A Personnel Portal Case at VN Taxi in Thai Nguyen

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***Abstract*—This undergraduate thesis reviews use of a personnel portal at VN Taxi in Thai Nguyen. The student compares scattered earlier staff records with a shared workflow for employee information, work monitoring, updates, and reports. The manuscript describes more convenient access and coordination after adoption, but gives no reconciled employee sample, measured task-time series, error counts, or independently audited productivity indicator. The result is a qualitative company case and a set of proposals for clearer processes and staff training. This summary reports the functions and the author's observations without treating phrases such as "significant improvement" as a quantified effect. The study is limited to one business and a short period of practical exposure.**

***Index Terms*—personnel portal, taxi operations, human resources, work tracking, digital records**

I. Introduction

Taxi operations need current personnel records and visibility into shifts, assignments, and changing work conditions. VN Taxi previously handled some information through separate manual channels. The thesis asks how a portal can consolidate these records and support coordination. Its case scope is one company, not a comparative study of taxi operators or a technical security audit [1]. Earlier ICTU undergraduate theses on related topics provide context [5], [6], [7], [8], [9], [10], [11]. These works were selected for this English summary and are not attributed to the source thesis bibliography. Published background sources on the methods and domain of this project provide context for the English summary [2], [3], [4].

II. Methods

The student reviewed the company's personnel workflow and documented portal functions for staff records, work tracking, updates, and report preparation. The source qualitatively compares the earlier fragmented process with portal-supported steps. Screens and descriptions support a workflow account. It does not define a controlled baseline, a time-motion sample, staff-level outcome measures, or a formal assessment of data quality and access rights [1].

III. Results

The report shows how employee records and work information can be entered and viewed through the portal, and describes faster retrieval and clearer coordination in routine use. It also identifies incomplete integration and the need for consistent user training. These benefits are the author's qualitative assessment; the manuscript does not give verifiable percentages, processing times, or cost savings. The supported output is a documented application case and proposed process improvements [1].

IV. Discussion

A central portal can improve work only if records are current, changes are attributable, and employees understand how to use it. The thesis's broad improvement language exceeds its evidence where no comparable measurements are supplied. A future evaluation should reconcile personnel records, measure report preparation time, track corrections, and audit access permissions over an agreed period. Earlier ICTU personnel and recruitment systems offer relevant local context [1].

V. Conclusion

The thesis describes a personnel portal in use at VN Taxi and maps its principal management functions. It offers a useful local workflow account. Measured efficiency, data quality, and sustained adoption remain to be demonstrated with operational records [1].

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