ONLINE ACTIVITY-BASED MANAGEMENT SYSTEM FOR AN OUTSOURCING COMPANY

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ABSTRACT

The purpose of this study was to develop an online system for managing an activity-based management system for an outsourcing company with the end view of implementing the system to ensure accurate and on time reports. Qualitative method of research was applied. A survey was carried out to review the existing activity-based management system. Online questionnaires were sent out and responses from 50 employees were received. The results of the study revealed that majority of the users were not satisfied with the manual system. It showed that the manual system was not systematic. It was discovered that process of generating activity reports from the manual system was inefficient and provided effective information. The principal conclusion indicated that it was necessary to develop an online system for managing an activity-based management system. The system significantly reduced inaccuracies and delays in submission. Based on the general evaluation of the system, 88 percent of the users found the generation of reports efficient and 96 percent found the recording of hours worked efficient. With regards to the accessibility of the online activity-based management system, 97 percent of the users were satisfied to its accessibility. The online system was therefore useful and provided effective information to decision makers.