

**Empleya.Do. A DIGITAL HUMAN RESOURCE MANAGEMENT SYSTEM
FOR EXPEDISE AGENCY AT LAZADA LOGISTICS SAN PEDRO LAGUNA**

A Thesis

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Chapter 1

THE PROBLEM AND ITS SETTING

Introduction:

As the world keeps changing, it is noticeable that Information Technology becomes one of the main keys for development initiatives. In the process of innovation, technology is positioned at the core of making processes more efficient and streamline, both in the public and private sector. It is likewise a tool for people to do more tasks, hence making it helpful especially in working environments. Nowadays, we can see how various information technology (IT) tools have become useful for parents, students, teachers, workers and, most importantly, in offices. In fact the Duterte Administration believed that enhancing (ICT) will improve the quality of life for Filipinos. In 2016, the Philippine Government established its own Department of Information and Communications Technology (RA 10844) to show its strong support to the ICT industry.

In the fast-paced global economy, a corporation must be flexible and agile to meet the shifting needs of operating in an on-demand environment. Taking in consideration that cotemporary organizations are ever-increasing, the paper presents a single place for all Human Resource (HR) processes, which will automate many manual, paper-based processes and transactions (Agon, Almina, Shkurte, 2019).

The role of Human resources management continues to change, technology has continued to evolve throughout the management practices. Though the organizations does not have absolute power over their human asset they can make use of certain tools and techniques to exert some vital influence over the path towards better performance towards

achieving mission of the organization. Nowadays organizations face strong competition, time to market pressure, globalization and demand for innovation indicating overall change and turbulence, every organization has increased their attention on knowledge as a dominant source of competitive advantage, meaning of that the survival of organizations depends a lot on their ability to recognize new external knowledge (Girisha, Nagendrababu, 2019).

This study aims to propose a Digital Human Resource Management System for Lazada Logistics, in San Pedro City, Laguna. It is the result of careful planning, thorough investigation, and a deep understanding of the particular challenges Lazada Logistics faces in staff management. This innovative HRMS, based on the concepts of effectiveness, flexibility, and empowerment, aims to completely transform the way HR functions are carried out within the company. Additionally, HRMS integrates a wide range of features that are necessary for effective HR administration. It has transformed the job application process, improved talent development and performance evaluation. Every feature of the platform is carefully crafted to improve HR processes and empower HR professionals and factory workers. HRMS opens an opportunity for Lazada Logistics to achieve new levels of operational efficiency and employee engagement by utilizing technology to improve HR procedures and empower factory workers.

Background of the Study:

Implementing a Digital Human Resource Management System is crucial for enhancing the efficiency, organization, and service delivery within Lazada Logistics in San Pedro City Laguna. By adopting an HRMS, The Human Resource in Lazada Logistics can simplify its processes in job recruiting processes, manual salary disbursement to the factory workers, and improve the tracking of employee performance and talent management of the HR employee. Factory workers and HR Employee can expect faster and more reliable service as processes and transactions are automated, fostering trust and confidence within the Lazada Logistics. Improved accessibility to services, information, and management for both factory workers and HR employee promotes transparency, better communication, and collaboration, ultimately leading to more effective problem-solving. The adaptability of the DHRMS ensures that Lazada Logistics' HR department in San Pedro, Laguna, can stay relevant and effectively meet the evolving needs of the workforce as technology advances. Implementing a Digital Human Resource Management System is a vital step towards enhancing the overall functionality and effectiveness of Lazada Logistics' HR department, benefiting both factory workers and HR employees alike.

The Digital Human Resource Management System provides a platform for applying for a job as a factory worker such as submitting resumes, birth certificates, and valid ID and enabling the HR coordinators to provide tracking numbers (for salary disbursement) to all factory workers through the system, simplifying the process and eliminating the need for physical visits to the office, capable of managing the recruitment process, resume screening, and applicant communication, track and evaluate an employee's performance and acquisitions for career development and succession planning. Currently, the Human

Resource Department at Lazada Logistics in San Pedro, Laguna, uses manual paperwork to handle factory worker applications and traditional methods for tracking salary disbursement. The department lacks a system for performance and talent management therefore, new factory workers often leads to mistakes in their job roles in the warehouse. Over the years, many paper requirements for factory worker applicants have been damaged or lost, and the need for factory workers to visit the office to submit these documents is time-consuming. Both HR and factory workers seek to update the procedure to secure paper requirements like resumes and birth certificates. They hope to implement technological methods to fulfill their obligations and improve transaction processes, involving the replacement of manual labor with automated solutions to keep up with technological advancements.

This study was anchored to the study of Transforming human resource management: innovative e-HRM value creation for multinational companies. It stated a rather new phenomenon, known as electronic human resource management (e-HRM) has evolved to support and network the human actors in the delivery of human resource management functions, tasks and performance. Managing a large number of employees in multinational organizations has become much easier and more efficient through the adoption of technology (Škudienė, Vezeliene, & Stangej, 2020).

Several studies have been conducted and implemented on Human Resource Management Systems. A study by Deshpande, Bhujade, Amin, Agarwal, and Untawale (2021) stated that for executing any employee management system software, it requires planning, procedures, and proper implementation. Nowadays, Employee Performance Management Systems are among the most essential and useful software tools acquired by

most industries, as they contribute to daily Human Resource tasks like storing all employee-related data in one location. The Employee Performance Management System using web-based application software has made daily Human Resource tasks easier and time-saving. The EPMS method provides information used by Human Resources for recruitment, project management, payroll management, attendance, performance, time sheets, workflow, policies, compensation, and appraisal management.

Moreover, according to Vardarlier (2019), it is seen that the traditional methods used for the management of business processes are no longer sufficient. Business processes that are complicated in enterprises have become manageable only by using technology. Rapid developments in the internet technology have also diversified the understanding and operation of human resources management. Data and resource management of enterprises is more systematic and easily accessible in a digital environment. This situation has enabled most of the work done by the human resources department to be carried out in the digital media. Human Resources Management (HRM) has become Digital Human Resources Management (Digital HRM) due to this transformation. Enterprises now use digital human resources systems while carrying out their human resources functions. In this respect, while enterprises offer many innovations in the digital field to consumers, human resources management also applies similar innovations to employees or candidates. Therefore, digital transformation in human resource processes is more effective when used as part of a broader employment process.

A study by Sanjida (2022), highlights that the most important responsibility for any HR is managing the human capital, or the workers, out of all the operations related to human resources. HRMS software should be maintained by organizations with a large number of

client-server applications, service providers, and control tools. This human resource management system will allow the HR to manage the employee payrolls, the timings of employee work, employee information systems, employee training and performance appraisals, employee service and employee attendance. In addition, Employee engagement, employee motivation, employee growth, and employee retention are all supported by effective employee management and leadership. The traditional system have several issues, including data duplication and inconsistency, as well as an excessive amount of paperwork that costs time and money. In light of this, we have developed a very user-friendly Web Application called "(Active HRMS)". This software provides the facilities for storing and managing all the information of the employees electronically, thereby making it easier and faster to manage the HR system.

The purpose of this study is to develop a Digital Human Resource Management System for the HR department in Lazada Logistics in San Pedro City Laguna. The idea of HRMS came from an in-depth awareness of the difficulties that HR employees at Lazada Logistics encounter. Inefficient manual hiring procedures, heavy salary disbursement paperwork, lacks of performance and talent management system for new applicant factory workers and disconnected personnel management systems put a pressure on resources. Further challenges to organizational growth and development were the absence of clear frameworks for succession planning and performance evaluation.

The development and implementation of a Digital Human Resource Management System for Lazada Logistics in San Pedro City, Laguna, represents a significant advancement in the efficiency and effectiveness of HR processes. By transitioning from manual and paper-based methods to an integrated, digital platform, Lazada Logistics can streamline job recruiting, salary disbursement, performance and talent management management. This transition not only enhances operational efficiency but also fosters better communication, transparency, and collaboration between HR and factory workers. Ultimately, the DHRMS will not only improve the functionality of Lazada Logistics' HR department but also support the organization's growth and development by ensuring that HR processes are aligned with modern technological advancements. This transformation is vital for maintaining relevance in a fast-paced global economy and achieving new levels of operational efficiency and employee engagement.

Objectives of the Study:

General Objective:

The general objective of the study is to develop a Human Resource Web-Based Monitoring System to streamline and improve the HR management processes of Lazada Logistics in San Pedro City, Laguna. *Specifically, the study aims to:*

1. Create and design the system with the following characteristics:
 - a. online application system for applicants/users can fill out general information and answer questions about their skills and qualifications to become a factory worker at Lazada Logistics

- b. Talent management system that helps HR identify the criteria for hiring specific factory workers.
 - c. Tracking system for HR coordinators to monitor the status of applications and communicate with applicants.
 - d. Performance management system to track the applicant's performance based on his/her trainings as a factory worker.
 - e. Interview system where it displays all the automatic/generated Questions that will answer by the applicants after they fill the training as a factory worker.
 - f. Video trainings to prepare individuals for working as factory workers after they fill out their general information.
 - g. Online job applications module where applicants can submit resumes, birth certificates, and valid IDs.
 - h. notification system for the factory workers/users if they have already a tracking code to get their salary in Palawan Padala. The system can allow the HR to send the tracking code to the factory workers/users to view their salary amount.
2. Develop the system, using the following software development tools:
- a. User Interface
 - I. Canva
 - II. Adobe XD
 - III. Figma

b. IDE

I. Visual Studio Code

c. Frontend Development:

I. For client-side development: Html, Css, Javascript, React.js or Angular for a responsive and dynamic user interface.

II. Pages: Login, Dashboard, Job Applications, Salary Disbursement, Performance and Talent Management, Employee Information.

d. Backend Development:

I. For server-side development: PHP, Python, or Node.js

II. Database: MySQL for storing structured data

e. Framework:

I. Laravel, Django, Express.js or Bootstrap

f. Version Control:

I. GitHub

g. Deployment:

I. Server: Netlify or Vercel

3. Test and improve the ordering system website based on functional suitability, reliability, performance efficiency, and maintainability.
4. Determine the system's acceptability using the ISO 25010 evaluation instrument, focusing on functional suitability, reliability, performance efficiency, and maintainability criteria.

Scope and limitation:

The scope of this study encompasses the development and implementation of a Human Resource Web-Based Monitoring System (HRMS) specifically designed for Lazada Logistics in San Pedro City, Laguna. The HRMS aims to automate various HR processes including job recruiting, salary disbursement, performance and talent/performance management, communication, and collaboration. It will utilize a range of technologies and frameworks such as Adobe XD or Figma for UI design, HTML, CSS, Javascript, ReactJS or Angular for the frontend, Node.js or PHP for the backend, MySQL for database management, GitHub for version control, and Netlify or Vercel for deployment. The study will focus on enhancing efficiency, transparency, and employee engagement within Lazada Logistics' HR department, ultimately contributing to organizational growth and development.

The system is designed to comprehensively manage the recruitment, training, and performance monitoring of factory workers at Lazada Logistics. It begins with an online application portal where applicants can input their general information, and answer questions about their skills and qualifications. This is followed by a talent management system that assists HR in identifying key hiring criteria, providing guidelines on the desirable qualities of prospective warehouse workers. Once an application is submitted, a tracking system allows HR coordinators to monitor application statuses and maintain communication with applicants.

The system also includes a performance management module to track workers' progress and performance through their training and subsequent employment. An interview system is integrated, which generates automated questions for applicants to answer post-training, ensuring a consistent and fair evaluation process. To further aid applicants, the system offers video training modules aimed at preparing them for their roles. Finally, the system incorporates a notification feature where HR can send tracking codes to workers via Palawan Padala, allowing them to view their salary amounts. This ensures that workers are kept informed about their payroll status promptly and efficiently.

However, it's essential to acknowledge certain limitations within the scope of this study. Firstly, while efforts will be made to ensure data security and compliance with relevant regulations, the system may not comprehensively address all potential cybersecurity risks or legal considerations associated with HR data management. Secondly, our proposed system may not fully address all HR challenges faced by Lazada Logistics in San Pedro Laguna due to constraints in scope and resources. Lastly, the implementation of the HRMS may encounter challenges such as technological constraints, resource limitations, and organizational resistance to change, which could impact the effectiveness and timeline of the project. Despite these limitations, the study aims to provide valuable insights and recommendations for improving HR management practices within Lazada Logistics, while also serving as a reference for future research in the field of Human Resource Monitoring Systems.

Significance of the Study:

This study is about the development of a Human Resource Web-Based Monitoring System that can be used by the HR employee, Factory Workers in Lazada Logistics San Pedro Laguna and it can be also used by the future researchers. Firstly, it makes HR tasks much easier in managing applicant recruitment. This transition organize various HR functions such as job recruiting, salary disbursement, performance evaluation, and talent management, thereby saving time, minimizing errors, and enhancing overall productivity. Developing the Web-Based Monitoring System requires utilizing a variety of web development technologies and frameworks, including Adobe XD or Figma for UI design, HTML, CSS, Javascript, and ReactJS for the frontend, Node.js or PHP for the backend, MySQL for database management, GitHub for version control, and any additional tools that might be needed.

The proposed system for managing factory worker recruitment and performance at Lazada Logistics holds significant implications for the HR. By providing an online application platform and a talent management system, the study aims to organize recruitment processes, reducing administrative burden and ensuring a clear and standardized approach to candidate selection. This efficiency not only enhances HR decision-making by identifying key hiring criteria but also contributes to improved productivity and employee satisfaction by recruiting candidates who better fit the demands of warehouse operations.

Moreover, it benefits the applicants or future factory workers by providing them with training, such as the inclusion of video training modules in the system, enhancing the effectiveness of training programs. This equips workers with essential skills and potentially

reduces onboarding times or job errors in the warehouse. Through the performance management module, HR can systematically track and evaluate applicants' progress, enabling timely interventions and fostering a more efficient and motivated workforce. The tracking system and notification features promote clear communication between HR and workers, ensuring workers are informed about their employment status.

Furthermore, this study will serve as a valuable resource for future researchers embarking on their own thesis proposals related to Human Resource Monitoring Systems. By providing a comprehensive overview of the development and implementation process, as well as detailing the specific objectives and methodologies employed, this study offers a solid foundation upon which future research can build. Researchers can draw upon the insights gained from this study to refine their hypotheses, design their methodologies, and identify potential areas for further exploration.

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