

A STUDY ON THE ANALYSIS TO EVALUATE EMPLOYEE TASK MANAGEMENT SYSTEM**Mr. Gaushik David¹**¹PG Student, School of Management Studies, Sathyabama Institute of Science and Technology, Chennai**ABSTRACT**

Task management systems have become an important component in modern organizations as they help in improving employee productivity, coordination, and overall organizational efficiency. In today's competitive work environment, organizations are increasingly adopting digital tools to manage tasks effectively and reduce manual workload. This study focuses on evaluating the effectiveness of the employee task management system at SRI and analysing its impact on employee performance and organizational efficiency. The research examines various factors such as system usage, task tracking, productivity, error reduction, coordination, and employee satisfaction. Data for the study was collected from 115 respondents using a structured questionnaire consisting of both demographic and Likert-scale-based questions. The responses were analysed to understand the effectiveness of the system and identify the challenges faced by employees. The findings indicate that the task management system has a positive impact on task completion speed, reduction of manual workload, and improvement in accuracy. However, the study also reveals moderate system usage, uneven implementation across departments, and challenges related to training and user adaptation. While the system contributes to improved job satisfaction for many employees, it has limited impact on reducing work-related stress. The study concludes that task management systems play a crucial role in improving workflow efficiency, but their success depends on proper implementation, training, and employee acceptance.

Key Words: Task Management System, Employee Performance, Productivity, Efficiency, Workflow Management

1. INTRODUCTION

In today's rapidly evolving business environment, organizations are continuously striving to improve employee productivity and operational efficiency. One of the key aspects that influence organizational performance is effective task management. Traditional methods of managing tasks often rely on manual tracking, which can lead to inefficiencies such as delays, lack of coordination, miscommunication, and increased chances of errors. These challenges can negatively impact employee performance and overall organizational effectiveness. With the advancement of digital technologies, task management systems have emerged as effective tools to streamline work processes and improve efficiency. These systems provide a structured platform where tasks can be assigned, tracked, and monitored in real time. Employees are able to clearly understand their roles and responsibilities, manage their workload efficiently, and complete tasks within deadlines. This not only improves productivity but also enhances coordination and communication within teams. Task management systems also play an important role in reducing manual workload and improving accuracy in operations. By automating routine processes, organizations can minimize errors and improve consistency in task execution. Additionally, these systems provide real-time updates and centralized information, which enhances transparency and helps managers monitor performance effectively. However, the successful implementation of task management systems depends on several factors such as user acceptance, training, system usability, and level of implementation across departments. Some employees may face difficulties in adapting to new technologies, while others may not use the system consistently. Therefore, it becomes essential to evaluate the effectiveness

of such systems and identify the challenges associated with their usage. This study focuses on analysing the employee task management system at SRI and evaluating its impact on employee performance, productivity, and organizational efficiency.

2. BODY OF PAPER

2.1 Objectives of the Study

1. To assess employee and managerial satisfaction with the system.
2. To analyse employee efficiency in existing task management practices.
3. To identify problems faced in manual task tracking systems.
4. To study the need for improvement in employee task management.

2.2 Review of Literature

Puspasari et al. (2024) examined the impact of task management systems on employee performance and highlighted that such systems improve time management, task prioritization, and workflow efficiency. The study emphasized that digital tracking enhances accountability and reduces errors, leading to improved productivity and coordination within organizations.

Osman et al. (2019) focused on evaluating employee performance using automated task management systems. The study explained that automated systems provide real-time data on task completion and productivity, which helps managers monitor performance effectively. It also highlighted that such systems improve transparency, coordination, and decision-making.

JETIR (2023) discussed the implementation of Employee Task Management Systems and their role in improving organizational efficiency. The study found that centralized platforms enhance communication, reduce delays, and improve workflow management by providing clear task tracking and monitoring features.

Claessens et al. (2007) emphasized the importance of time management in improving employee productivity. The study highlighted that structured planning and prioritization help employees manage their workload effectively and reduce stress, leading to better performance.

Vial (2019) explored the concept of digital transformation and its impact on organizational processes. The study concluded that digital systems improve efficiency, reduce manual effort, and enhance communication, although proper training and user acceptance are necessary for successful implementation.

2.3 Research Methodology

The study adopts a descriptive research design to analyse the impact of the task management system on employee performance and organizational efficiency. The research focuses on understanding system usage, employee efficiency, satisfaction levels, and challenges faced during implementation.

Both primary and secondary data were used in the study. Primary data was collected through a structured questionnaire consisting of 20 questions, including demographic details and Likert-scale-based questions related to system usage, performance, effectiveness, challenges, and satisfaction. Secondary data was collected from journals, books, and online sources to support the theoretical background of the study.

A total of 115 respondents were selected using simple random sampling, ensuring equal opportunity for participation and reducing bias. The collected data was analysed to evaluate the effectiveness of the system and draw meaningful conclusions.

2.4 Key Benefits

1. Improved Task Completion Speed

The system helps employee complete tasks faster by providing a structured workflow and clear deadlines, which improves efficiency.

2. Reduction in Manual Workload

Automation of task tracking reduces manual effort and simplifies work processes, making tasks easier to manage.

3. Increased Productivity

Employees are able to manage their time effectively and prioritize tasks, leading to improved productivity.

4. Error Reduction

The system minimizes errors by providing accurate tracking and reducing dependency on manual methods.

5. Better Coordination

Improved communication and real-time updates enhance coordination among employees and teams.

6. Enhanced Task Monitoring

Employees and managers can track progress easily, which improves control over tasks and workflow.

2.5 Major Obstacles

1. Inconsistent System Usage

Not all employees use the system regularly, which reduces its overall effectiveness.

2. Lack of Proper Training

Some employees are not adequately trained, affecting their ability to use the system efficiently.

3. Resistance to Change

Employees who prefer traditional methods may resist adopting digital systems.

4. Technical Issues

System-related problems and usability challenges affect performance and user experience.

5. Limited Stress Reduction

The system does not significantly reduce work-related stress for many employees.

6. Uneven Implementation

The system is not uniformly implemented across all departments.

2.6 Suggestions

- The organization should improve system implementation across all departments to ensure consistent usage and performance.

- Training programs should be strengthened to improve employee understanding and system usage.
- System features should be optimized to improve efficiency and task completion speed.
- Regular updates and improvements should be made to enhance system performance.
- Employee feedback should be collected regularly to improve user experience.
- Strong technical support should be maintained to ensure smooth functioning of the system.

3. CONCLUSIONS

The study concludes that task management systems play a significant role in improving employee performance and organizational efficiency. The system enhances productivity, reduces manual workload, and improves accuracy in task management. However, the effectiveness of the system depends on proper implementation, training, and employee acceptance. Addressing these challenges can help organizations maximize the benefits of task management systems. Overall, the study contributes to understanding how digital task management systems can improve workflow and organizational performance.

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