#### **OPSC7311**

PART 1: RESEARCH DOCUMENT

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## Introduction:

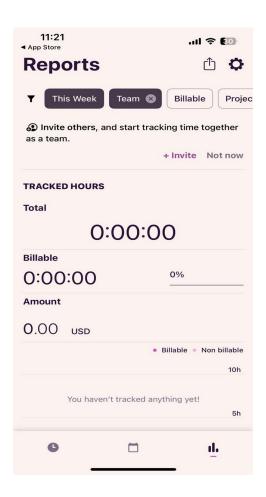
In the pursuit of project efficiency and productivity, it is essential for time to be properly managed, as it is imperative for project completion. With the assistance of a range of software solutions, including Hubstaff, Clockify, and Toggl Track, businesses and individuals seek the optimal tool to streamline their workflows and enhance productivity.

This comprehensive research endeavor delves into the requirements of producing an excellent time management application, by facilitating a comparative analysis of the three prominent applications, aiming to elucidate their strengths, weaknesses, and innovative features. Through its in-depth exploration, it unveils insights into the user-friendliness, functionalities, capabilities, performance, and reliability of each platform.

Therefore, through a structured approach encompassing feature analysis, comparison, and a derived conclusion, this document navigates the intricate landscape of time-tracking applications by providing a perspective for users seeking optimal efficiency and productivity in their endeavors.

# **APP 1: Toggl Track**



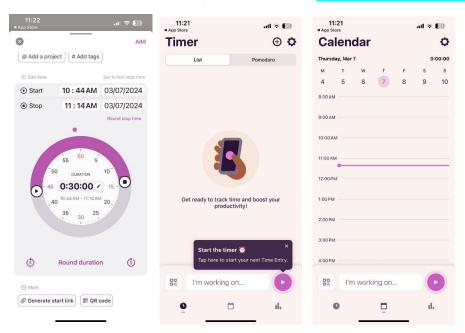


#### Main Features: Toggl Track offers a range of features including:

- <u>Time Tracking:</u> Calendar view, offline tracking, and mobile/desktop apps.
- <u>Team & Data Management:</u> User groups, team member audits, and reporting.
- <u>Integrations:</u> Integration with various tools including Google Calendar, Outlook Calendar, Salesforce, Jira, Adobe PS and XD, Toggl Plan, and automation apps like Zapier and Make.
- <u>API and Webhooks:</u> Allows for further customization and integration possibilities.

(Parsons, 2023; Dias, 2024; Toggl Track, no date)

<u>User-Friendliness:</u> The interface of Toggl Track is esteemed for its simplicity and ease of use. It offers a straightforward experience for individuals and small teams, with seamless synchronization across different devices. However, it may present challenges for larger teams, particularly regarding team management and tracking complexities. (Connolly, 2022; Dias, 2024)



#### **Functionalities:**

• <u>Customization:</u> Toggl Track provides various customization options for time tracking, including timer modes, user groups, and task/sub-project assignments. Users can also create custom reports and dashboards to tailor the app to their specific needs. (Parsons, 2023; Dias, 2024)

• <u>Project Management and Client Tracking</u>: Toggl Track offers project segmentation, client segmentation, and robust reports and analytics to facilitate project management and client tracking. It includes features such as project dashboards, tasks/sub-projects, and client-specific reports. However, it may lack advanced project management capabilities compared to other tools. (Santos, 2022; Dias, 2024)

#### **Strengths and Weaknesses:**

#### Strengths:

- Positive Feedback from Capterra suggests that Toggl Track provides a user-friendly interface that promotes ease of use for individuals and small teams. Its intuitive design allows for seamless navigation and efficient time tracking.
- The platform offers extensive integrations with various tools, enhancing its functionality and interoperability with other applications commonly used in project management and productivity workflows.
- Toggl Track boasts robust time-tracking functions, including features such as calendar view, offline tracking, and customizable analytics dashboards, providing users with comprehensive insights into their time usage.

(Capterra, no date; Alexey Grinko, 2021; Caleb Trujillo, 2022; Kanai, 2023; Santos, 2022)

#### Weaknesses:

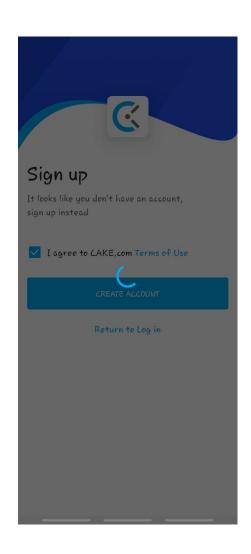
- Some users have expressed concerns about Toggl Track's limited invoicing features, which may not fully meet the needs of businesses requiring more advanced invoicing capabilities. This is a disadvantage because it is not catering to the features that they have introduced.
- Pricing concerns have been raised by larger teams, as Toggl
  Track's pricing structure may become less cost-effective as team
  sizes scale up, potentially posing a financial challenge for
  organizations with significant user counts. This is a disadvantage
  because they should be catering user concurrency at a reasonable
  price.

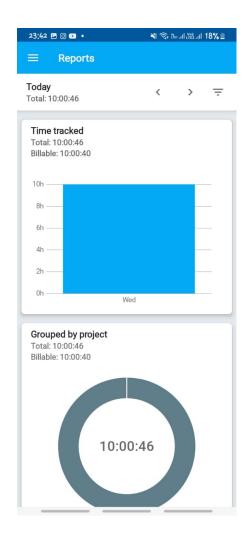
 Feedback from users suggests potential improvements in activity detection and recurring task visualization, indicating areas where the platform could enhance its functionality and user experience to better meet the needs of its users. (Capterra, no date; Alexey Grinko, 2021; Caleb Trujillo, 2022; Kanai, 2023; Santos, 2022)

<u>Innovative Features:</u> Toggl Track offers innovative features such as calendar view, offline tracking, user groups, and customizable analytics dashboards. Its integration capabilities and API support also contribute to its innovative offerings compared to other time-tracking apps. (Alexey Grinko, 2021; Parsons, 2023)

<u>Reliability and Performance:</u> Toggl Track generally performs well in terms of reliability and performance, with users praising its ease-of-use as a 4.7/5 and 4.5/5 for its Customer Service, according to Capterra (Capterra, no date b). It is also esteemed for its automatic inactivity detection and flexible activity labeling. However, some users have encountered minor bugs and suggested improvements in activity detection based on the active window, as reported on TrustRadius. (Alexey Grinko, 2021; Yogesh Pant, no date)

# **APP 2: Clockify**





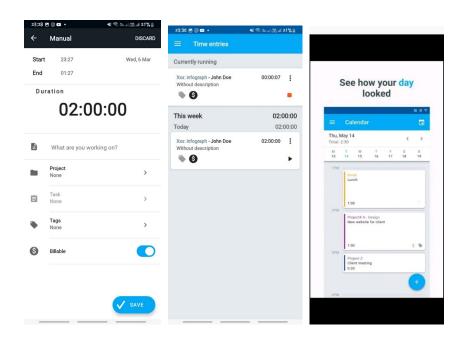
#### Main Features: Clockify Track offers a range of features including:

- <u>Time Tracking:</u> Clockify offers various methods for time tracking, including manual entry, timer-based tracking, and automated tracking through integrations.
- <u>Project Management:</u> Users can create projects, assign tasks, set deadlines, and track project progress with ease.
- Reporting and Analytics: Clockify provides comprehensive reports and analytics to help users analyze their time usage, project performance, and team productivity.
- <u>Integrations:</u> Clockify integrates with popular tools such as Trello, Asana, Slack, and more, enhancing its functionality and workflow integration. It caters for 30 and more integrations.

(Time Doctor, 2021, 2023; Forbes, 2023)

<u>User-Friendliness:</u> Clockify's interface is designed with simplicity in mind, aiming to provide users with an intuitive experience. The dashboard offers a clean layout and easy navigation, allowing users to quickly access their tracked time, projects, and tasks. Customization options are available for users to tailor the app to their specific needs, whether it's setting up timer modes, creating custom reports, or managing user groups. However, some users may find Clockify lacking in advanced project management features compared to other tools, which could impact its usability for more complex project workflows.

(Time Doctor, 2021; Sandra Petrova, 2023)



#### **Functionalities:**

• <u>Granular User Permissions and Access Control:</u> Clockify provides granular control over user permissions, allowing administrators to define specific roles and access levels for team members. Through this feature, administrators can assign varying degrees of access to different features and functionalities within the app, ensuring data security and privacy.

For example, administrators can designate some users as project managers with full access to project-related features, while others may only have access to time-tracking functionalities. This level of customization is particularly useful for organizations with multiple team members working on different projects, ensuring that each user has appropriate access rights tailored to their role and responsibilities.

(Clockify Tutorial: Roles & Permissions, 2021; Ferrer, 2023; Dan Ginn, 2024; Clockify, no date)

Project Management and Client Tracking: Clockify facilitates
efficient project management by allowing users to assign time estimates
to projects, track progress, and monitor project and task advancement.
The platform supports categorization by the client and provides status
bars for completion tracking, ensuring clarity and organization in project
management. Additionally, Clockify offers a scheduling feature for shift
planning, resource allocation, and task assignment, further enhancing
project management capabilities. (Clockify, 2018; Ferrer, 2023)

#### **Strengths and Weaknesses:**

#### Strengths:

- Clockify excels in its user-friendly interface, extensive integrations, and robust time-tracking functions. It also offers comprehensive reports and analytics to help users make informed decisions.
- Positive user feedback from Capterra highlights Clockify's effectiveness in enabling smart working experiences and providing flexible timetracking capabilities.
- Users appreciate its compatibility and the valuable insights gained from the collected data for analyzing employee performance and generating reports.

(Time Doctor, 2021; Ferrer, 2023; Kanai, 2023; Georgina P, 2024)

#### Weaknesses:

- Clockify may fall short in providing advanced project management capabilities, which could be a limitation for users with complex project requirements.
- Additionally, there may be occasional minor bugs or areas for improvement, particularly in activity detection and workflow automation.
- Feedback from Capterra suggests that users desire more robust task and project management features integrated directly within Clockify, rather than utilizing separate tools.

(Time Doctor, 2021; Ferrer, 2023; Kanai, 2023; Chetnya T, 2024)

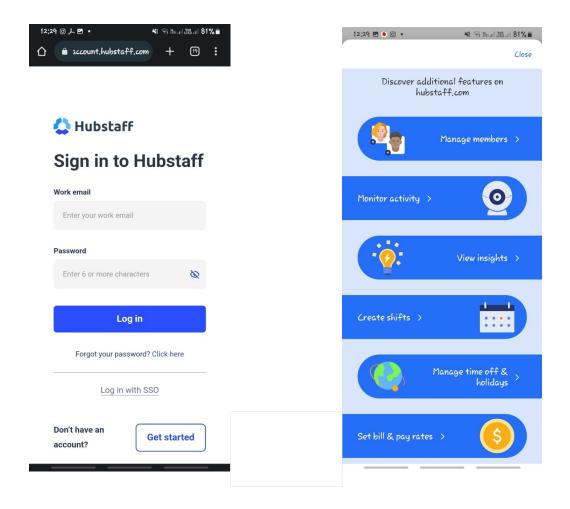
<u>Innovative Features:</u> Clockify offers unique productivity tools like automatic screenshots, website tracking, idle detection, and GPS tracking, enhancing user productivity and insight into time usage. Furthermore, Clockify seamlessly integrates with various project management and productivity tools, providing users with enhanced functionality and interoperability. (Forbes, 2023; Kanai, 2023)

#### **Reliability and Performance:**

Clockify demonstrates reliable performance with consistent uptime, it boasts an ease-of-use rating of 4.7/5 and 4.6/5 for its Customer Service, according to Capterra. (Capterra, no date) Clockify caters to fast response times, and efficient customer support, hence, it ensures a seamless user experience. While some users may encounter privacy concerns regarding website tracking, Clockify implements data security measures to safeguard user information and provide peace of mind, as reported on Jibble. (Kanai, 2023; Asim Qureshi, 2024; RebelLink, no date)

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# **APP 3: HubStaff**

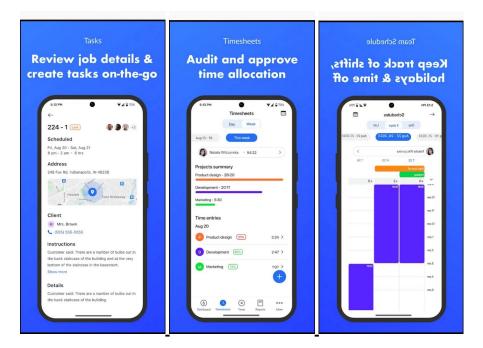


#### Main Features: HubStuff Track offers a range of features including:

- <u>Time Tracking:</u> Hubstaff provides multiple options for time tracking, including manual time entry, automatic time capture based on activity levels, and GPS-based tracking for remote teams.
- <u>Team Management:</u> With Hubstaff, managers can oversee their team's activities in real time, view detailed timesheets, and track project progress. The platform offers features such as team monitoring, activity levels monitoring, and productivity insights to help managers optimize team performance.
- <u>Project Management:</u> Hubstaff includes project management tools that allow users to create projects, assign tasks, set deadlines, and track project expenses. Users can organize projects into categories, set project budgets, and generate detailed reports to analyze project profitability and performance.
- Invoicing and Payments: Hubstaff facilitates seamless invoicing and payment processes by enabling users to create invoices based on tracked time and project expenses. Users can customize invoice templates, add billable rates, and send invoices directly to clients through the platform. Additionally, Hubstaff integrates with popular payment gateways, making it easy to receive payments online.
   (Gadjo Sevilla, 2020; Galen Low, 2023; Jose Maria Delos Santos, 2023; Hubstaff Pricing, Features, and Reviews (Mar 2024), no date)

<u>User-Friendliness:</u> Hubstaff boasts a user-friendly interface that prioritizes simplicity and ease of use. The dashboard provides a clear overview of essential metrics such as time tracked, active projects, and team activity levels. Navigating through different features and functionalities is intuitive, thanks to well-organized menus and intuitive controls.

However, some users may find the abundance of features overwhelming, especially if they only require basic time tracking capabilities. Additionally, configuring advanced settings and customizing reports may require some technical expertise, which could pose a challenge for less tech-savvy users. (Gadjo Sevilla, 2020; Galen Low, 2023; Hubstaff Pricing, Features, and Reviews (Mar 2024), no date)



#### **Functionalities:**

- <u>GPS Tracking:</u> In addition to tracking time, Hubstaff offers GPS tracking capabilities for mobile teams. This feature allows managers to monitor the location of remote employees in real-time, ensuring accountability and improving field service management. (Christine Gerzon, 2022; Jose Maria Delos Santos, 2023)
- <u>Expense Tracking:</u> Hubstaff enables users to track project expenses alongside time tracking, allowing for comprehensive financial management. Users can record expenses such as mileage, equipment purchases, and other project-related costs, which can then be easily included in project reports and invoices. (Christine Gerzon, 2022; Jose Maria Delos Santos, 2023)

#### Strengths and Weaknesses:

#### Strengths:

- Positive Feedback from Capterra suggests that Hubstaff offers multiple time tracking options, including manual entry, automatic activity-based tracking, and GPS tracking for remote teams. Which ensures accurate timekeeping across various work scenarios.
- Managers can oversee team activities in real-time, view detailed timesheets, and track project progress. Features like team monitoring, activity level tracking, and productivity insights contribute to optimizing team performance.

 Hubstaff integrates with various tools, enhancing its functionality and workflow integration. This enables seamless collaboration and data synchronization across different platforms.

(Christine Gerzon, 2022; Cfns, 2023; Galen Low, 2023; GetApp, no date; Hubstaff, no date)

#### Weaknesses:

- The abundance of features in Hubstaff may overwhelm users who only require basic time tracking capabilities. Simplifying the user interface or providing guided onboarding for new users could address this issue.
- Configuring advanced settings and customizing reports may require technical expertise, posing a challenge for less tech-savvy users. Offering more user-friendly customization options or tutorials could improve usability.
- Some users have reported occasional glitches and performance issues, especially with the desktop client or mobile app. Prioritizing software stability and addressing user-reported bugs promptly can enhance user experience.

(Christine Gerzon, 2022; Cfns, 2023; Galen Low, 2023; GetApp, no date; Hubstaff, no date)

Innovative Features: Hubstaff distinguishes itself with innovative features such as GPS-based time tracking for remote teams, activity monitoring to measure productivity levels, and automated payroll processing. The platform's focus on enhancing remote work efficiency and providing actionable insights sets it apart from traditional time tracking solutions. (Christine Gerzon, 2022; Galen Low, 2023; Hubstaff Pros and Cons, 2023; GetApp, no date)

<u>Reliability and Performance:</u> Hubstaff is generally reliable and performs well in terms of stability and performance. It boasts an ease-of-use rating of 4.4/5 and a 4.5/5 Customer Service rating according to Capterra. (Hubstaff, no date)

Users praise its responsiveness and real-time tracking capabilities, which ensure accurate timekeeping even for distributed teams. However, occasional downtime or syncing issues may occur, particularly during software updates or maintenance periods, as reported on Capterra. (Gadjo Sevilla, 2020; Galen Low, 2023; Ewan M, no date)

## **INFOGRAPHIC:**

# CLOCKIFY, HUBSTAFF & TOGGLE TRACK. SIMILARITIES DIFFERENCES WHICH ONE IS THE BEST



4.1 1K reviews
590K+ Downloads
The most popular
time tracker and
timesheet for teams



# A0: 821 reviews
160K- Downloads
Unlock team success
with advanced time
tracking and



Tuggi. Track

★4.5: 18K reviews

1M Downloads
Flexible time tracker
for teams of 1 - 100













Clockify provides free time tracking software that allows individuals and teams to track their work hours effortlessly. Clockify helps users monitor their time effectively. It simplifies time management, enhances productivity and facilitates accurate billing and invoicing for businesses













Hubstaff offers time tracking, productivity monitoring, and team management software. It allows businesses to track time worked, monitor activety levels, and manage remote teams effeciently.

















Toggl Track is a time tracking tool that enables individuals and teams to monitor their work hours seamlessly. It's ideal for freelancers, remote workers, and businesses seeking efficient time tracking solutions.

### **Similarities**

#### **Time Tracking Features**

All three apps offer comprehensive time tracking, including manual entry, timer-based tracking, and automated tracking through intergration.

#### Ease Of USe

Hubstaff, Clockify, and Toggl Track prioritize userfriendly interfaces, making it easy for users to navigate and use the applications efficiently.

### <u>Differences</u>

#### **Advanced Activity Monitoring**

Hubstaff provides detailed reports and analytics to help users analyze time usage, project performance, and team productivity. Toggle Track offers customizable reports for insights into time usage patterns, project progress, and billable hours, while Clockify emphasizes comprehensive reporting and analytics features, allowing users to track project expenses and analyze profitability

#### Strength and Weaknesses

Toggle Track is praised for its user-friendly interface and customizable reporting but lacks more advanced project management features. Hubstaff excels in robust time tracking and advanced team management features but may be overwhelming for users who only need basic functionalities, while Clockify offers comprehensive time tracking with a focus on user scalability however it may encounter occasional glithes or performance issues.

#### **Project Management Tools**

Hunstaff, Clockify, and Toggl Track provide project management rools such as creating projects, assigning tasks, setting deadlines, and tracking project progress

#### **Intergration Options**

Each application intergrates with variuos thirdparty tools, enhancing functionality and workflow intergration for users.







#### **Granular User Permissions**

Clockify stands out with granular over user permissions, allowing administrators to define roles and access levels for team members. Hubstaff provides extensive intergrations with other tools, enhancing productivity and interoperability, while Toggl Track offers offline mode functionality, allowing users to track time even without an internet connection.

#### Reporting and Analytics

Toggl Track provides flexible reporting and seamless intergration options for enhanced workflow efficiency. Hubstaff offers advanced activity monitoring, including productivity level tracking and website tracking, while Clockify distinguishes itself with innovative features such as GPS-based time tracking and automated payroll.

## List of best features

#### **Hubstaff:**

- Advanced Activity Monitoring: Such as productivity levels and website tracking, which enhance transparency and accountability for remote users. This feature is desirable because it enables managers to track user productivity, in such a way that at the end of the day a report is automatically generated on each user. This report displays the activity percentage benchmark which indicated how often the mouse and keyboard are used. It also tracks which websites users visit and how often and depending if these websites are related to the project they are working on it may decrease or increase their productivity levels (Hubstaff, 2024).
- The idle time feature: in Hubstaff tracks periods of inactivity during work hours. Here's why this feature is desirable: Monitoring idle time can also uncover underlying issues related to employee engagement and job satisfaction. However, excessive idle time may indicate disengagement, lack of understanding or burnout prompts managers to take proactive measures to address these issues and improve employee morale (Hubstaff, 2024).
- Work Hours feature: allows users to set specific targets for the minimum and maximum number of hours they aim to work each day. This feature is desirable because it helps users establish clear daily goals for their work hours, promoting productivity and work-life balance. By setting a minimum daily goal, users can ensure they dedicate sufficient time to their work tasks, while setting a maximum daily goal helps prevent overwork and burnout. Additionally provides alerts or notifications to keep users informed about their progress towards their work hour goals, helping them stay on track and maintain a healthy balance between work and personal life. Overall, the "Work Hours" feature promotes accountability, self-discipline, and better time

management practices, contributing to overall productivity and well-being (Hubstaff, 2024).

• <u>Team collaboration</u>: this is a desirable feature because they promote communication, coordination, productivity, and transparency within teams, whether they are working remotely or in the same location. By providing a centralized platform for collaboration, Hubstaff helps teams work more effectively together, leading to better outcomes and success in projects. Additionally, this allows team members to track project updates, monitor task assignments, and stay informed about project timelines and milestones, fostering accountability and ensuring projects stay on track (Hubstaff, 2024).

#### **Clockify:**

- <u>Customizable time-tracking:</u> this is desirable because it lets users add tags, descriptions, and billable rates to their time entries. This means users can organize their work better by categorizing tasks, which makes tracking time more accurate. It's like putting different labels on your tasks so you can easily see what you've been working on and how much time you've spent on each one. This feature helps users stay organized, track their time more effectively, and manage their workload more efficiently (Clockify.me, 2024).
- <u>Project Management Integration:</u> Clockify seamlessly integrates with popular project management tools such as Trello, Asana, and Basecamp. This feature is desirable because it streamlines workflow management by synchronizing time tracking with project tasks and milestones, enabling users to track time accurately and align their efforts with project goals (Clockify.me, 2024).
- <u>Visual reports:</u> is a desirable feature because they give users a clear, easy-to-understand overview of how they're spending their time and how productive they've been. Instead of looking at a bunch of numbers, users can see their data represented visually in charts and graphs. This makes it easier to spot patterns, identify areas where time could be better spent, and track progress towards goals. Essentially, it's like having a visual summary of your productivity habits, helping you make

smarter decisions about how to manage your time more effectively (Clockify.me, 2024).

#### Toggl:

- <u>Flexible Reporting:</u> Toggl offers customizable reports that allow users to gain insights into their time usage patterns, project progress, and billable hours. This feature is desirable because it empowers users to analyze their productivity and make data-driven decisions to improve efficiency and profitability (jibble, 2024).
- <u>Offline Mode:</u> Toggl offers an offline mode, allowing users to track time even when they're not connected to the internet. This feature is particularly useful for individuals who work in areas with unreliable internet connections (Toggl. 2024).
- <u>Reminder Notifications:</u> Users can set up reminder notifications to prompt them to track their time, reducing the likelihood of forgetting to log billable hours or tasks (Toggl. 2024).

## Conclusion:

The analysis of three leading time tracking applications - Toggl Track, Clockify, and Hubstaff - provides valuable insights into the diverse functionalities, strengths, weaknesses, and innovative features prevalent in the market. Each application offers a unique set of features catering to different user needs and preferences, ranging from intuitive interfaces to comprehensive project management tools and integration capabilities.

Toggl Track stands out for its user-friendly interface, offline setting, and robust time-tracking functions, making it suitable for any individual seeking simplicity and efficiency in their time management workflows. Clockify, on the other hand, emphasizes productivity tools such as automatic visual reporting and website tracking, alongside seamless integrations with project management platforms, appealing to users looking for enhanced productivity insights and workflow integration.

Meanwhile, Hubstaff distinguishes itself with innovative features like working hours and activity monitoring. Its comprehensive time-tracking options and team management functionalities make it a compelling choice for users who seek discipline, improvement, and progression with whatever they may be working on.

Considering these insights and the design objectives for our own timesheet app, it becomes evident that a successful solution would integrate elements from each of these applications. Prioritizing user-friendliness, extensive integrations, and robust time-tracking functionalities will ensure broad appeal across user demographics. Moreover, incorporating innovative features such as GPS-based tracking and activity monitoring can enhance the app's value proposition, especially in today's remote work landscape.

By leveraging the strengths of leading applications while addressing their weaknesses, we can create a tailored solution that meets the diverse needs of any user, fostering productivity, accountability, and efficiency in time management practices. The Design aspect of our potential application will follow in the next section.

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