensure that right from the beginning, employees are adequately equipped to deliver to the expectations that the customer has set.

Benefit:

- The satisfied customers will come back for the service more frequently and recommend the service to others. High levels of customer satisfaction can enhance the reputation of an organization and improve its market position.

Alignment with Market Trends:

Impact:

- The trend for digital transformation in HR is growing very fast. In fact, in the Deloitte 2023 report, 70% of the organizations are investing in new technologies in HR that improve efficiency and employees' experiences. The project aligns with these trends by incorporating automation and other advanced tools into HR processes.

Benefit:

- Being ahead of technological changes will ensure that a firm remains competitive and appealing to both employees with high caliber and customers.

Beneficiaries:

Employees: improved training and onboarding, meaning higher job satisfaction and better career development.

HR Team: The human resources team benefits from reduced administrative workload and processes that are smooth, freeing up more time for strategic initiatives.

Customers: They experience better service quality and reliability because of which they show improved satisfaction and loyalty.

Company: Overall, operational efficiency enhances, cost-saving accrues to the business entity with an improved market position to ensure that the company is successful and grows in the long term.

Document Structure

1. Background and Context

It will provide an elaborative background on the Transportation Network Vehicle Service and the current status of its HR operations, including training development management and recruitment challenges. In so doing, a platform would have been set on which relevance and timeliness of the project can be established. It will, therefore, be necessary to have this background information in order to appreciate the context and thereby the necessity of the proposed solutions.

2. Problem Statement

The core of our problem statement is defined below. This section defines specific problems related to inefficiency in developing and managing training and automated recruitment and onboarding processes. This section will reveal urgency and levels of the issues, supported by data and evidence.

3. Goals and Objectives

This section provides the specific goals and objectives of this project. We depict, in particular, clear, measurable, and achievable results that this project shall attempt to realize. Each goal is related to identified problems so that its objectives could directly address the challenges faced by Transportation Network Vehicle Service.

4. Importance and Relevance

We delve more into the importance and relevance of the project, discussing the impacts and benefits. This section justifies how the successful execution of the project will resolve the prevailing challenges, thus meeting the needs of stakeholders. Emphasize who benefits from the project and include how the proposed solution addresses market trends and industry standards.

5. Document Structure

In this section, the structure of the document follows where it provides an orderly road map for guiding through the contents. The following is the summary of the structure it followed:

- **Introduction:** In this section, the background of the project is introduced, problem statement, goals, and significance.
- **Literature Review:** Current research and best practices are examined as related to HR management, training, and recruitment automation.
- **Methodology:** This section of the proposal describes in detail the methods and approaches applied in the development and implementation of the proposed solution. It covers the technical and procedural features of the project.
- **Implementation Plan:** This is the step-by-step plan regarding the execution of the project. Included in this are timelines, resources needed, and landmarks.
- **Evaluation and Metrics:** This is where it is determined how the effectiveness and success of the implemented solutions will be measured. Furthermore, the project's outcomes will be outlined with regard to how their measurement and evaluation will be done.
- **Conclusion:** This is the summary of findings, implications, and recommendations for future improvements regarding the project.

6. Conclusion:

The last section will conclude the paper by summarizing the key points discussed and reiterating the importance of the project. We will present next steps and, if there are any, recommendations for the next initiatives or research.