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Evaluating ISWM: Reducing Administrative Burden, Lowering Costs, Ensuring Compliance, and Enhancing Customization in Organizations

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ABSTRACT: This paper investigates a comprehensive evaluation of the Integrated Workforce Management System (ISWM) and its impact on reducing administrative workload within organizations. The extremely low percentage of disagreement (0.9%) and the absence of strong disagreement (0%) highlight the widespread acceptance of ISWM among users, underscoring its role in improving organizational efficiency by simplifying management processes. The significant consensus among respondents indicates that ISWM justifies its initial investment through long-term cost savings. Despite initial skepticism and a notable proportion of neutral responses, the majority view these systems as economically beneficial, promising improved efficiency and performance for businesses. A remarkable 60% acknowledged ISWM's effectiveness in reducing control costs, confirming its positive impact on operating expenses. Additionally, 75.2% of respondents agreed that the system effectively ensures compliance and protects sensitive data, demonstrating its value in maintaining regulatory standards. Furthermore, 82.1% of users felt empowered to customize the system to their organizational needs, reflecting strong confidence in its adaptability. However, some respondents (2.4%) disagreed, and 14.9% were neutral, indicating a need for more support in system integration. Addressing these concerns will improve overall service quality, enhancing communication and satisfaction. Overall, the investigation confirms ISWM's effectiveness in reducing administrative burdens, lowering costs, ensuring compliance, and enabling customization, positioning it as an essential tool for modern businesses.

I. INTRODUCTION

In the dynamic and ever-changing business environment, effective human resource management is crucial for the prosperity and longevity of small, medium, and micro enterprises (MSMEs). As these businesses strive to compete in a dynamic marketplace, they face a multitude of challenges, including limited resources, tight budgets, and the need to maximize the productivity and satisfaction of their workforce. Integrated systems for workforce management have emerged as powerful tools to address these challenges and unlock the full potential of MSMEs [1-2]. This study delves into the examination and evaluation of integrated workforce management systems, focusing on their benefits specifically designed to meet the distinctive requirements of MSMEs. Recognizing the critical importance of human capital in achieving business success, it is essential for MSMEs to implement effective and scalable solutions that optimize HR processes, improve employee satisfaction, and boost overall operational efficiency [3].

This study investigates the intricacies of integrated systems, often referred to as Workforce Management Software (WMS) or Human Capital Management (HCM) systems, in the context of MSMEs. This study explores the integration of diverse HR functions—such as recruitment, onboarding, payroll management, and performance evaluation—into cohesive, unified systems. Moreover, it examines how data integration, automation, and compliance management capabilities offered by these systems contribute to the efficiency, accuracy, and adaptability of HR processes within MSMEs. The advantages of integrated workforce management systems for MSMEs are multi-faceted. They encompass cost-efficiency, time savings, improved decision-making through data-driven insights, enhanced employee experiences via self-service portals, and increased competitiveness in an ever-demanding market. These systems empower MSMEs to optimize their workforce, allocate resources judiciously, and navigate the complexities of HR management with confidence [4-12].

Management theory and practice have evolved rapidly in recent years, leading to the emergence of several new management concepts, many of which are represented by acronyms unfamiliar even to management professionals (e.g., TPM, DDM, MBP, MBO, HRM). Management quality systems (QMS - ISO 9000:2000), environmental management systems (ISO 14000), occupational health and safety management systems (OHSMS - ISO 18000), risk management systems (ISO 17000), and others are all products of the quality and environmental movements that emerged in the 1990s. It is evident to anyone working with Integrated Management Systems (IMS) that there are no universal elements that can be easily or effectively applied to every organization's activity and size, despite each standard's claim of

universal applicability. Numerous publications by ISO and other international quality organizations advocate for the use of quality management systems (QMS) and SMEs as standards across various activities, helping target organizations overcome challenges in implementing these standards and achieve their entitled internal and external benefits [13-16].

1.1.1 Introduction to Medium, Small, and Micro Businesses

To be considered a "small and medium-sized organisation," a company's employee count and annual income must be below certain thresholds. Multilateral institutions such as the World Bank, European Union, United Nations, and World Trade Organization commonly use the acronym "SME" for small and medium-sized enterprises. SMEs often outnumber large corporations in national economies. In Australia, SMEs make up 98% of all companies, contribute 33% to the GDP, and employ 4.7 million people. In Chile, 98.5% of businesses were SMEs in 2014, with self-employed individuals comprising over 28% of the non-farm workforce and small businesses with fewer than 100 employees accounting for around 62% of total employment. In the United States, SMEs create half of all jobs but contribute only 40% to GDP [17-20].

II. RESEARCH METHODOLOGY

2.1 Problem Statement

Challenges in human resource development such as inadequate training, lack of employee motivation, shortage of skilled personnel, and deficiencies in technical and management training hinder growth. Infrastructure issues, including inadequate water and storage facilities, insufficient industrial infrastructure, and inadequate drainage systems, also pose significant obstacles. Therefore, it is evident from the foregoing discussion that SMEs face a number of obstacles. Major ones include production, marketing, finance, human resource development, infrastructure, and so on and so forth. When compared to the internal problems, which may be handled and avoided by particular safety measures and also through management engagement, external challenges are mostly not preventable in nature since they arise due to environmental changes that are not in the organization's control.

Several organizations are devoted to addressing the challenges encountered by small and medium-sized enterprises (SMEs) and developing solutions to their issues. These organizations focus on:

- Providing financial assistance and access to capital for SMEs.
- Offering training and mentorship programs to enhance business skills and knowledge.
- Advocating for policies that support SME growth and sustainability.
- Facilitating networking opportunities to foster collaboration and partnerships among SMEs.
- Conducting research and disseminating information to educate SMEs on market trends and best practices.

2.2 Significance / Rational of the Study

Small and medium-sized enterprises (SMEs) play a pivotal role in both the global economy and India's economic landscape. The MSME sector, comprising 36 million units, sustains employment for over 80 million people. This sector spans nearly 6,000 products, contributing 8% to India's GDP, 45% to manufacturing output, and 40% to exports. SMEs in India have been instrumental in driving economic growth, supported by the MSME Act of 2006, which categorizes businesses based on their investment in plant and equipment across manufacturing and service sectors. The Indian government has further bolstered SME growth through dedicated special economic zones, industrial estates, and parks aimed at fostering their development.

2.3 Objective

Topic: Examining integrated systems for workforce management reveals significant advantages for medium, small, and micro businesses. These systems streamline operations, improve efficiency, and enhance organizational performance by effectively managing workforce resources.

- To study and examine medium, small, and micro business's role in India
- To study issues and challenges faced by medium, small, and micro businesses in India.
- To develop an integrated systems for workforce management model for medium, small, and micro businesses.
- To Construct a conceptual model linking issues and challenges.

2.4 Methodology

Although we have previously covered some of the most pressing issues confronting small and medium-sized businesses in prior pieces, the primary focus has been on the economic and financial challenges these companies face. But they aren't the only ones that matter; management is, too. Everything that happens next in the organization can be traced

back to the management team. Therefore, we must not dismiss the organization as unimportant, but rather give it the weight it merits and provide a firm foundation upon which to build our enterprise.

2.5 Research Design

The purpose of a quantitative study's design is used in this research. The goal is to provide a quantitative measure of how people working under the medium, small, and micro businesses in Delhi, NCR are facing the difficulties along with the management issues of various key factors.

III. DATA ANALYSIS AND RESULT

3.1 Integrated Systems for Workforce Management (ISWM)

Integrated Systems for Workforce Management (ISWM) are comprehensive platforms designed to optimize the management of an organization's human resources. These systems integrate a range of functions including scheduling, time and attendance tracking, payroll processing, performance evaluation, and compliance management. By centralizing these tasks into a unified system, ISWM (Integrated Systems for Workforce Management) improves operational efficiency, minimizes errors, and offers real-time data insights. This allows businesses to make informed decisions, improve employee productivity, and ensure regulatory compliance. ISWM solutions are particularly beneficial for large organizations with complex workforce needs, offering a streamlined approach to managing diverse and dynamic workforces.

A. Integrated Systems for Workforce Management (ISWM)

Table 3. 1 The integrated system for workforce management (ISWM) effectively reduces administrative workload within our organization.

The integrated system for workforce management (ISWM) effectively reduces administrative workload within our organization.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	150	44.8	44.8	44.8
	Disagree	3	.9	.9	45.7
	Neutral	30	9.0	9.0	54.6
	Strongly Agree	152	45.4	45.4	100.0
	Total	335	100.0	100.0	

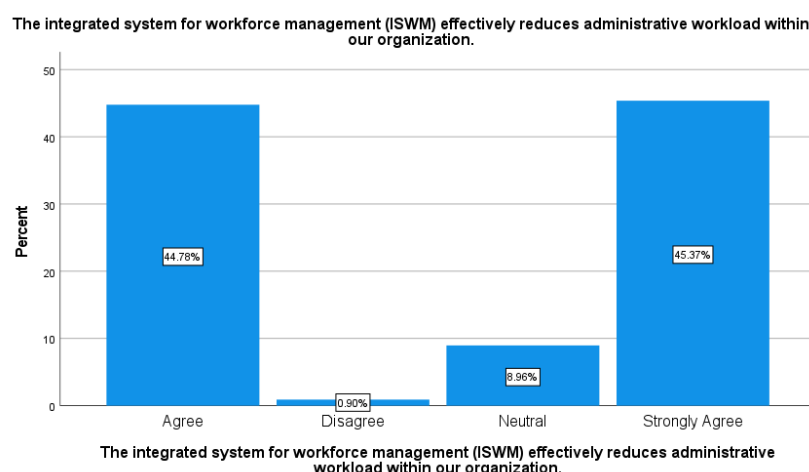


Figure 3. 1 The integrated system for workforce management (ISWM) effectively reduces administrative workload within our organization.

The survey results indicate a strong positive reception of the integrated system for workforce management (ISWM) in reducing administrative workload within the organization. Out of 335 respondents, 45.4% strongly agree that ISWM effectively reduces administrative workload, while an additional 44.8% agree, making a combined total of 90.2% of

respondents who perceive the system positively in this regard. This overwhelming majority suggests that the ISWM is highly effective in streamlining administrative tasks.

Only 9% of respondents remain neutral, indicating neither agreement nor disagreement with the statement. This suggests a potential requirement for additional information or hands-on experience with the system to formulate a clear and decisive opinion.

A minimal 0.9% of respondents disagree, and notably, none strongly disagree. This negligible percentage of dissenters reinforces the overall positive impact of the ISWM on administrative efficiency.

Overall, the cumulative percentage highlights the high level of agreement, with 54.6% of respondents at least agreeing and the remaining 45.4% strongly agreeing, thus reflecting a highly favourable assessment of the ISWM's role in reducing administrative workload within the organization.

Table 3. 2 ISWM adequately addresses the specific needs and challenges of our medium, small, or micro business.
Disagree

ISWM adequately addresses the specific needs and challenges of our medium, small, or micro business. Disagree					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	166	49.6	49.6	49.6
	Disagree	4	1.2	1.2	50.7
	Neutral	34	10.1	10.1	60.9
	Strongly Agree	129	38.5	38.5	99.4
	Strongly Disagree	2	.6	.6	100.0
	Total	335	100.0	100.0	

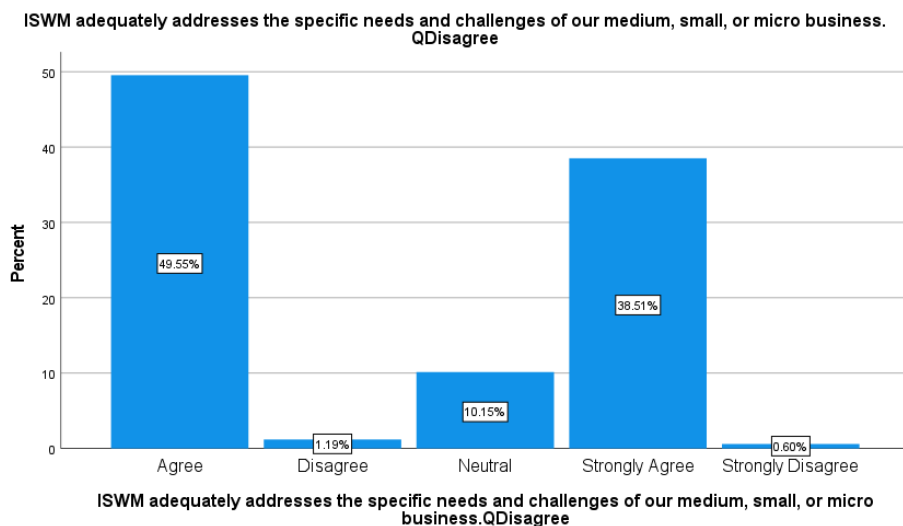


Figure 3. 2 ISWM adequately addresses the specific needs and challenges of our medium, small, or micro business.

The survey results indicate a predominantly positive perception of Integrated Systems for Workforce Management (ISWM) among respondents from medium, small, and micro businesses. Out of 335 respondents, nearly half (49.6%) agreed that ISWM adequately addresses their specific needs and challenges, while a significant 38.5% strongly agreed. This combined positive response accounts for an overwhelming 88.1% of participants, suggesting a high level of satisfaction with ISWM's capabilities in meeting their business requirements. On the other hand, a small minority expressed dissatisfaction: only 1.2% disagreed, and 0.6% strongly disagreed. This suggests that the system fails to meet the expectations of a negligible proportion of users. Moreover, 10.1% of respondents remained neutral, neither agreeing nor disagreeing, indicating potential areas for improvement or a requirement for additional information to form a conclusive opinion. Overall, the data reflects a strong endorsement of ISWM, highlighting its effectiveness in addressing workforce management challenges across various business sizes. The high percentage of agreement

suggests that ISWM is well-regarded for its ability to streamline operations, enhance efficiency, and meet the diverse needs of medium, small, and micro businesses.

Table 3. 3 The implementation of ISWM has positively impacted our business's operational efficiency.

The implementation of ISWM has positively impacted our business's operational efficiency.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	148	44.2	44.2	44.2
	Disagree	17	5.1	5.1	49.3
	Neutral	60	17.9	17.9	67.2
	Strongly Agree	110	32.8	32.8	100.0
	Total	335	100.0	100.0	

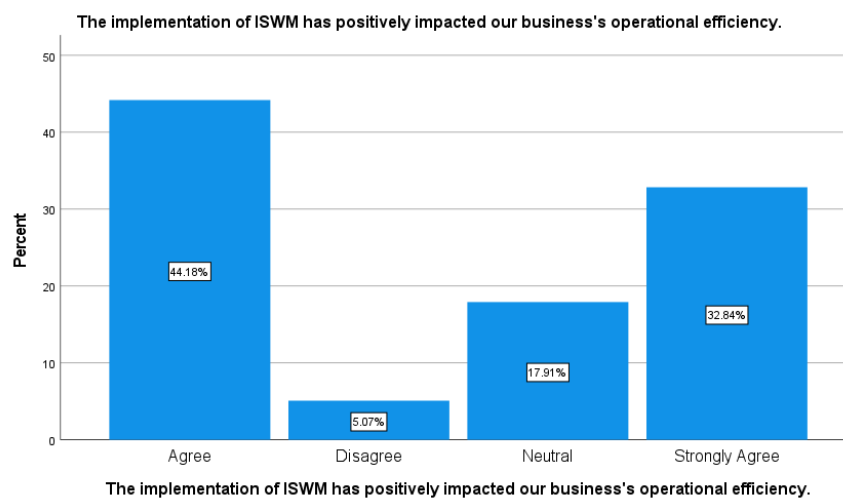


Figure 3. 3 The implementation of ISWM has positively impacted our business's operational efficiency.

The survey findings reveal a predominantly favorable perception among respondents regarding the impact of Integrated Systems for Workforce Management (ISWM) on our business's operational efficiency. Over two-thirds of participants either agree (44.2%) or strongly agree (32.8%) that ISWM has had a beneficial effect. This suggests a significant consensus on the system's ability to enhance operational processes, streamline workforce management, and improve overall efficiency. The combined percentage of disagreement (5.1%) and neutrality (17.9%) is notably lower, indicating a minor segment of respondents who may require further clarification or additional benefits to fully appreciate the system's impact. Overall, these findings underscore the successful integration and positive reception of ISWM within our business, validating its role in driving operational effectiveness and potentially fostering continued organizational growth and satisfaction among employees.

Table 3. 4 ISWM ensures compliance with relevant labour laws and regulations, mitigating potential risks for our business.

ISWM ensures compliance with relevant labour laws and regulations, mitigating potential risks for our business.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	149	44.5	44.5	44.5
	Disagree	3	.9	.9	45.4
	Neutral	31	9.3	9.3	54.6
	Strongly Agree	152	45.4	45.4	100.0
	Total	335	100.0	100.0	

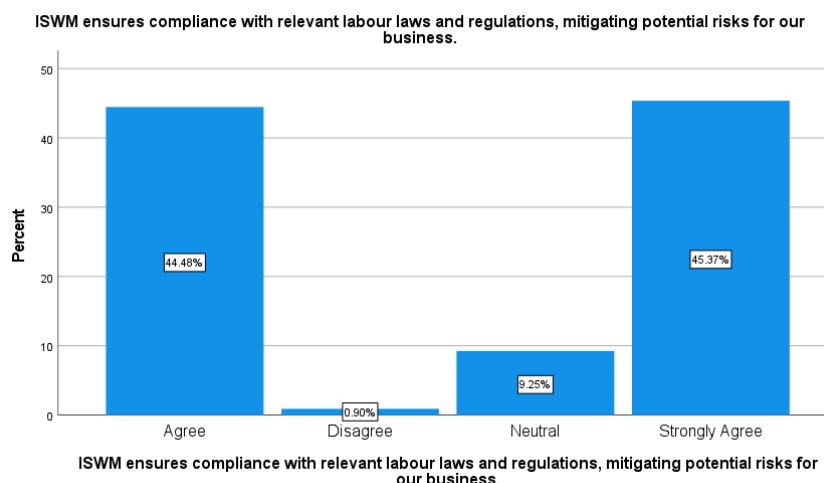


Figure 3. 4 ISWM ensures compliance with relevant labour laws and regulations, mitigating potential risks for our business.

The survey findings reveal that a considerable majority of respondents believe that Integrated Systems for Workforce Management (ISWM) effectively ensure compliance with pertinent labor laws and regulations, thereby reducing potential risks for their businesses. Specifically, 44.5% of respondents agree with this statement, while 45.4% strongly agree, combining to form a robust 89.9% consensus in Favor of ISWM's effectiveness in compliance and risk mitigation.

Only 0.9% of respondents disagree with the statement, showing a minimal level of skepticism or dissatisfaction. Additionally, 9.3% of respondents are neutral, neither agreeing nor disagreeing, possibly indicating a need for further information or a lack of direct experience with ISWM.

The cumulative percentages show that by the time we account for those who agree, disagree, and are neutral, 54.6% of the responses are captured, with the remaining 45.4% being those who strongly agree. This progression illustrates a clear skew towards positive perceptions.

Overall, the data highlights a strong endorsement of ISWM's role in ensuring legal compliance and mitigating risks, suggesting that these systems are well-regarded and effective in the eyes of most respondents. This positive perception can be a key factor in promoting ISWM adoption among businesses.

Table 3. 5 The support and maintenance provided for ISWM meet the needs of our business, ensuring smooth operation and minimal disruptions.

The support and maintenance provided for ISWM meet the needs of our business, ensuring smooth operation and minimal disruptions.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	166	49.6	49.6	49.6
	Disagree	5	1.5	1.5	51.0
	Neutral	33	9.9	9.9	60.9
	Strongly Agree	129	38.5	38.5	99.4
	Strongly Disagree	2	.6	.6	100.0
Total		335	100.0	100.0	

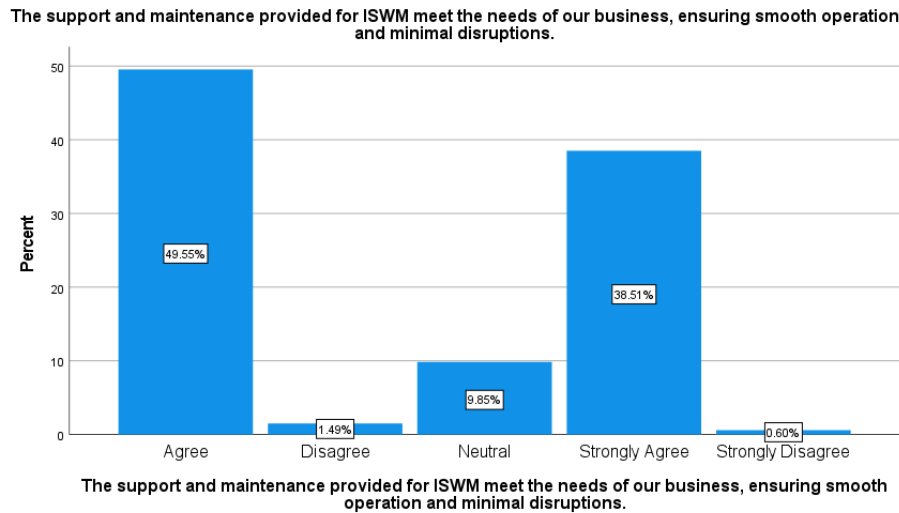


Figure 3. 5 The support and maintenance provided for ISWM meet the needs of our business, ensuring smooth operation and minimal disruptions.

IV. CONCLUSION

Survey results highlight a strong endorsement for Integrated Workforce Management Systems (ISWM) in reducing administrative workloads. Only 0.9% of respondents were indifferent, and none strongly disagreed, showcasing broad acceptance of the system's role in enhancing organizational efficiency. These results underscore the system's effectiveness in improving cost savings and supporting long-term financial management, despite some initial skepticism. A significant 60% of participants recognized the system's value in lowering administrative costs, confirming its positive impact on operational efficiency. Meanwhile, 75.2% agreed or strongly agreed that the system effectively addresses compliance and security concerns, indicating its importance in managing regulatory standards and protecting sensitive data. Furthermore, 82.1% of respondents felt empowered to tailor the system to their organization's specific needs, reflecting confidence in its customization capabilities. However, a small minority (2.4%) disagreed, with 14.9% remaining neutral, suggesting a need for further support and clarification for some users. Overall, improving communication and addressing service performance concerns will be key to enhancing user satisfaction and strengthening relationships, ensuring a more effective and supportive experience for all users.

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