



The ULSM Hospital in Portugal implemented the "sisqual maxpro-HR", an application that Antonio Regueiro, director of sales and 'marketing' of SISQUAL - Company R & D Systems, presents as "a solution for human resource management and planning that enables managers to make a holistic management of their teams". This solution, which enables planning of operational management teams with scales by guaranteeing minimum services, simulations of changes in plans, etc, was developed by SISQUAL for the Health sector. Among other features, this solution is easily integrated with the existing attendance or payroll processing solutions.

Some of the features of this application are:

- planning of the needs of the workforce throughout the organization collecting the distribution of time worked by cost center
- management of shared leadership among employees
- alerts for the number of employees per shift / team / competence
- reduction of labor and human error (plan a vacation / time management / overtime, etc.)
- management of time and urgency of prevention
- treatment and automatic calculation of hours worked by all staff
- data integration system with the payment of wages, so that the payment of wages is automatic (calculation of allowances, supplements, overtime, the eighth time for doctors, among others)
- Web-based processing and environment

“the use of technological solutions is inevitable for the management of people in organizations”

The director of the Department of Human Resources Management and Document Management of ULSM, Maria de Lourdes Andrade explains what led to the decision to implement the "sisqual maxpro-hr" in the institution. The implementation of a computer application in the monitoring of attendance is due to a statutory requirement, according to which the performance of the duties of attendance and punctuality, as well as the normal working hours must be verified by automated systems of records or mechanical.

The need to implement this type of electronic mechanisms in health establishments of the National Health Service (NHS) is further enhanced by the 'Attendance Control Mechanisms in Institutions and Services of the NHS' report, sent health institutions in 2006".



According to Maria de Lourdes Andrade, the main short term objectives for the implementation of the application were as follows: "comply with that statutory requirement, which has the immediate consequence of the replacement of the signing in 'book' point; parameterization of hours employees and associated cycles; articulation / integration between the biometric registration of attendance of employees and schedules, and expedite the processing fees through auto-load the application of human resources and salary data processing necessary for this month (attendance, overtime, period of absence / presence, etc. ".

Regarding the milestones and timings of the implementation, "everything went according to schedule". From the operational point of view "the process saw some resistance from employees more reluctant to change and because ULSM was the health institution to introduce this solution".



The results, however, were clear: " the implementation of the solution contributed to the automation of the process of registration of attendance; drastic decrease of the use of paper; greater involvement and participation of middle management and employees in general handling procedures of attendance and reasons for absences; empowerment of middle managers; better management working hours and the scales of each service and decrease of manual labor in the processing of salaries with the consequent reduction of human error, resulting therefore from the integration between the different components of the IT solution".

To Maria de Lourdes Andrade, " the use of technological solutions is inevitable for the management of people in organizations". In her opinion, it is needed "a new approach in the process, contributing to the modernization of services, greater interactivity between employees and human resource services, and new communication channels, which enables the dematerialization process and greater efficiency and effectiveness of human resource services".

Source: Revista Human Fev2011

