

E-Lingkod Dasol: A Human Resource Information System for Enhanced Public Service of the Local Government Unit of Dasol, Pangasinan.

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ABSTRACT

Human Resource Management (HRM) plays a vital role in ensuring efficient public service delivery within local government units. However, the Municipality of Dasol, Pangasinan, continues to rely on fragmented and largely manual human resource processes. The use of physical employee “201 Files,” standalone spreadsheets, and paper-based leave management procedures has resulted in challenges such as data redundancy, retrieval delays, record inconsistencies, and increased administrative workload. To address these issues, this study developed “E-Lingkod Dasol”, a centralized web-based Human Resource Information System (HRIS) designed to automate and streamline core HR functions. The system was developed using the Laravel framework, MySQL database, Redis caching technology, and modern web development tools to ensure efficiency, accessibility, and compatibility with the municipality’s existing technological infrastructure.

The study employed a descriptive-developmental research design and adopted the Agile Software Development Methodology to facilitate iterative system development and continuous stakeholder feedback. Purposive sampling was used to select twenty-six (26) respondents, including department heads, administrative personnel, and employees from various offices of the Local Government Unit of Dasol. Data were collected through structured interviews, surveys, and system evaluation instruments based on the ISO 25010 software quality standards.

Evaluation results revealed a high level of user acceptability, with an overall weighted mean of 4.04, interpreted as “Agree.” Among the quality characteristics, Usability received the highest rating of 4.13, indicating that users found the system intuitive, efficient, and easy to learn. Findings further showed improvements in record management, leave processing, data accessibility, and information security. Overall, the study demonstrates that E-Lingkod Dasol is an effective and user-centered HRIS capable of enhancing operational efficiency, supporting digital transformation initiatives, and improving public service delivery within resource-constrained local government units.

Keywords – HRIS, Local Government Unit, Laravel, ISO 25010, Digital 201 File, Agile Methodology.

INTRODUCTION

Human Resource Management (HRM) is a core function of organizations globally, encompassing the strategic and coherent management of people to improve workplace performance and institutional outcomes. In both public and private sectors, the ability to efficiently manage employee records, compensation, performance, and development has been shown to directly affect operational effectiveness and service quality [1]. Globally, governments have increasingly invested in digital Human Resource Information Systems (HRIS) to streamline HR processes, promote transparency, and reduce administrative burdens. Integrated systems, such as those successfully implemented in countries like Estonia and Singapore, have enhanced data accuracy, accessibility,

and accountability by linking payroll, attendance, and performance management [2].

Traditionally, however, many organizations, particularly in developing nations, have relied on manual or semi-digital HR mechanisms. These include paper-based employee records, physical logbooks for attendance, manual payroll preparation, and handwritten or spreadsheet-based performance evaluations. Such traditional approaches often lead to inefficiencies such as delayed processing, difficulty in monitoring employee performance, and lack of reliable data storage. In the Philippines, the Civil Service Commission (CSC) and Department of Information and Communications Technology (DICT) have issued policies encouraging the digitalization of HR services. However, many Local Government Units (LGUs) remain constrained by limited resources and technical capacities [3].

This challenge is evident in the Municipality of Dasol, a second-class municipality in Pangasinan, where HR operations currently rely on a combination of physical records and fragmented digital tools. Employee 201 files are primarily stored in paper form, making them prone to misplacement and damage, while leave applications are handled using inconsistent Google Forms and spreadsheets. A preliminary survey conducted for this study revealed that the leave application process received a low satisfaction score (mean: 2.22), and respondents expressed significant difficulty in checking their leave balances (mean: 1.98). The overall satisfaction with current HR processes was low, with a weighted mean of 1.82. These mechanisms highlight the urgent need for a more structured, automated, and centralized HR system.

To address these inefficiencies, this study proposes the development of a centralized Human Resource Information System (HRIS) tailored to the Municipality of Dasol. The proposed system will feature integrated modules for leave management, employee records, and performance appraisal. The project draws on internationally recognized models such as the ISO 25010 software quality standard [4] and the Technology Acceptance Model (TAM) [5], [6], ensuring usability, security, and functionality. Specifically, this research aims to identify the current HR processes and challenges in LGU Dasol, design and develop a web-based system, and evaluate its acceptability among users. This project seeks to strategically realign HR operations to meet the evolving demands of digital governance, aspiring to develop a sustainable and user-centered HRIS that supports the transition toward more efficient and transparent public service delivery.

OBJECTIVES OF THE STUDY

This study aims to design, develop, and implement a Human Resource Information System for the Municipality of Dasol to improve the efficiency of its human resource management processes.

Specifically, it aims to achieve the following:

1. To identify the current process of Human Resource Management of LGU Dasol.
2. To determine the challenges encountered in Human Resource Management of LGU Dasol.
3. To design and develop features of web-based system for Human Resource Management of LGU Dasol.
4. To evaluate the Acceptability level of Human Resource Management Information System.

METHODOLOGY

This study utilized a combined developmental and descriptive research design. The developmental approach was employed to construct "E-Lingkod Dasol," a functional Human Resource Information System (HRIS) aimed at automating HR processes [7]. Concurrently, the descriptive design was used to assess the state of human resource management within the Local Government Unit (LGU) of Dasol and to evaluate the acceptability and usability of the developed system. The project conceptualization adhered to the Input-Process-Output (IPO) model, which organized project components into inputs, processes, and outputs to structure the relationship between resources and deliverables. To manage the software development lifecycle, the study adopted the Agile Methodology, chosen for its flexibility and emphasis on iterative cycles. The development process followed a continuous loop of five distinct phases as illustrated in Figure 1 below.

Figure 1 Agile Model



Plan Phase. The proponents collaborated with LGU stakeholders to define goals, review requirements, and prioritize features for upcoming cycles.

Design Phase. This phase involved the creation of wireframes, prototypes, and user experience (UX) maps to ensure the system met functional requirements [8].

Develop Phase. User stories were converted into working software using the selected technology stack, with a focus on creating clean and testable increments.

Test Phase. Continuous verification was conducted through unit, integration, and acceptance testing to ensure the software was bug-free and functional.

Deploy Phase. The final version of the system was released and implemented in the LGU Dasol. This phase involved demonstrating the system to users and monitoring initial usage to gather feedback for future improvements.

Review Phase. Completed work was presented to stakeholders for immediate feedback, which informed the planning of subsequent cycles.

This study gathered primary data through interviews with key stakeholders, such as the Head of the MHRMO, Mr. Bryan Navalta Balaoing, as well as the MHRMO staff and selected employees of the LGU of Dasol [9]. A survey questionnaire was the most feasible way to collect data or information from a large group in the area. This study employed a five-point Likert-type scale of measurement. The questionnaire's purpose is to measure the acceptance level of the proposed system.

To ensure the validity and reliability of the research instrument, the survey questionnaire underwent expert validation by a panel of Information Technology and Human Resource Management specialists. The validators assessed the instrument based on clarity, relevance, and alignment with the ISO 25010 software quality characteristics. Their recommendations were incorporated to improve the content and structure of the questionnaire.

Furthermore, a pilot test was conducted among selected LGU personnel who were not included in the actual respondents of the study. The pilot testing process helped identify ambiguous statements and improve the overall comprehensibility of the instrument. The internal consistency of the questionnaire was also examined to ensure that the collected data would accurately reflect the respondents' evaluation of the system's acceptability.

The research study was conducted at the Municipality of Dasol, Pangasinan. In this paper, identified key people were those who would provide important participation in the study. Purposive sampling was utilized in identifying the respondents. These respondents include the LGU officials and employees from various departments as illustrated in Table 1 below.

Table 1. Respondents of the Study

Respondents	No. of Respondents
Office of the Mayor	3
Human Resources Management Office	2
Sangguniang Bayan	1
Municipal Accounting Office	2
Municipal Budget Office	2
Municipal Environment and Natural Resources Office	2
Municipal Tourism Office	2
Municipal Social Welfare & Development Office	2
Municipal Disaster Risk Reduction & Management Office (MDRRMO)	3
Municipal Agriculture Office	1
Municipal Health Office	1
Municipal Planning and Development Office	1
Migrant Desk Office	1
Municipal Assessor Office	1
Total	26

A statistical approach was used to evaluate the respondents' validation of the system during the usability test. The study applied a 5-point Likert Scale, with "Strongly Agree" representing the highest rating and "Strongly Disagree" indicating the lowest, as shown in Table 2. The responses were then summarized and analyzed using a weighted mean. This approach provided a comprehensive evaluation of the system's usability and acceptance based on ISO 25010 standards [10].

Table 2. Scale Of Measurements For Acceptability Test

Scale	Rating range	Interpretation
5	4.21 – 5.00	Strongly Agree
4	3.41 – 4.20	Agree
3	2.61 – 3.40	Neutral
2	1.81 – 2.60	Disagree
1	1.00 – 1.80	Strongly Disagree

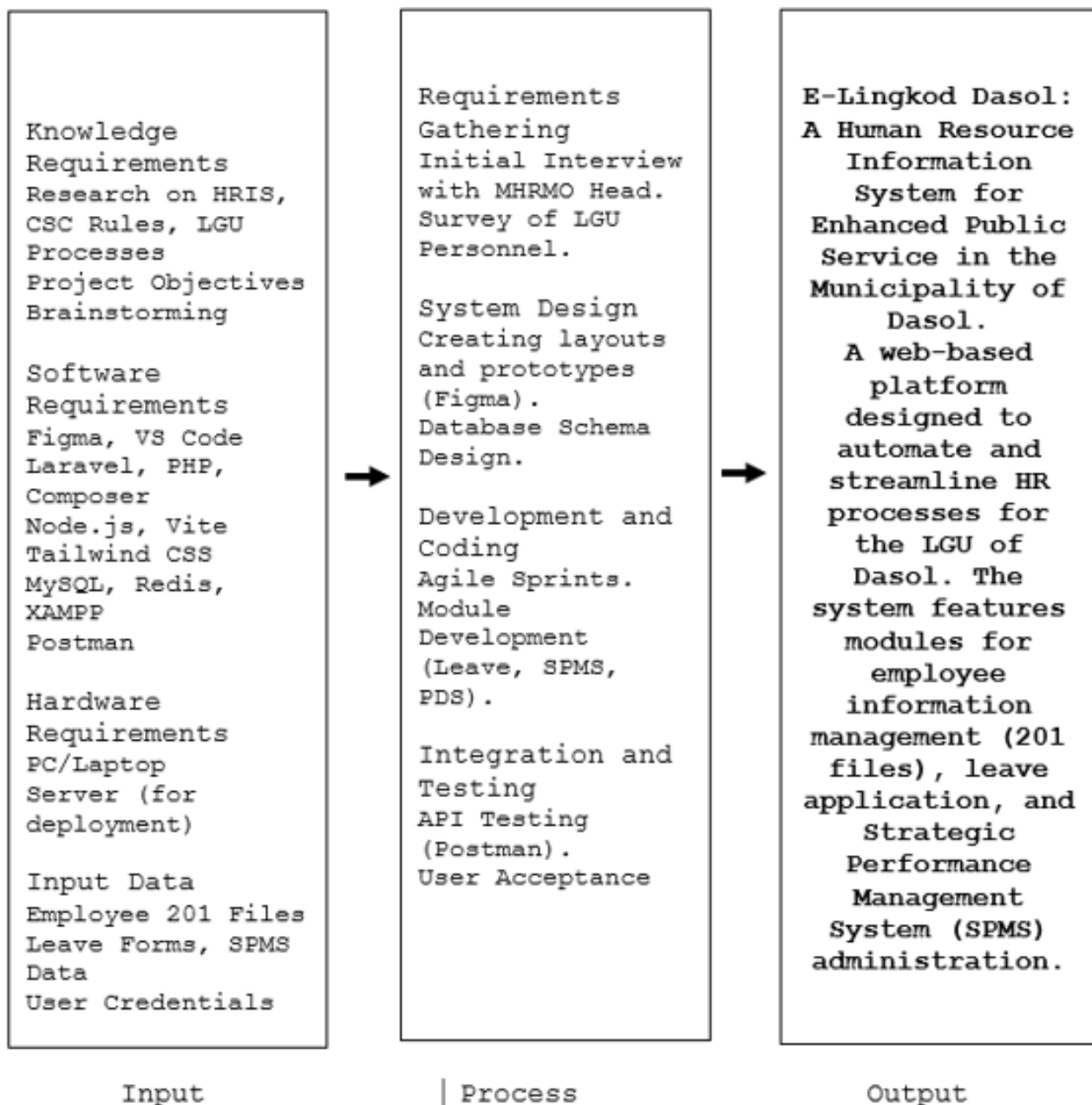
Participation in this study was entirely voluntary. Before data collection, the proponents obtained formal permission from the Head of the MHRMO. All respondents were informed of the study's purpose and provided informed consent before participating in the survey. To uphold the Data Privacy Act of 2012, all personal information and responses were treated with strict confidentiality, and data were used solely for academic research purposes.

RESULTS AND DISCUSSION

The E-Lingkod Dasol Human Resource Information System was designed to improve the human resource management process and to increase the monitoring of employee records, leave applications, and performance appraisals. The existing manual HR system involves several steps, such as physical filing, manual encoding of leave balances, and paper-based performance reviews, which often lead to inefficiencies like manual errors, delayed updates, and inefficient retrieval of documents, especially during peak reporting periods [11]. These problems were brought to light by discussion among HR personnel and LGU employees involved in the daily operations.

To address these challenges, a centralized Human Resource Information System has been designed incorporating a Digital 201 File for secure record-keeping and an automated Leave Management module for real-time validation. Using this system, the management of personnel is made much simpler as employees can file requests electronically via a web-based portal, allowing for faster and smoother transactions. The leave credits are automatically calculated based on the available balance, with real-time updates for the HR office. The proposed system included a detailed system framework architecture designed to meet the specific requirements and objectives of the study, as illustrated in Figure 2.

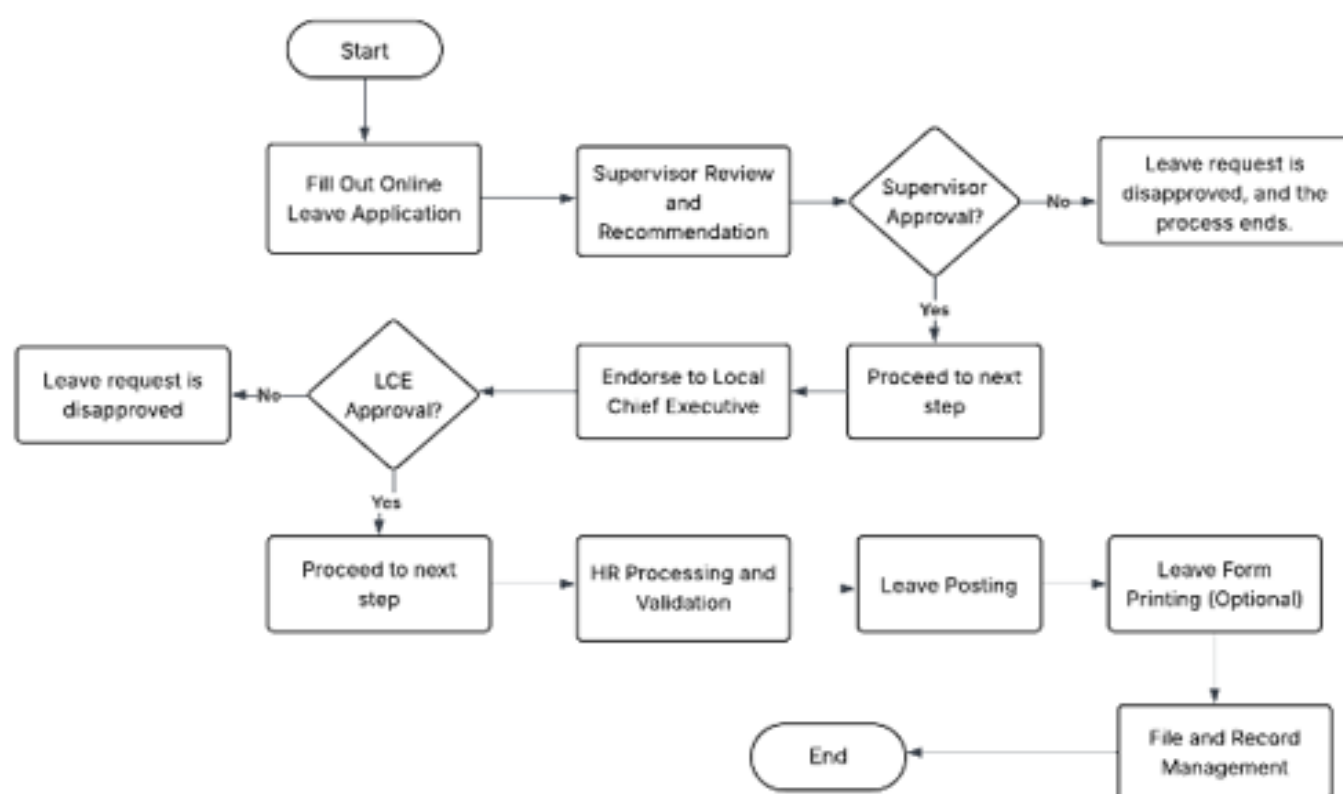
Figure 2. Input-Process-Output (IPO) Framework Model



As shown in Figure 2, the Input-Process-Output framework utilizes the Laravel framework as the central processing unit; it connects with the MySQL database to store employee records, and employs a web-based interface to facilitate user interactions and data processing. This system began with the user (employee or HR staff), who intends to perform a transaction by logging into the system via a secure web portal. That user's input gets forwarded to the server, which then processes the request based on the system's logic—whether validating leave credits or updating performance ratings—and the provided documents. Through a local network or internet connection, the server and the database are directly communicated to by the system for the purposes of updating the records of the user and saving the transaction. The processed data along with the user's updated status is displayed on the dashboard in real-time. The user, on the other hand, can view their account details and check their leave balance along with their service records through a desktop or mobile browser. The development of this system enables the process of human resource management to be efficient, reliable, and convenient. This system significantly reduces human error by automating data encoding and ensures a faster, smoother transaction experience for employees. Additionally, it enhances data security by storing user transactions and 201 file updates in a centralized, role-protected database for easy access and management [12].

In addition to the Input-Process-Output, the flowchart shown below shows the process of leave management as a sequential operation. It also describes important steps, such as online leave filing, supervisor approval, real-time credit validation, and automated record updating. This graph makes it possible to keep track of the overall system performance and operational efficiency, as shown in the figure below.

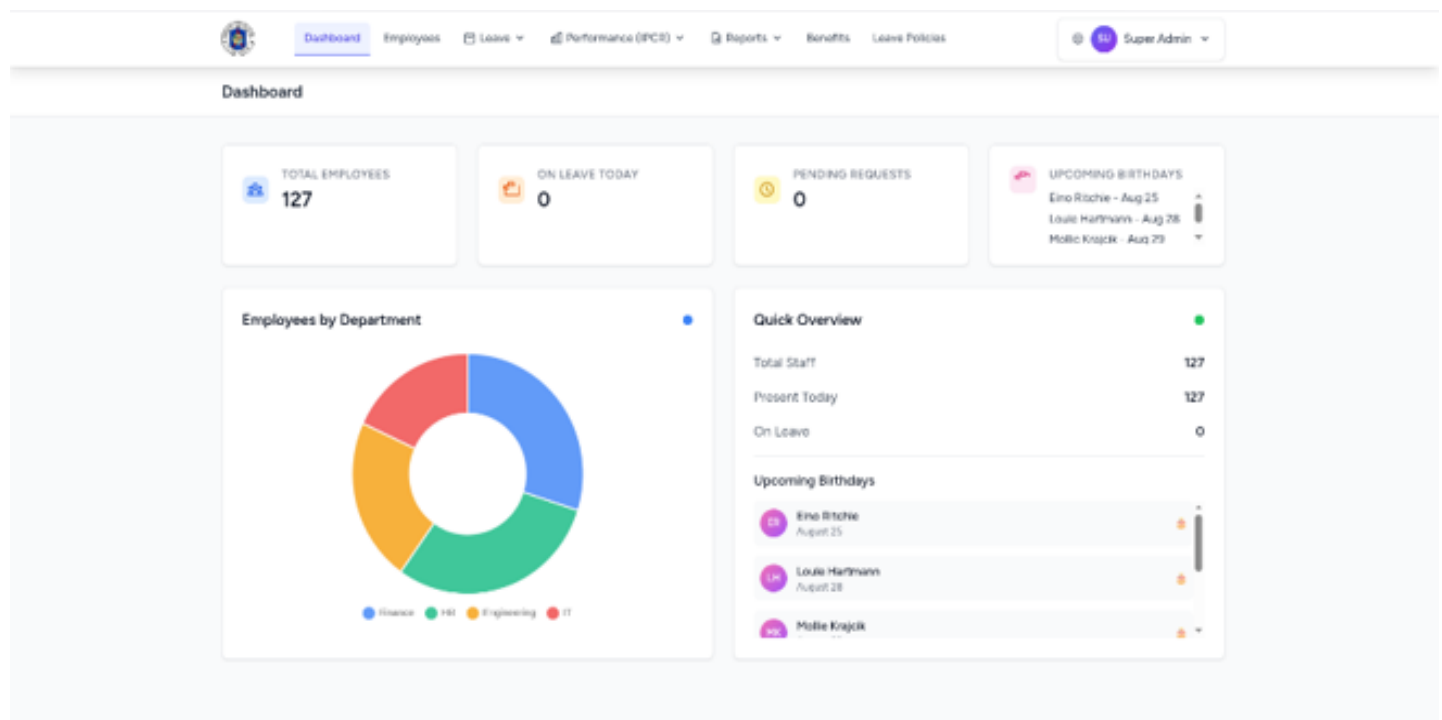
Figure 3. Leave Management Process Flow



As shown in Figure 3, this process flow illustrates the design of the automated leave management system for the LGU. Initially, the employee accesses the web portal to fill out the electronic leave application form, selecting the type of leave and attaching necessary documents. The system automatically notifies the immediate supervisor, who reviews the request to ensure it does not conflict with office schedules. If the supervisor approves the request, it is forwarded to the HRMO for final validation and credit deduction; otherwise, the request is returned to the employee with remarks. The system will then automatically update the employee's leave balance and sync the approved record with the Digital 201 File to ensure accuracy. The sequence ends after the leave has been successfully posted or rejected.

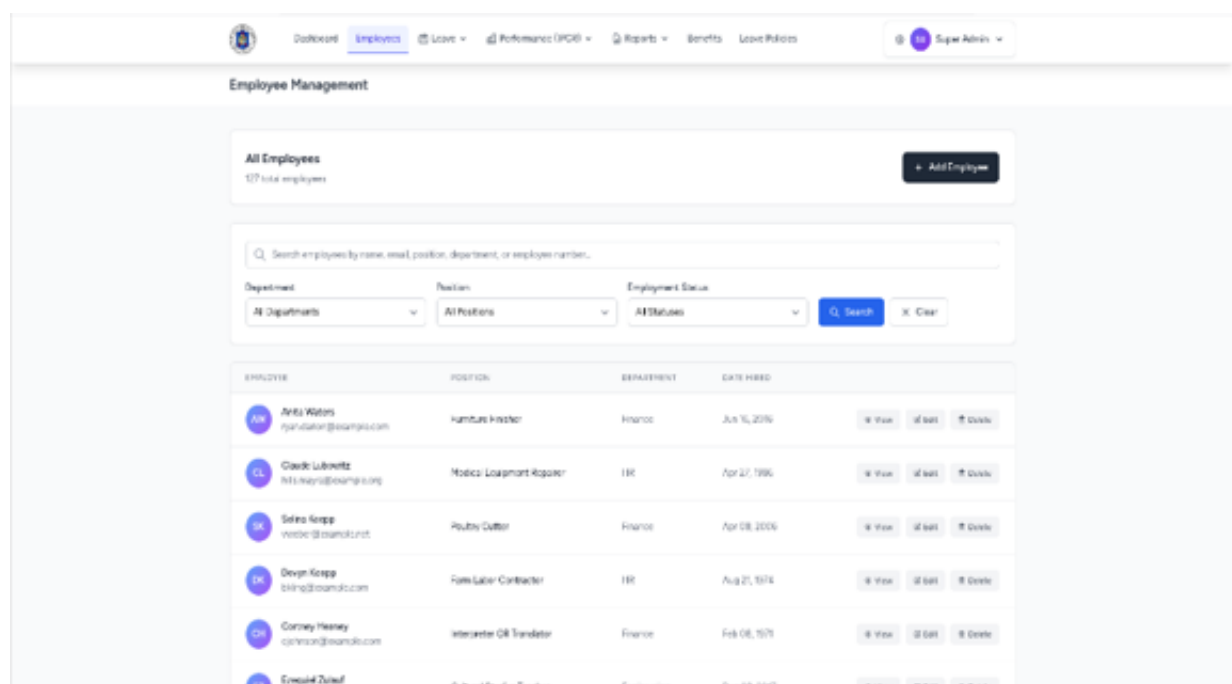
System User Interface and Feature Implementation

Figure 4. HR Dashboard



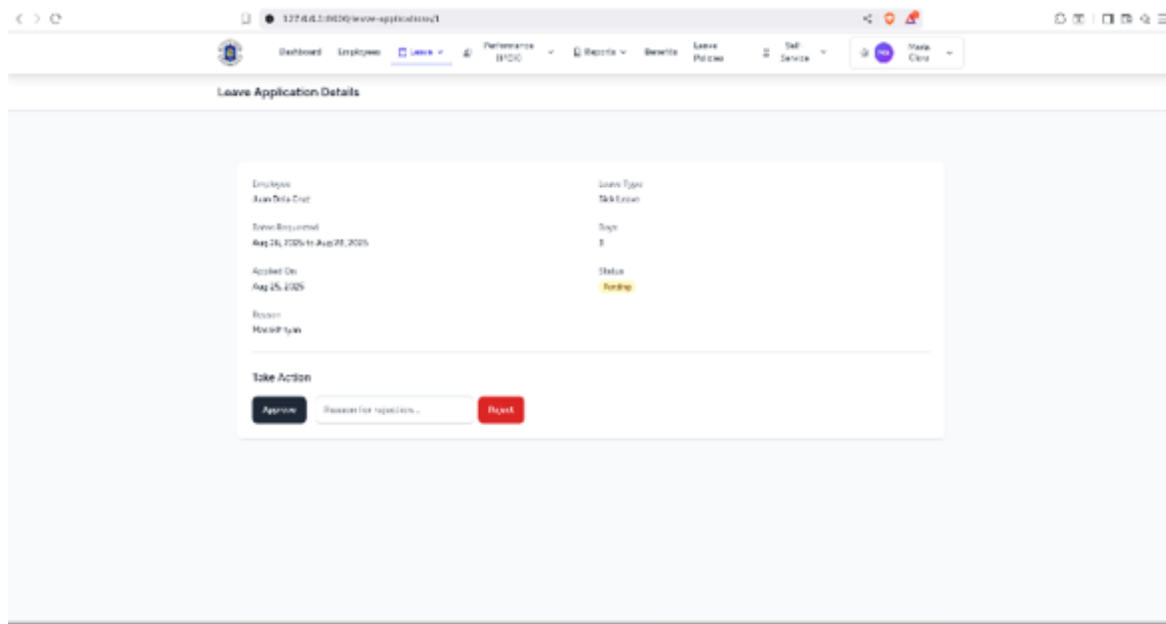
As shown in Figure 4, the HR Dashboard is the main component of the system, serving as the central hub for the HRMO. It processes real-time data to track employee attendance, monitors pending leave requests, and visualizes workforce analytics. It enables the HR staff to view upcoming birthdays, total employees, and department distributions at a glance, facilitating quicker decision-making and efficient management of daily operations.

Figure 5. Employee Management (Digital 201 File)



As shown in Figure 5, the Employee Management module plays a key role in the Digital 201 File system. When HR personnel access this interface, it acts as a centralized digital archive that replaces the old paper-based folders. The module allows for the secure storage, updating, and retrieval of personal data sheets (PDS), appointment papers, and service records, ensuring that employee information is complete, accurate, and easily searchable.

Figure 6. Leave Management Interface



As shown in Figure 6, the Leave Management module automates the entire application process. This interface allows employees to file requests online and enables supervisors to approve them instantly, eliminating the delays associated with manual routing. The system automatically calculates leave credits and syncs the data with the Digital 201 File to ensure consistency across records.

Implementation of the system within the LGU environment also presented several practical considerations. The transition from paper-based records to a centralized digital platform required user orientation and familiarization with the new workflow. Existing employee records had to be reviewed and encoded to ensure data accuracy and consistency within the Digital 201 File module. Furthermore, successful adoption depended on the availability of stable network connectivity, appropriate hardware resources, and continuous administrative support. These factors highlight the importance of organizational readiness and change management when implementing information systems within government institutions.

To ensure the sustainability of the E-Lingkod Dasol system, regular maintenance activities are necessary. These include database backup procedures, software updates, security patch management, user account administration, and periodic monitoring of system performance. Continuous maintenance helps preserve data integrity, prevent unauthorized access, and ensure compatibility with future technological changes. The designation of responsible personnel for system administration is also essential to support long-term operation and uninterrupted service delivery.

From an operational perspective, the implementation of a centralized Human Resource Information System provides several organizational benefits. By reducing reliance on paper-based records and manual processing, the system minimizes administrative workload, decreases document retrieval time, and improves the accuracy of employee information management. Although the deployment and maintenance of the system require investments in hardware, hosting infrastructure, and personnel training, these costs may be offset by improvements in efficiency, reduced record-management overhead, and enhanced service delivery. The digitalization of HR processes also supports transparency, accountability, and data-driven decision-making within the local government unit.

Table 3. Summary Table of Overall Ratings

Summary	Mean	Description
1. Functional Suitability	4.04	Agree
2. Performance Efficiency	3.95	Agree

3. Compatibility	4.00	Agree
4. Usability	4.13	Agree
5. Reliability	3.98	Agree
6. Security	4.07	Agree
7. Maintainability	4.09	Agree
8. Portability	4.05	Agree
Overall Total Weight Mean:	4.04	Agree

The evaluation results indicate that all ISO 25010 quality characteristics obtained mean ratings within the “Agree” range, demonstrating a consistently positive assessment of the developed system. The overall weighted mean of 4.04 indicates a high level of user acceptability among the respondents. Among the evaluated criteria, Usability obtained the highest mean score (4.13), suggesting that users found the system easy to learn, navigate, and operate within their daily work activities. Maintainability (4.09) and Security (4.07) also received favorable ratings, indicating confidence in the system’s ability to support future updates while safeguarding employee records and sensitive personnel information. Although Performance Efficiency received the lowest mean rating (3.95), it remained within the acceptable range, suggesting that users generally perceived the system to perform satisfactorily. The relatively lower rating may indicate opportunities for future optimization of processing speed, database operations, and overall system responsiveness.

The empirical findings demonstrate a substantial improvement in human resource management processes within the Local Government Unit of Dasol following the implementation of E-Lingkod Dasol. Prior to system development, HR operations relied heavily on manual record keeping, physical 201 files, and fragmented digital tools. Results from the preliminary assessment revealed low levels of user satisfaction, with an overall weighted mean of 1.82. Specific concerns included the leave application process, which obtained a weighted mean of 2.22, and the difficulty of monitoring leave balances, which received a weighted mean of 1.98. These findings highlighted the need for a centralized and automated Human Resource Information System.

Following implementation, respondents reported a significantly higher level of satisfaction with HR processes. The results suggest that the developed system effectively addressed operational challenges previously experienced by employees and HR personnel. The high Usability rating indicates that users were able to adapt to the system with minimal difficulty, supporting the Technology Acceptance Model (TAM), which emphasizes the importance of perceived ease of use in technology adoption. Likewise, the favorable Security rating reflects respondents’ confidence in the system’s capability to protect sensitive personnel information through centralized and role-based access to employee records.

Functional Suitability achieved a mean score of 4.04, confirming that the system successfully performs its intended functions, including employee record management, digital 201 file processing, and automated leave management. The results further suggest that the implementation of a centralized database reduced manual encoding, improved record retrieval efficiency, minimized administrative errors, and enhanced accessibility of personnel information. These improvements contributed to a more streamlined and reliable human resource management process within the municipality.

Overall, the evaluation findings indicate that E-Lingkod Dasol is an effective and user-accepted Human Resource Information System capable of supporting the digital transformation initiatives of the Municipality of Dasol. The consistently positive ratings across all ISO 25010 quality characteristics demonstrate the system’s potential to improve operational efficiency, information management, and the overall quality of public service delivery.

LIMITATIONS OF THE STUDY

Despite the positive evaluation results, several limitations should be acknowledged. First, the study was conducted exclusively within the Local Government Unit of Dasol, Pangasinan, involving twenty-six (26) respondents selected through purposive sampling. As a result, the findings may not be fully generalizable to other

municipalities, cities, government agencies, or private organizations with different organizational structures, operational procedures, and technological requirements.

Second, the evaluation primarily focused on user acceptability based on the ISO 25010 software quality characteristics and did not include extensive objective performance assessments such as response-time benchmarking, scalability testing under high user loads, cybersecurity penetration testing, or long-term operational monitoring. Furthermore, the study did not perform a comparative evaluation against existing commercial or government Human Resource Information Systems (HRIS), limiting the ability to quantitatively determine the relative advantages of the proposed system.

Third, while the system incorporates standard security features provided by the Laravel framework and follows data management practices consistent with the Data Privacy Act of 2012, the study concentrated on functionality, usability, and user acceptance rather than comprehensive security auditing. Since the system manages sensitive employee records, including Digital 201 Files and leave information, additional cybersecurity assessments are recommended for future implementations.

Finally, the web-based architecture of E-Lingkod Dasol depends on the availability of a stable internet connection or local network infrastructure. Variations in network performance may affect system accessibility and responsiveness during actual operation. Future enhancements may include offline capabilities, advanced security assessments, performance optimization, and broader deployment across multiple local government units to further improve the reliability, scalability, and applicability of the system.

These limitations do not diminish the usefulness of E-Lingkod Dasol within the Municipality of Dasol but should be considered when interpreting the findings and planning future improvements.

CONCLUSION

The evaluation results indicate that the system performed effectively and achieved a high level of user acceptability among respondents because of its speed and ease of operation. With regard to human resource management in the LGU of Dasol, the use of this system represents a positive change for both the HR personnel and the municipal employees. In addition, the automated leave calculations, including the real-time validation of leave credits, ensure that applications are processed correctly, which reduces manual errors and data discrepancies. More importantly, the centralized Digital 201 File allows the secure storage and instant retrieval of personnel records from the database, addressing the issues of document loss and limited office space. The friendly and responsive interface of the system can be noted as well as the fact that it simplifies the complex SPMS cycle, which increases the reliability of service delivery.

To strengthen the adoption and long-term impact of the proposed Human Resource Information System, several key recommendations are made. A continuous maintenance plan is recommended to ensure the system evolves with CSC regulations. Initial development costs were kept low by using open-source tools (e.g., Visual Studio Code, Laravel, MySQL) and standard web technologies. Compared to commercial HR platforms, which require high capital and licensing fees, the proposed system offers a low-cost alternative suitable for the specific needs of the municipality. A phased rollout can guide the LGU in digitizing remaining physical records, budgeting for server maintenance, and conducting user training. The Local Government Unit (LGU) should officially adopt the system and collaborate with IT personnel to enforce security protocols, ensuring that implementation remains secure and efficient across all departments.

Future studies may expand the evaluation of the system by involving multiple municipalities and government agencies to improve the external validity of the findings. Researchers may also incorporate objective performance measurements such as response-time analysis, reliability testing, scalability assessment, and cybersecurity evaluation. Comparative analyses with existing government and commercial HRIS platforms may further identify the unique strengths and areas for enhancement of the proposed system. These efforts will contribute to the continuous improvement and broader applicability of E-Lingkod Dasol in supporting digital governance initiatives.

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