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The effect of Remote work platforms on the recruiting process of the human resource departments in the companies found in Saudi Arabia (Applied on Mubbsher company in KSA in Riyadh)

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Graduation Project – 1

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1. Chapter 1: Introduction

1.1. Research Background

In light of achieving the Kingdom of Saudi Arabia's Vision 2030, The ministry of human resource and social development has launched several initiatives to guarantee the rights of the workers and the employer, of which the most important is the employee contract documentation initiative, which obliges all employers to document their employees' contracts on the relevant electronic platforms such as the Muddad platform, the general organization for social insurance platform, the Qiwa platform and the telework platform

And according to the World economic Forum report issued in 2018, traditional jobs constituted 41% of the total issue, such as manual labor, data entry, secretarial reservations, accounting and auditing jobs which is predicted to decline by 26%. Another group of remote work jobs which constituted of 8% in 2018, will begin to rise and increase annually to reach 21% and will be represented in e-commerce, Information technology, medical services, logistics, and distribution services and software engineering which will lead to emergence of trends. New jobs and growth of emerging employments markets and consequently more jobs opportunities (Schlier,2019:78)

(Al Yafi, Al amri research regarding the psychological trends in the practice of teleworking or remote working), this study aimed to determine trends towards the concept of "remote work" students at the college of Business Administration at kind Saud University were targeted.(261) questionnaires were distributed to male and female students at the college, the study concluded that achieving goals through the practice of "remote work" had a high degree of influence in the dimension of empowerment in the work environment. The degree of influence on the attitude of students at the college of the Business administration towards "remote work" lies in the fact that "remote work" helps in the increase of productivity of its practitioners. The most important factors influencing the satisfaction of

“remote work” practitioners are the satisfaction of family, bosses, colleagues in the first place and the individual productivity ability while doing his work remotely in the second place

As a result around the year of 2020, The remote work program was established. The Remote work program is one of the important national initiatives launched by the Ministry of Human resource and social development with the aim of bridging the gap between business owners and job seekers, among whom several obstacles prevent them from obtaining suitable job opportunities. From this standpoint, the ministry of human resource launched “the Remote work program” which aims to meet the desires of two basic categories of the national workforce to join the labor market, namely women and people with disabilities as well as males, by offering job opportunities that transcend the barriers of lack transportation and inconvenience. The work place requires female job requirements and the need to care for children or the elderly during the work period

One method of managing this platform is by delegating this mission to licensed service providers. The program is subject to the supervision of Takamul Business Service Company, affiliated with the Ministry’s system. It provides integrated solutions for remote work and seeks to coordinates with the relevant authorities to ensure their implementation on sound foundations. But as a service provider one should ask, how can I be licensed by Takamul? What will my duties be? And what practices could cause me lose the license once I had it and started working using it?

The purpose of this study is to examine the impact of remote work platforms on the recruiting processes within human resource departments of companies located in Saudi Arabia. By exploring how these platforms influence recruitment strategies. First, once a service provider meets all the conditions stated by takamul, then it has opened a new job opportunity with the authority to document the employees contracts form different companies found in Saudi Arabia in the platform of “remote work”. Second, by doing this, these service providers are maintaining partnership with the government sector and support of vision 2030. Third, by doing this, these service providers are also contributing to increase the rate or emiratisation. Fourth, to determine how service providers along with labor force work to prevent false emiratisation.

1.2. Research Problem

Before the introduction of “the remote work platform”, a lot of companies used the online/remote work an excuse to hire false Saudi employees (national employees who earn minimum wages just to be registered in the companies register), which has been solved by the collaborated work between the service providers and the inspection compaigns from the labor office

1.2.1. Theoretical Gaps

There might be a gap in understanding how HR departments in Saudi Arabia integrate remote work platforms into their existing recruiting strategies. This includes assessing the challenges they face, such as technological infrastructure limitations, cultural norms around remote work, and legal considerations

1.2.2. Practical Gaps

the lack of robust methods for evaluating the effectiveness of remote work platforms in enhancing recruitment outcomes in Saudi Arabia. This includes measuring metrics such as time-to-hire, cost per hire, candidate satisfaction, and the overall impact on HR department efficiency and effectiveness

The main research question: How does the “remote work platform” hires service providers to help HR departments in Saudi Arabia countries integrate the remote work platform into their recruiting strategies and to evaluate their remote work effectiveness

1.3. Research Significance

Theoretical and empirical significance if this research lies in the potential to bridge existin gaps and contribute to the advancement of Human resource management practices

1.3.1. At the theoretical level

To overcome the theoretical gap mentioned above, a service provider can hire CRM employees who can follow up the HR departments in the companies and technical support employees who can document the remote working employees contract in the platform themselves, This great

contractual relationship between the HR departments of different companies and the service providers could start after the marketing department of the service provider explain the service they would provide after signing a contract between the two parties

1.3.2. At the practical level

One of the conditions for the service providers to be licensed is to provide a system to monitor the attendance of the remote working employees and to control the daily tasks, which would be helpful for evaluating and measuring their remote work and printout their weekly or monthly reports, by this a licensed service provider can overcome the practical gap mentioned above

1.4. Research Questions

Main question: How does Remote work platform affects the recruiting process of the human resource departments in the companies found in Saudi Arabia?

Sub-question 1:How helpful are the service providers to the human resource department effected by this platform?

Sub-question 2: What are the labor crises that could be prevented by documenting remote employees in the Remote work platform?

Sub-question 3: How will Remote work platform and similar ministerial platforms affect the future labor in the companies of Saudi Arabia?

Sub-question 4: How Remote work platform considered as a work opportunity for service providers?

1.5. Research Objectives

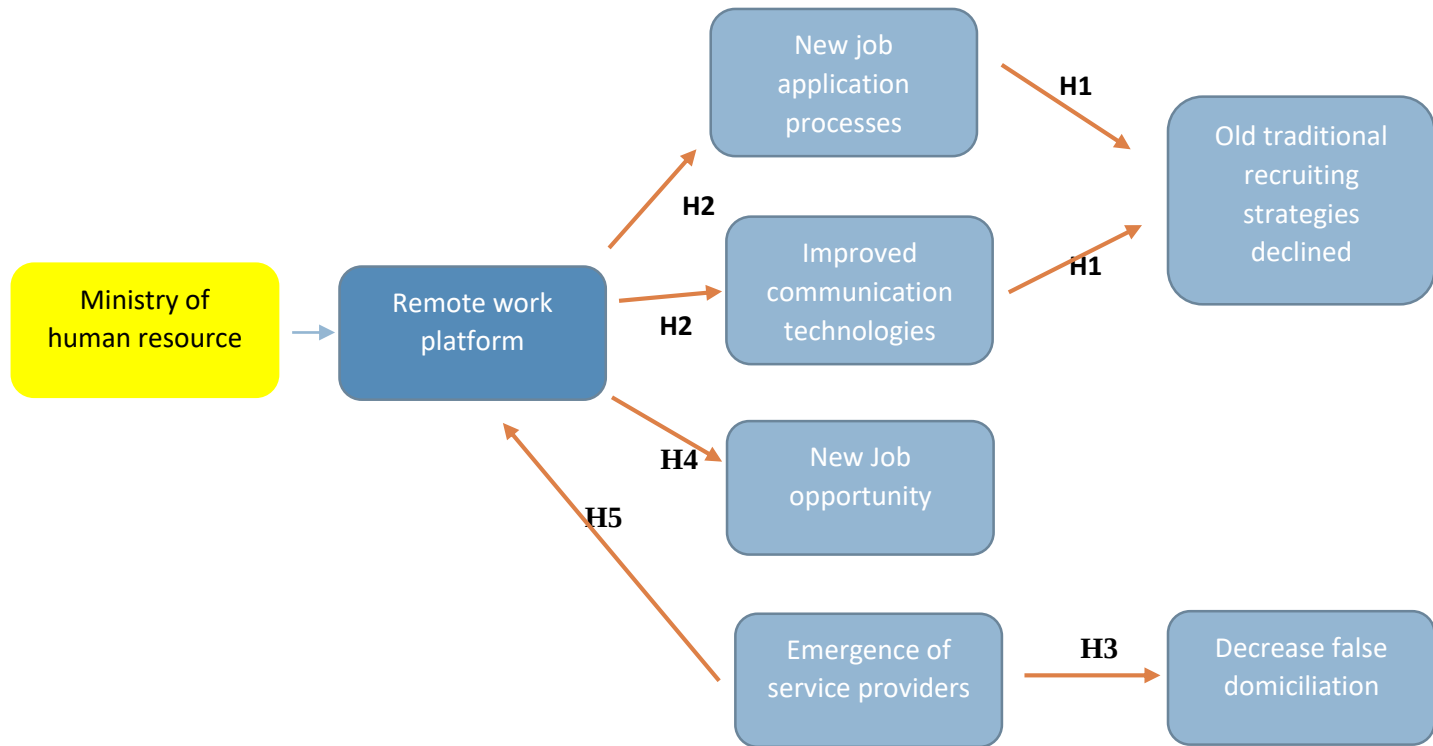
The main objectives for this research are:

- To Identify the primary advantages and challenges associated with using remote work platforms in the recruiting process, from both the HR department and candidate perspectives
- To Investigate how remote work platforms have altered traditional recruiting strategies and methods, including sourcing, screening, and interviewing candidate
- To Predict future trends and developments in remote work platforms and their potential impact on recruiting practices in Saudi Arabia
- To Investigate the integration of remote work platforms with other HR technologies, such as applicant tracking systems (ATS) and human resource information systems (HRIS) specially those provided by expert service providers

1.6. Research Hypotheses

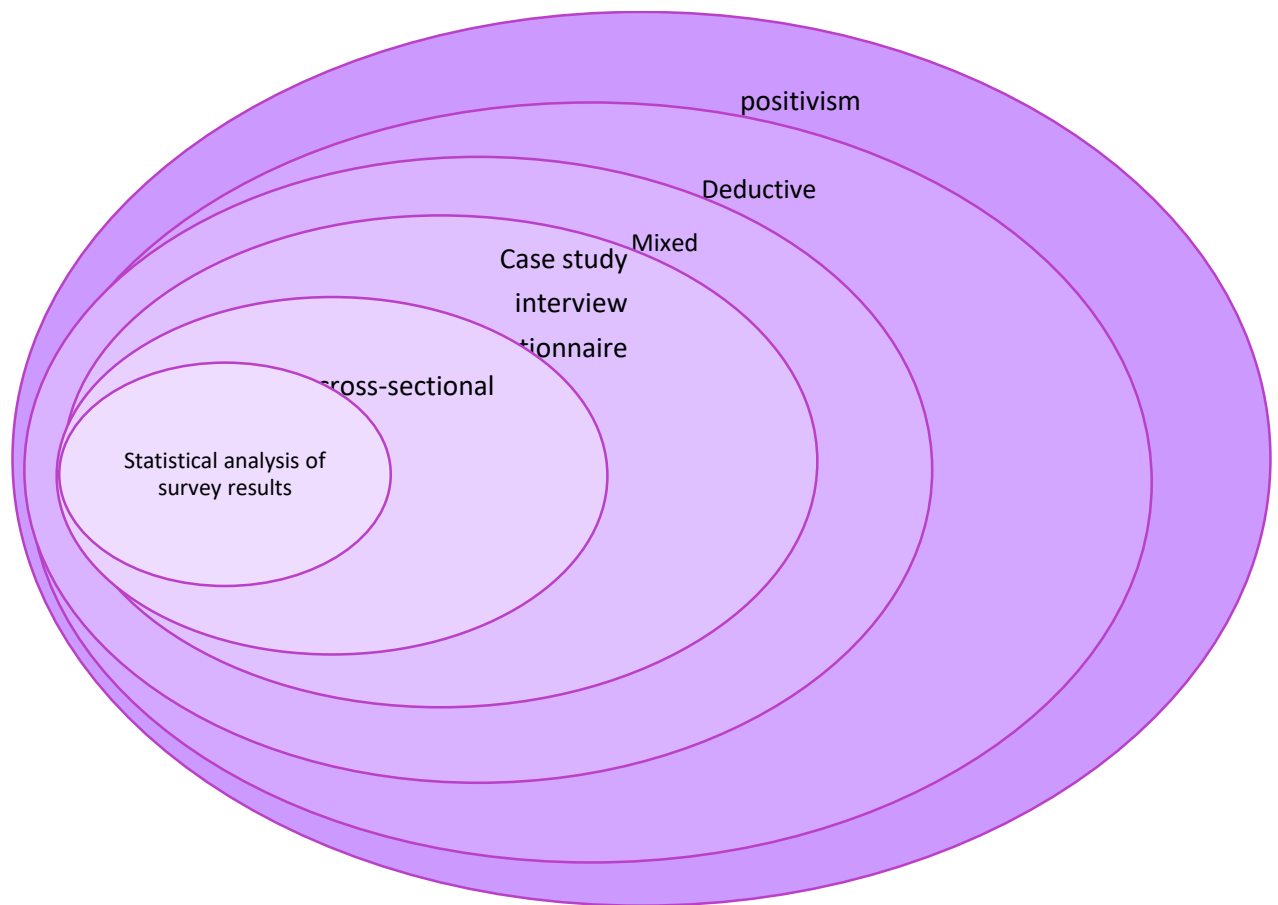
- There is a significant negative relationship between the emergence of new ministerial platforms such as Remote work platform and the traditional recruiting strategies
- There is a significant positive relationship between the communication and application process and the use of Remote work technologies for distant workers
- There is a relevant drawback noticed in the recruiting of false domiciliation employees after the use of service providers for documenting the employees contracts in the platform
- There is a constructive relationship between the existence for new work opportunities as service providers due to the presence of such ministerial platforms
- Service providers as beneficial of the new job opportunity, can positively be helpful by reporting contract documentation in the remote work platform

1.7. Research Model



1.8. Research Methodology

- **Research philosophy:** positivism
- **Research Approach:** Deductive
- **Research choice:** Mixed
- **Research strategy:** Case study, questionnaire and interviews
- **Time horizon:** Cross-sectional
- **Data-collection and analysis Technique:** Statistical analysis of survey results



1.9. Scope of The Study (empirical study)

This research is based on a study done in **Mubbsher Company**, in KSA, Riyadh, which is a company in the service providence industry. The company hires sales and marketing specialists for explaining the service to the human resource managers of different companies found in Saudi Arabia, it also hires Technical support employees to register the remote work employee's contract in the Remote-work platform. In the other hand companies the sign a contract with us, agrees to pay a certain amount of money to the service provider (Mubbsher Company) for the contract documentation. The service provider reports the contract documentation results to the company that represents the Ministry of Human Resource activities (Takamoul)

Population: The employees of Mubbsher company along with the managerial stuff, and some of the clients of Mubbsher

Sample: The expert employees of Mubbsher, the project manager and the operation manager and three of the old clients of Mubbsher Company as head of their human resource departments

Accessibility: As a marketing specialist in the company, I have access to the company's CRM system and it is part of my job to interview the clients for their needs to our service before explaining the service in depth

1.10. The Suggested Project Structure

Chapter 1: Introduction

Chapter 2: Literature review

Chapter 3: Research methodology

Chapter 4: Statistical analysis

Chapter 5: Results, Discussion and Conclusion

Chapter 6: References

Chapter 1: Introduction

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2.Chapter 2: Literature Review

2.1. Introduction

The advent of remote work platforms has fundamentally altered many aspects of organizational operations, including the recruiting process within Human Resource (HR) departments. This literature review explores existing research and theoretical perspectives on how remote work platforms influence recruitment strategies, processes, and outcomes.

2.2. The independent variable

The independent variable is **remote work platforms**. This variable is what we are changing or manipulating to observe its effect on the recruiting process. Which includes various strategies and types employed by the service providers like communication tools, project management tools, collaboration tools, HR and recruitment software

2.3. The dependent variable

The dependent variable in this study is **the recruiting process of the human resource departments**. This is the outcome we're measuring to see how it is affected by changes in the independent variable, which in this case is the use of remote work platforms. The recruiting process could involve various aspects such as time-to-hire, quality of candidates, or efficiency in handling applications

2.4. The relationship between the independent and the dependent variables

Remote work platforms are tools and systems that facilitate remote work by enabling communication, collaboration, and project management from different locations. These platforms are intended to improve workflow, streamline processes, and support team coordination in a remote work environment.

Remote work platforms can make the recruiting process more efficient. For example, video conferencing tools allow for virtual interviews, which can reduce scheduling conflicts and eliminate travel time for both recruiters and candidates. The relationship between remote work platforms and the recruiting process is that the use of these platforms can significantly influence various aspects of recruiting, from efficiency and speed to the quality of candidate

interactions. By examining this relationship, you can understand how leveraging technology in remote work can impact and potentially improve the recruiting process.

2.5. Conclusion

The integration of remote work platforms into the recruitment process has brought about significant changes, enhancing efficiency and offering new strategies for engaging candidates. While challenges remain, particularly concerning technological access and maintaining candidate experience, the benefits of remote recruitment are evident. HR departments must continue to adapt and refine their practices to leverage the full potential of remote work platforms while addressing any associated limitations.

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