1HRDP.Ver2:
EFFECTIVE ADMINISTRATIVE TOOL TOWARDS LEAN PRODUCTIVITY

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ABSTRACT

The "1 Hour Report Duty Process Version 2 (1HRDP.Ver2)" is developed to establish a report duty process via web application for new lecturers to be used in UiTM Kedah Branch. A manual report duty is a practice that requires sufficient space and involves cost in purchasing office cabinets or racks for administration purposes which involves a lot of time and energy. A new lecturer had to go to many departments to complete the process, and they had to deal with many levels of bureaucracy. A manual process also involves hardcopy documents that are easily corrupted, lost, or damaged if not kept properly. The 1HRDP.Ver2 system enhances the process of report duty activities via an online system that aims to shorten the time taken to complete the registration process in an organized and efficient manner. Simultaneously, the 1HRDP.Ver2 creates a database that keeps all report duty documents and data in one repository, indirectly reducing clerical or administrative tasks. The 1HRDP.Ver2 aims to become a center of report duty database that administrators and new lecturers can rely upon. The 1HRDP.Ver2 system utilized the Design Thinking approach, which empowers innovation to value functionality in organizational design, as we move to the digitalization era. The results of the 1HRDP.Ver2 system development had achieved significant reductions in terms of cost and time. The new lecturers are guided to complete the report duty process within 1 hour with the improved process. The process is designed in the form of an easy-to-understand and navigable web application. There is an easy access function to important information, aiming to assist users in completing the report duty process. Users will also have information on the person in charge in each department. Documents that previously were unable to be filled online can now be filled up in real-time. The system will then direct users to respective departments through external links that can be reached through computers or smartphones. In a nutshell, the 1HRDP.Ver2 application is an organized web-based system or application that is designed to maintain long-term access to digital data, which significantly increases efficiency in data/record management. The system is an organization's information asset. It increases customer satisfaction as it can be easily reached at users' fingertips, enabling UiTM Kedah to achieve a "green-university" status by adopting a digital web application for its administrative process.

Keywords: 1HRDP.Ver2, report duty process, database, web-based application

1. INTRODUCTION

The report duty procedure is an essential process in any organization, and this process may be delayed by bureaucratic procedures that are too rigid. Throughout the years, UiTM Kedah has been using the conventional method in the report duty process. The conventional process is not well-strategized and is time-consuming; new employees, especially new lecturers, must go to several departments involved for

report duty. A structured and straightforward report duty process minimizes time, effort, and monetary waste. 1HRDP.Ver2 utilized the Design Thinking approach to empower innovation identified to value functionality. Functional innovation is an integrated approach that combines ideation techniques and problem-solving that have been identified (Inomantra, 2015). It enhances the flow of the report duty process, influencing the productivity rate of the lecturers as well as the administrative unit.

1.1: Administrative Procedures & Administrative Reform

The administrative procedure can be defined as a succession of acts and operations issued or performed by an administrative body on its motion or upon request to adjudicate on rights, interests, and obligations of parties of the procedure or decide based on the public interest, according to the laws and other regulations in force (Dragos, 2016). In the administration field, the changes to the betterment are called administrative reform. Many scholars have discussed administrative reform in their studies. For example, Dror (1976) said that administrative reform is an effort to introduce a purposeful change upon the administrative system at all levels of government, such as the improvement of public sector productivity, the adoption of a more merit-based performance indicator, to reduce red tapes and unnecessary practices or routines, to eliminate harmful practices such as wastage whether monetary or non-monetary and to encourage innovation and creativity at the workplace. In Universiti Teknologi MARA, Kedah branch, this is done by reinventing the administration function by simplifying the long-winded process to a short and minimal but impactful report duty process and a database that can be controlled and supervised efficiently. The main objectives of this system are to provide a report duty platform operating from manual to an electronic system, facilitate report duty activities through reporting function, save management time and costs, increase productivity and improve existing culture to be more competitive.

1.2: Problem Statement

Conventional procedures require the staff to go to different departments for completing the registration purpose. The investigation via an interview with 20 lecturers who have gone through the report duty process since 2014 said that it was very time-consuming. Averagely, it took them 5-7 working days, some of them even up to a month, to complete the rigid and slow report duty procedures. This is because they must be physically attending different departments involved in completing the report duty process. Amongst the unit involved are Administrative Division, Information Technology Division, Facilities Division, and Academic Affairs Division which located at different building contributes to the actual process of registration delayed. 1HRDP.Ver2 provides all forms from respective divisions; UiTM 99/1 staffing (amended 2011), Finger flex access and activation, Lecturer Room Placement Form (Form PBP1/2014), lecturer's timetable, Email registration, Staff card application, Name Sign Repair Form. This system simplifies the process as it provides ample time for the new employee to complete the form online before arriving at the university.

2. MATERIALS AND METHODS

The 1HRDP.Ver2 system followed 3 phases; Hear (H), which was Empathize-activity aiming to visualize and analyze user needs; Create (C) - this phase encompassed Define-and-Ideate-activities aiming to find inventions that met the value of functionality. And Deliver (D), which covered the Prototype-and-Test-activities where the 1HRDP.Ver2 system is developed through prototypes and has been through trial and finally tested with target groups.

This three-phase system is a precedent system in organizing, monitoring, and reporting the report duty process in the UiTM Kedah Branch. It also aims to ensure that administrators' can perform a smooth and efficient process to record new staff registration on campus.
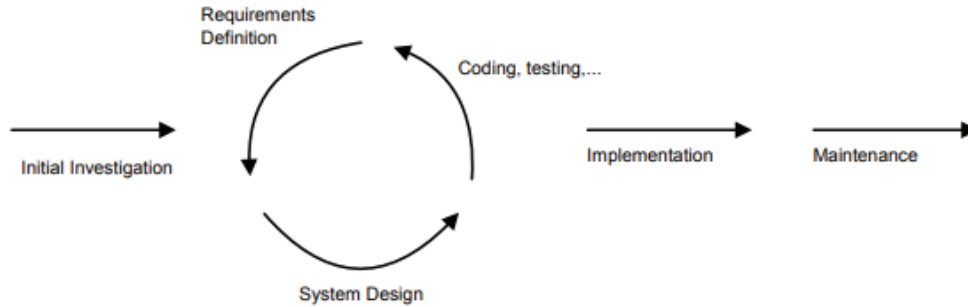
Figure 1. System Development Phase

1HRDP.Ver2 is developed based on six main criteria (Fenton, 2014):

1. More structured version control allows users to create version documents online, store them regularly and ensure full document history is available to system users.
2. Planned collaboration where the system can enhance collaboration both internally and externally through the use of web-based environments and workflows. Access control is given to administrators.
3. Better timeliness where the system drives the document management process and pushes documents automatically through their life cycle. The system can also reduce congestion and ensure the timely generation of documents and records. This translates into better assessment and more efficient data submission readiness. Records can be accessed using a search engine in the system.
4. Structured electronic processes with the use of electronic document management systems help reduce the need to distribute content face-to-face, remove security issues and storage burdens and increase control over regulated content. The data generated represents a significant value of information which reduces the amount of time lost in searching for information and allows to improve decisions.
5. The increased security and control of documents in the system help users comply with the use and security controls that can be detected as well as facilitate the process. System usage statistics will be generated by the system online to prove operational efficiency.
6. Low cost of document management and archiving significantly improved when turned to an electronic environment. Automatic record retention policies improve the archiving process. The need for physical storage space for paper records is also reduced and can be phased out. Central document filing and tracking can be automated, eliminating the need for physical document management. Cost savings can be achieved to prove operational effectiveness.

3. DISCUSSION

The following section outlines the impacts of 1HRDP.Ver2 towards administrative productivity.

3.1: Findings

There are two (2) main findings from the adaptation of the 1 Hour Report Duty Procedure (HRDP)": Firstly, 1HRDP.Ver2 allows a simple flow of the report duty process. This is because all processes which previously took days to finish can now be done online. Secondly, the 1HRDP.Ver2 application increases productivity – The procedures are centralised into an online platform where the time taken to complete the registration process is reduced from 40 hours (5-7 working days) to only an hour, indicating a 97.5% decrease. New lecturers can channel their attention to other tasks rather than commuting around the campus to settle report duty matters.

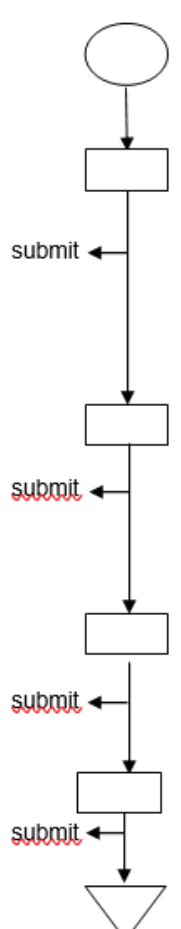| DIVISION/ DEPARTMENT	WORKFLOW	WORK PROCESS	QUALITY RECORD
UiTM KEDAH	⬭	**START** 1. Commute from one division/department to another	Manual record & physical attendance at each division/department

Administration Division	▭
	submit ←
		Fill up forms:
		2. Administration Division:
		
		  a) UiTM 99/1 staffing (amended 2011)
		  b) HR2U Access and activation
			- Hard copy form
			- Key in data manually

Academic Affairs Division	▭
	submit ←
		3. Academic Affairs Division
		
		  a) Lecturer Room Placement Form (Form PBP1/2014)
		  b) SIMS Access Application
		  c) Download the lecturer's timetable
			- Hard copy form
			- Key in data manually

Infostructure Department	▭
	submit ←
		4. Infostructure Department
		
		  a) Email registration
		  b) Staff card application
			- Hard copy form
			- Key in data manually

Facility Division	▭ submit ←	5. Facility Division a) Name Sign Repair Form	- Hard copy form - Key in data manually
	▽	**FINISH**	

Figure 2. Original report duty process flow chart

DIVISION/ DEPARTMENT	WORKFLOW	WORK PROCESS	QUALITY RECORD
1HRDP.Ver2		**START** 1. Browse on external link of UiTM Kedah Branch website.	5 minutes
Administration Division (Pn Shafizawati Mat Shaid)	submit ←	Download, fill up forms & submit to PIC: a) UiTM 99/1 staffing (amended 2011) b) HR2U Access and activation	15 minutes
Academic Affairs Division (En Mohd Asyraf Che Isa)	submit ←	Download, fill up forms & submit to PIC: a) Lecturer Room Placement Form (Form PBP1/2014) b) SIMS Access Application c) Download the lecturer's timetable	15 minutes
Infostructure Department (Pn Suhaila Yusoff)	submit ←	Click UNITS System link: https://units.uitm.edu.my/ for application: a) Email activation b) Staff card	15 minutes
Facility Division (Pn Norehan Ramli)	submit ←	Download, fill up forms & submit to PIC: a) Name Sign Repair Form	10 minutes
		FINISH	

Figure 3. Report duty process flow chart 1HRDP.Ver2

The third impact; is reduced cost – Time and monetary costs (calculated based on basic salary per day) that led to unproductive hours can certainly be reduced with a simplified process that takes less time yet achieve the same purpose. For instance; the basic salary of a lecturer is RM3800. Divided into 30 working days, a lecturer is paid RM 126.70 per day. The five days taken for a report duty procedure cost RM 633.33 (RM 126.70 X 5 = RM 633.33), and RM 12,666.67 for 20 lecturers (RM 633.33 X 20 = RM 12,666.67). The conventional method costs the management RM 12,666.67 for unproductive hours.

The fourth impact; is an efficient and effective platform and database - Cataloguing departments based on report duty activities, clarification from the staff-in-charge, task distribution, record keeping, and quality measures such as no backlogs, and on-time reporting duty of new staff.

4. CONTRIBUTION AND USEFULNESS/COMMERCIALISATION

The advantages of "1 Hour Report Duty Procedure Version 2 (1HRDP.Ver2)" are as follows;
1. Increasing work productivity;
2. Improving staffs' motivation, creativity, and innovativeness;

3. Increasing quality and service efficiency;
4. Improving the image of UiTM Kedah.

1HRDP.Ver2 can be implemented in all branch campuses where this kind of system is not yet available. 1HRDP.Ver2 is very relevant and highly recommended to be used in the whole UiTM system, and it is also applicable to any public and private organization. The system can be adopted by any organization that wants to ensure that their report duty process is electronically moving towards the digitization era, where documents and databases are kept secure, and the submission monitoring process is in place.

5. CONCLUSION

In conclusion, the 1HRDP.Ver2 is a structured and straightforward report duty process that will minimize time, effort, and monetary waste and proves to be an excellent administrative tool that improves the productivity and efficiency of report duty procedures. The system is critical to ensure a well-functioning administrative process. It becomes essential in providing the administrative process an effective run, where records and data can be kept safe and secure.

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