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PHILIPPINE STATISTICS AUTHORITY- SORSOGON HUMAN RESOURCE INFORMATION SYSTEM

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Abstract

The Philippine Statistics Authority – Sorsogon Human Resource Information System (HRIS) is a developmental research project that designs, develops, and evaluates a web-based recruitment and applicant management platform for the Philippine Statistics Authority – Sorsogon Province. The system aims to address inefficiencies in the agency’s manual recruitment process such as delayed applicant screening,

fragmented communication, and inconsistent record-keeping by providing a centralized and secure digital platform for both applicants and HR personnel. Its scope includes online job posting, applicant registration, document uploading, interview scheduling, automated notifications, and recruitment report generation, while excluding payroll and performance evaluation functions.

Developed using the Agile Development Methodology, the project employed iterative design and testing with continuous feedback from HR personnel and applicants. It was implemented using Apache, MySQL, and PHP, ensuring a stable, secure, and easily maintainable web environment. The system incorporates

authentication, role-based access control, and data encryption to comply with the Data Privacy Act of 2012. Evaluation followed the ISO/IEC 25010 Software Quality Model, focusing on functionality, usability, reliability, performance efficiency, and security.

Findings revealed that the PSA–Sorsogon HRIS effectively streamlined recruitment operations, reduced processing time, and improved transparency between applicants and HR staff. User acceptance testing showed high satisfaction,

emphasizing ease of use, accessibility, and data accuracy. Reliability and performance evaluations confirmed stable operation and responsiveness even during multiple user sessions.

The study concludes that the PSA–Sorsogon HRIS modernizes the agency’s recruitment process into an efficient, transparent, and ISO-compliant digital system. It enhances operational efficiency,

data integrity, and applicant engagement in alignment with the Ease of Doing Business Act of 2018. The study recommends system adoption, regular user training, and future

enhancements such as mobile optimization, analytics integration, and cloud scalability.

Keywords: Administrative Efficiency, Digital HR Management, E-Government Systems, Government HRIS, Human Resource Information System, Information

Systems in Government, PSA Sorsogon, Philippine Statistics Authority, Public Sector Human Resource Management, and Workforce Management.

Introduction

Human Resource Management (HRM) is one of the core pillars of any organization, as it deals with the recruitment, development, and retention of the workforce that drives organizational performance. Globally, HRM has undergone a major transformation in the last two decades, shifting from purely administrative functions to strategic roles supported by technology (Armstrong & Taylor, 2020). The rise of web-based Human Resource Information Systems (HRIS) has enabled organizations to streamline recruitment processes, automate applicant tracking, and improve data-driven decision-making (Kavanagh & Johnson,

International studies have shown that web-based recruitment and applicant tracking systems significantly reduce hiring time and costs while improving the accuracy and availability of applicant data (Dessler, 2019). For example, large multinational companies have shifted to online platforms where applicants can build profiles, upload resumes, and receive automated notifications when job postings match their qualifications

At the national level, the Philippines has recognized the critical role of technology in improving government services. Republic Act No. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, mandates agencies to streamline their processes, reduce bureaucratic delays, and automate systems to improve efficiency (Congress of the Philippines, 2018).

2017). Such systems not only increase operational efficiency but also enhance the applicant's overall experience by providing transparency, accessibility, and timely communication (Society for Human Resource Management [SHRM], 2020). In PSA Sorsogon, this global shift is highly relevant as the agency frequently manages large-scale recruitment for statistical operations. Implementing a web-based system ensures faster, more organized, and transparent handling of applications, addressing the inefficiencies of purely manual processes.

(Kapoor & Sherif, 2021). This technology-driven approach ensures that organizations can tap into a broader pool of qualified candidates and fill positions faster compared to traditional methods. For PSA Sorsogon, adopting similar technology can help manage recruitment for project-based roles, allowing the agency to respond quickly to staffing needs for time-bound survey and census operations.

Similarly, the Philippine Development Plan (PDP) 2023–2028 underscores the need for innovation and the adoption of Information and Communication Technology (ICT) in public service delivery (National Economic and Development Authority [NEDA], 2023). In line with these policies, government agencies are encouraged to adopt digital platforms for functions such as recruitment,

which directly impact service delivery and public trust. The Civil Service Commission (CSC) also upholds the principles of transparency, equal opportunity, and meritocracy in government hiring, which can be reinforced through the use of technology

In the local context, the Philippine Statistics Authority (PSA) – Sorsogon Province plays a vital role in producing reliable statistical information, conducting surveys and censuses, and implementing data-gathering projects that support policy-making and governance. Many of these activities require seasonal and project-based hiring of personnel such as enumerators, data processors, and statistical researchers. Currently, recruitment is conducted using a mix of walk-in applications, email

Furthermore, applicants often lack a centralized platform to view job vacancies, submit applications, and receive timely updates. As a result, opportunities may be missed, and qualified applicants may remain

To address these gaps, this study proposes the development of a "Philippine Statistics Authority - Sorsogon Human Resource Information System. This system, henceforth referred to as the PSA Sorsogon HRIS, will provide applicants with the ability to create and update profiles, search for job

This project was prioritized over other potential systems because recruitment is one of the most frequent, high-volume, and time-sensitive processes in PSA Sorsogon. By automating and centralizing recruitment operations, the system aligns with international best practices in HRM (Dessler,

(Civil Service Commission, 2022). These national policies directly support PSA Sorsogon's modernization goals, making the development of a digital recruitment platform both timely and aligned with broader government reforms.

submissions, and through google forms. This fragmented process often results in inefficiencies, including delays in screening, difficulties in tracking applicant status, and inconsistent communication of job postings and updates (Reyes, 2021). By centralizing all recruitment-related processes into one platform, PSA Sorsogon can improve applicant accessibility, reduce HR workload, and maintain a more accurate and searchable recruitment database.

unaware of relevant postings. From the HR perspective, managing a growing applicant pool without an integrated database increases administrative workload and limits the ability to generate timely recruitment reports.

openings, apply online, and receive real-time alerts for postings that match their qualifications. For HR staff, it will offer tools for posting vacancies, filtering applicants based on criteria, tracking application progress, scheduling interviews, and generating recruitment reports.

2019) and fulfills the national government's mandate for efficiency and transparency (Congress of the Philippines, 2018; NEDA, 2023). Most importantly, it addresses a local operational need that directly impacts the agency's ability to mobilize manpower for its core statistical operations.

Specific Objectives

Specifically, the study aimed to:

1. **Develop an Admin Management Module** that enables HR personnel to:
 - 1.1 Post and manage job vacancies online
 - 1.2 View, process, and filter applications based on qualifications
 - 1.3 Notify applicants regarding their application status
 - 1.4 Schedule examinations and interviews, and send notifications
 - 1.5 Generate recruitment reports
2. **Design an Applicant Management Module** that allows applicants to:
 - 2.1 Register and create an online profile
 - 2.2 Export their profile in Excel format (Personal Data Sheet)
 - 2.3 Upload and update personal information and required documents
3. **Provide Job Application Features** that enable applicants to:
 - 3.1 View available job postings
 - 3.2 Apply for desired positions online
4. **Incorporate a Notification System** that ensures applicants can:
 - 4.1 Receive real-time updates on application status
 - 4.2 Access alerts for new job postings
5. Evaluate the system using ISO 25010 in terms of
 - 5.1 Functional Suitability
 - 5.2 Performance Efficiency
 - 5.3 Compatibility
 - 5.4 Usability
 - 5.5 Reliability
 - 5.6 Security
 - 5.7 Maintainability
 - 5.8 Portability

Scope and Delimitations

The study focused on the design and development of a Human Resource Information System (HRIS) for the Philippine Statistics Authority (PSA) – Sorsogon Province, specifically aimed at improving the recruitment process. The system included modules for job posting management, applicant registration, online application submission, document uploading, examination and interview scheduling, and real-time notifications of application status. It was web-based and optimized for both desktop and mobile devices, allowing access through standard web browsers. The system was intended

The study was limited to the recruitment and application processes of PSA – Sorsogon Province and excluded payroll management, employee performance evaluation, and other HR

for use by HR personnel in managing recruitment-related tasks and by applicants applying for available positions. Security features such as user authentication, role-based access control, and compliance with the Philippine Data Privacy Act of 2012 were incorporated to ensure data confidentiality and integrity. Additionally, the system was evaluated using the ISO/IEC 25010 Software Quality Model, focusing on functionality, reliability, usability, efficiency, maintainability, and portability to ensure adherence to international software quality standards.

functions not related to recruitment. The system covered only the hiring of contractual personnel and did not include recruitment for permanent positions. It operated solely through an active internet

connection and depended on the availability and stability of the hosting server. Access was limited to modern web browsers, as the system was not developed as a standalone mobile or desktop application. The geographic coverage was confined to PSA – Sorsogon Province and did not extend to other PSA offices. Testing and implementation involved a limited

group of participants, consisting of ten (10) IT experts, four (4) HR personnel, and ten (10) applicants from PSA – Sorsogon Province, and the system's effectiveness was evaluated based on user feedback, recruitment efficiency, and the accuracy of applicant data handling within the defined scope.

Gap Bridged by the Study

The review of related systems showed that the City Government of Valenzuela's Employee Information System served as a close benchmark, validating the core concepts of the study (Valenzuela City Government, 2023). Both systems were web-based HR solutions developed for government entities, with the primary goal of digitizing and centralizing employee and

applicant data. The successful implementation of the Valenzuela system demonstrated the viability of using technology to streamline administrative processes and served as a foundational proof of concept for the design and technical approach adopted in the PSA–Sorsogon Province HRIS.

The system developed for PSA–Sorsogon Province was distinguished by its highly targeted design that addressed the specialized, high-volume recruitment needs of a provincial office of a national agency. Unlike the Valenzuela system, which was tailored for a local government unit, the PSA–Sorsogon HRIS prioritized core functionalities such as applicant profiling and job posting notifications to address the local challenges of fragmented processes and

inconsistent communication during seasonal censuses and surveys. The study provided a context-aware solution that bridged the gap between generic government HR technologies and the specialized requirements of a national agency's provincial operations, while aligning with national mandates such as the Ease of Doing Business Act and the principles of the Civil Service Commission (CSC).

Conceptual Framework

The Philippine Statistics Authority – Sorsogon Human Resource Information System followed a structured framework that systematically linked inputs, processes, and outputs. Feedback from system users and

evaluation results was utilized as a vital mechanism for assessing performance, identifying areas for enhancement, and supporting continuous improvement of the system.

The input phase involved designing the system with two primary modules: the Admin Management Module and the Applicant Management Module. The Admin

Management Module was to allow HR personnel to post and manage job vacancies, process applications, and generate reports, while the Applicant Management Module

was to enable applicants to register, create profiles, and receive real-time notifications on their application status. The system was to be evaluated according to ISO 25010

The process phase followed the Agile Development Methodology, which divided the development into iterative steps: planning, gathering requirements, designing the user interface, coding, testing, and deployment. This methodology ensured that

The output was the successful implementation of the PSA Sorsogon Web-Based HRIS, providing an efficient, accessible, and reliable system for managing high-volume, seasonal recruitment. The

Feedback from stakeholders, such as HR personnel and applicants, played a critical role in refining the system. This feedback helped identify areas for improvement, optimize system functions,

Findings

During the development and after testing and evaluation of the developed system the following findings have been established:

1. The findings revealed that the Admin Management Module of the PSA–Sorsogon Human Resource Information System effectively supported HR personnel in managing recruitment activities by enabling the online posting and management of job vacancies, efficient viewing, processing, and

2. The findings indicated that the Applicant Management Module of the PSA–Sorsogon Human Resource Information System effectively allowed applicants to register and create online profiles, providing a centralized and organized platform for managing personal information. The system enabled applicants to export their profiles in

standards, covering key criteria such as functional suitability, usability, and reliability, to ensure it met both performance and compatibility requirements.

the system remained flexible, responsive to user feedback, and adaptable to evolving needs. Each phase allowed for adjustments and enhancements, ensuring that any emerging issues were addressed promptly.

output provided HR personnel with the tools to effectively manage applicants and generate recruitment reports, while offering applicants a centralized platform for their job applications.

and ensure that the platform met user expectations, ultimately supporting the goal of improved operational efficiency and transparent public service.

filtering of applications based on qualifications, and timely notification of applicants regarding their application status. The system also facilitated the scheduling of examinations and interviews with automated notifications, improving coordination and communication, while the recruitment reporting feature generated accurate and organized data that aided HR personnel in monitoring recruitment progress and supporting informed decision-making.

Excel format as a Personal Data Sheet, which supported standard documentation requirements and improved data portability. Additionally, applicants were able to upload and update their personal information and required documents efficiently, ensuring accuracy, completeness, and ease of access throughout the application process.

3. The findings showed that the Job Application Features of the PSA–Sorsogon Human Resource Information System effectively enabled applicants to view available job postings and apply for desired positions online. This functionality provided

4. The findings demonstrated that the Notification System of the PSA–Sorsogon Human Resource Information System effectively ensured that applicants received real-time updates on their application status and timely alerts for new job postings. This

5. The findings revealed that the PSA–Sorsogon Human Resource Information System, when evaluated using the ISO/IEC 25010 Software Quality Model, met high standards across multiple quality characteristics. The system demonstrated functional suitability by effectively supporting recruitment and applicant management tasks, while performance efficiency was observed through fast response times and smooth operation during peak usage. Compatibility was ensured across modern web browsers and devices, and usability was rated positively for its intuitive interface and ease of navigation.

Conclusions

Based on the findings of this study the following conclusions were formulated:

1. The Admin Management Module effectively supported HR personnel in managing recruitment activities by streamlining job postings, application processing, scheduling, notifications, and reporting.
2. The Applicant Management Module enabled applicants to efficiently register, create profiles, upload documents, and

applicants with easy access to current employment opportunities, streamlined the application process, and reduced the need for manual submission, thereby enhancing efficiency, accessibility, and convenience in the recruitment process.

feature enhanced communication between the agency and applicants, promoted transparency in the recruitment process, and allowed applicants to stay informed and respond promptly to relevant opportunities.

Reliability was reflected in consistent system performance with minimal errors, and security measures successfully protected sensitive applicant and HR data. The system also exhibited maintainability through organized code and clear documentation, and portability, allowing accessibility across desktop and mobile platforms, was effectively achieved. The average rating given by evaluators - including IT professionals and end users - was 4.59, which corresponds to “Excellent,” indicating that the system is highly satisfactory and ready for use by end users.

export personal data, ensuring accuracy and ease of access.

3. The Job Application Features allowed applicants to view job postings and apply online, improving accessibility, efficiency, and convenience in the recruitment process.
4. The Notification System ensured that applicants received real-time updates on application status and alerts for new job

postings, enhancing communication and transparency.

5. The system, evaluated using ISO/IEC 25010, met high standards across quality

Recommendations

Based on the findings and conclusions of this study, the following recommendations are proposed:

1. The Admin Management Module continue to be used and regularly updated to further streamline HR recruitment processes and reporting.
2. Applicants may be encouraged to fully utilize the Applicant Management Module to maintain accurate and complete personal profiles for efficient processing.
3. The Job Application Features may be promoted and monitored to ensure that

characteristics, received an average rating of 4.59 (“Excellent”) from IT professionals and end users, and was deemed ready for implementation

all job opportunities are accessible and applications are submitted without technical issues.

4. The Notification System may be maintained and enhanced to provide timely updates and alerts, keeping applicants well-informed throughout the recruitment process.
5. The overall HRIS may undergo periodic evaluations and updates based on user feedback to sustain high quality standards and ensure continued effectiveness for end users.

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