Week 1 Discussion

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**For employees to use Web-based self-service applications in their companies:**

Any form of implementation which integrates a website acting as a front-end, allowing the users for accessing any applications till the internet or any electronic device such as a computer or any other electronic device, having an internet connection, is referred to as a web-based application. The most commonly web-based technologies include self-service applications like Tablets, Smartphones, Personal Digital Assistant (PDA) and portable PCs like laptops (Meuter, Ostrom, Roundtree, & Bitner, 2000). New challenges have been realized by enterprises with benefits corresponding to the evolution in accessibility, speed and operations of the World Wide Web (www). The main benefit of the web-based applications, in comparison with the traditional desktop operations, is that these applications are accessible anywhere and everywhere, which brings an additional advantage to the organization. A variety of supplier side and consumer side software applications have direct integration with the business operations for improving the service delivery and ensuring the increase in productivity is widely used by the businesses of today. Using the employees to carry out predefined tasks using the applications which are web-based not only makes their duties easier but increases the relevance of the organization at the same time have been used widely by the organizations of today.

As the payroll or HR managers, have you ever thought what it would be like to spend the day without dealing with any request by the employee for updating their personal details, re-issuing the copy of the pay slip and checking their entitlement of holidays. It has been more than a decade that the technology software and infrastructure for supporting the PSS is around, but adopting to the updated infrastructure has been slower. The biggest advantage of the self-service is considered to be the reduction of payroll and administration costs of HR. But technically, there are a few barriers in implementing the PSS (Negash, Ryan, & Igbaria, 2003). A common setup would be allowing the employees for viewing pay history and advice, change the personal details, submitting timesheets and filing expense claims, alongside the HR-related tasks such as submitting job applications and the holiday requests.

**References**

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Negash, S., Ryan, T., & Igbaria, M. (2003). Quality and effectiveness in web-based customer support systems. *Information & Management*, *40*(8), 757–768.