Suggestions on the improvement of organizational Structure for the required Work Flow Process: A survey approach

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ABSTRACT- On the global competition of business management, there is an immediate need for development and productivity. This can be achieved by improving or implementing an effective workflow in business management. The business must develop an effective workflow system for better understanding, evaluating and redesigning the tasks. This survey study aims to understand how the business processes' effectiveness is affected by the implementation of Workflow in business management technology. The important workflow process is effective implementation, deployment of staff, To-Do list, Not-To-Do list, external technical auditor, disturbing system, E log activities, cashless transaction and zero-conflict strategy were addressed in this research. The questioners were prepared with the help of a literature survey and the responses were collected from the operation and service corporation of U.A.E through the online form. This research highlights the importance of workflow in the business management system.

Keywords: Workflow, conflicts strategy, work environment, external auditor disturbing system.

I.   INTRODUCTION

Modern business enterprises must cope with the international market, decrease the costs for businesses, and easily grow new products and services. To overcome these specifications, companies must continually revaluate and modify their operating and alter their knowledge services and networks to promote expanding business requirements(Colvin et al., 2020). Workflow strategy enables this by supplying techniques and applications to promote economic process modelling to capture business requirements as workflow requirements, business process restructuring to optimize defined procedures, and process automation to produce workflow systems from workflow requirements(Froger et al., 2019). Many organizations are applying computer systems to automate work, standardize their businesses and improve their performance.Excellently-known business processes are Enterprise Resource Planning systems such as SAP and Oracle, customer relationship management such as Supply Chain Management Systems, Salesforce and Workflow process(Cubric, 2020). This article concentrates only on the implications of the workflow on business processes systems. These systems coordinate and automate business processes and their actions to make it more efficient and efficient. Fortunately, little known about the actual impact of these processes on the organizational functions and on the institution as a whole(Tran et al., 2020). Therefore, this paper summarises the literature on the observed implications of workflow systems on organizations. The idea of the workflow has developed from the theory of the production process and the office. These methods have originated since industrial development and are the components of a search to improve productivity by focusing on the routine aspects of the work activities(Fischer et al., 2020). Typically, they differentiate job tasks into the well-defined functions, roles, policies and procedures that govern most of the work in production and the office. Initially, the operation was carried out entirely by people who exploited physical objects. With the introduction of technology, processes in the workplace are indirectly or directly computerized by information systems, i.e. computer programmes actually working and implementing rules that humans have originally enforced. Workflow management services are extensively used and trustable for organisational effectiveness. However, the extent of this impact in practise is not evaluated in a descriptive, systematic way. Workflow is a theory closely linked to the restructuring and automation of business and technology processes in an organization. The workflow may define the duties of the business operations at the theoretical level required for knowledge, analysing and modifying the business process(Nudurupati et al., 2020).On the other hand, workflows can acquire information process tasks at a stage that defines the process requirements for data developed system and human skills. Workflow management is a system that enables the re-engineering of management and technology processes. It involves identifying workflows, i.e. discussing those elements of a procedure that are important for controlling and managing the implementation of its duties, and supplying for rapid (re)design and (re)implementation of procedures as

business requirements and information management alter In order to accurately promote workflow management, there is very little contract as to what workflow is and which characteristics a workflow(Wigmore-Álvarez et al., 2020). In the context of the term 'workflow,' that is often used casually, people refer to business operations, process specification, operating systems that enforce and optimizes a process, or applications that simply promote the coordination and cooperation of people who carry out a procedure(Cubric, 2020).

II. MATERIALS AND METHODS

2.1 Research Hypothesis and objectives

The current study investigated the organizational culture elements to determine whether or not literature has recognized any gap between the workflow system in business management. The objective of the effectiveness research is to assess how the quality of business processes is enhanced by implementing Workflow in Business Management Technology. The important workflow process is effective implementation, staff deployment, To-Do list, Not-To-Do list, external technical auditor, disturbing system, E log activities, cashless transaction, and zero conflict strategy. Specific criteria have been made based on a literature review, complemented by observations from several implementations in which we participated, which have shown to be the most famous quantitative metrics. By incorporating a Workflow Management system, one may aim to reduce most of the performance metrics' average values.Even though work is routed through an automated process, work needs to reach people faster and normally can't get lost. This decreases the lead time and waiting for cost. It will allow consumers to invest less time in cooperation and exchange of work, which means a significant decrease in service time. As a result, workload and utilization will reduce if the demand for work and assets remains constant.Consequently, the hypothesis for this study is that the percentages of all workflow variables will increase or decrease as a result of the use of an efficient organizational management system. Note that it is not beneficial, under all conditions, to obtain a low value for each performance measure. Most importantly, access to affordable appears advantageous to accomplishing a high degree of flexibility. Still, some supervisors will instead aim for an increased allocation of assets to make full use of the costs spent on lab(Leon et al., 2020).

2.2 Research steps
At the very least, an early evaluation of the parameter values is required two times to decide the system workflow's impact for every single process: (a) even before the execution of the Workflow Management and (b) thereafter(Van Der Aalst et al., 2004). We decided to focus on the verification, the prediction of results, and the comparison of measurements. Confirmation of measurements defines how to ensure that the data collected on a single application's efficiency is correct? Estimation of results was used to predict the results of the Workflow Management system for a specific process. The comparative analysis of the measurement techniques is how a proper comparative analysis be made between the literature and the purpose of the tests? The justification of the study design is collecting actual data on the procedure before and after the execution of the Workflow Management Systems.

2.3 Data gathering and analysis
Business strategies have a particular system and certain behavior. For this study, the most important classifications of data to be measured for each business process are successful implementation, deployment of staff, To-Do list, Not-to-Do list, external technical auditor, disruptive system, E log activities, cashless transaction and zero conflict strategy. The survey result was used to extract information, including specifics of the study objectives, number of respondents, compliance and non-compliance responses. Cronbach's alpha (alpha) and KMO tests evaluated the data for further analysis. The KMO test is used to examine the adequacy of the data and Cronbach's alpha (alpha) was used to measuare the reliability of the data. The SPSS tool (Appendix 1) was used to analyze the factor for the recognition of the possible consequences of the three variables. The top ranking for compliance was shown in Table 1, and the top ranking for non-compliance was shown in Table 2.

Table 1: Top ranking of compliance process variables for Suggestions on improvement

S. No.	Factor	Highest Compliance	Description of survey data feedback
1	Introduction of E Log Based Activities to have recording of	79.30%	Yes, recommended and required

	actions Electronically		
2	Introduction of Cashless transactions	78.20%	Yes, recommended and required
3	List of TO DO activities for Staff	75.90%	Yes, recommended and required
4	Implementation of Zero Conflict of Interest Strategy	75.90%	Yes, recommended and required
5	Own Staff deployment in remote locations for faster decision-making process	65.10%	Yes, recommended and required
6	List of NOT TO DO Activities and undertaking to be signed by Employees/Staff	64.40%	Yes, recommended and required
7	Identification of Disturbing Process and Staff in the company recommended	62.80%	Yes, recommended and required
8	Implementation of External technical Auditors for understanding and validating technical decisions	61.40%	Yes, recommended and required
9	Implementation of Work Flow Process Staff	59.10%	Yes, improvement required
10	Implementation of Work Flow Process Managers	59.10%	Yes, improvement required

Table 2: Top ranking of non- compliance process variables for Suggestions on improvement

S. No.	Factor	Highest Non Compliance	Description of survey data feedback
1	Implementation of Work Flow Process Managers	40.90%	No, Existing system is fine
2	Implementation of Work Flow Process Staff	40.90%	No, Existing system is fine
3	Implementation of External technical Auditors for understanding and validating technical decisions	38.60%	No, Existing system is fine
4	Identification of Disturbing Process and Staff in the company recommended	37.20%	No, not required - Existing system is fine
5	List of NOT TO DO Activities and undertaking to be signed by Employees/Staff	35.60%	No, no separate list required
6	Own Staff deployment in remote locations for faster decision-making process	34.90%	No, not required
7	List of TO DO activities for Staff	24.10%	No, no separate list required
8	Implementation of Zero Conflict of Interest Strategy	24.10%	No, Not required at the moment
9	Introduction of Cashless transactions	21.80%	No, Not required at the moment

10	Introduction of E Log Based Activities to have recording of actions Electronically	20.70%	No, Not required

2.4 Survey questioner

The following questioner was used for this survey analysis to identify the aspect of workflow in business management. Implementation of Work Flow Process Managers. Implementation of Work Flow Process Staff. Own Staff deployment in remote locations for the faster decision-making process. List of TO DO activities for staff. List of NOT TO DO Activities and undertaking to be signed by Employees/Staff. Implementation of External technical Auditors for understanding and validating technical decisions. Introduction of E Log Based Activities to have a recording of actions Electronically. Introduction of Cashless transactions. Implementation of Zero Conflict of Interest Strategy

III.   RESULTS AND DISCUSSION

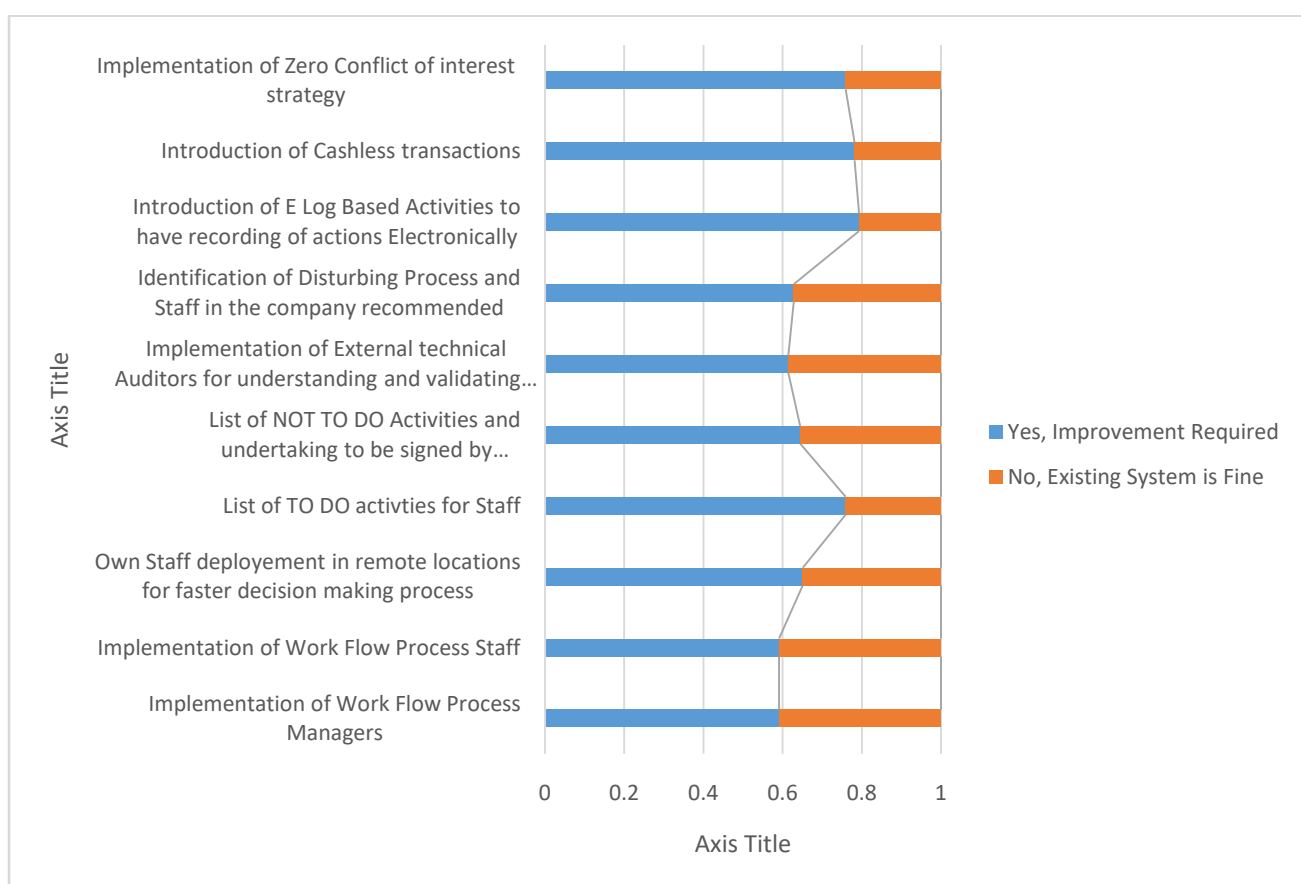**The complete results are shown in Figure 1.**

Figure : Ranking of all Factors

3.1 Managers workflow

Figure 1 represents the data of the implementation of the workflow process of managers in business management. 59.1% of responses suggested that their business management improvement. In contrast, 40.9% suggest that their existing system is fine is sufficient. The improvement of the manager's workflow is described in terms of lead time, service time, wait time and resource utilization. By having a proper workflow program in place for a business process's logistic success, such methods could theoretically be carried out faster and more effectively. However, very little is known about how managers can improve their ability, and the organization can expertise it in practice. Single case studies have been published and do not lend themselves effectively to generalization(Simon, 2015). Furthermore, their objective is not on performance problems but elements such as the appreciation of the system by end-users and the implementation of the project's objectives. The survey most highly associated with our research is that of

Oba, Onada and Komoda et al, who formed a regression model based on 20 cases to predict a significant decrease in lead time due to the implementation of Workflow Management(Benson, 2011).For example, a study of 100 Staff were customers, one of the biggest workflow Vendors globally, shows that 62.5% of their customers see improved productivity as a result of the implementation of Workflow Management. The lack of awareness on improving the performance of managers through the Workflow management platform is embarrassing(Keane et al., 2018). Amidst many research articles on the subject of workflow management, the research community has also not been able to make broad assumptions on the management of the work process. This article is an interim report on a survey and review study on workflow management technology effectiveness(Leon et al., 2020).

Medina-Mora et al. categorize managers of organizational workflow processes into material processes, information processes and business processes. The purpose of the material process is to organize physical components and generate physical products. These tasks include moving, storing, converting, evaluating, and assembling physical objects. Information processes are related to computerized tasks, i.e., tasks conducted by programs and fully automated tasks, i.e., tasks performed by humans communicating with computers that generate, process, manage and provide data(Alpar & Kalmring, 2001). Typically, the information process is rooted in the company's strategy and the established information system environment. Database, processing data and distributed processing technologies provide the basic capacity to ensure information processes. Business processes are market-based representations of the activities of the organization carried out as processes involved and/or material processes.In other words, a business strategy is expected to fulfil a business arrangement or to satisfy a specific client need. Thus, the definition of a business operation is conceptually at a greater level than the notion of knowledge or a material process. This paper focuses on the business processes that are primarily implemented as information systems. Once an organization represents its business in terms of management processes, it can rebuild each platform to increase it or adjust it to increasing demands(Tikotsky et al., 2020). The reason for the redesign of business operations involves increasing customer satisfaction, enhancing business efficiency, improving production quality, reducing costs, and meeting new business challenges by changing existing services or introducing new. The management re-architecting business process includes an explicit reassessment and redesign of the business operations.Managers also have a role in the requirements of a workflow that involves describing those elements of their component tasks that are important to the monitoring and coordinating their performance(Dabić et al., 2021). It also requires the specification of the relationship between activities and the specifications for their execution. These can be mentioned using various technology frameworks to enchain workflows, including file or database updates, bill generation or mailing, and wiring. Concerning the task compilation, the workflow describes the job invocation request or the condition(s) under which jobs must be enforced, the task synchronization and the information flow(Erin, 2017). Despite their many characteristics, the absence of process automation has severalsignificant limitations.Which includes lack of integrations between workflow management, lack of support for interoperability between terms, poor performance for some business processes, insufficient support for accuracy and reliability, and weak support for analysis, testing and debugger workflows(Keane et al., 2018).

3.2 Staffs workflow

The implementation of the workflow process of managers was represented in figure 2. Among all responses, 59.1% of respondents stated that their business management needsimprovement. 40.9% of the respondents stated that their existing system is sufficient. Employee workflow management systems for business processes include assistance for document management, image analysis, implementation and/or human integration, collaboration and co-decision. Although many of these staff member workflow management systems meet some of the criteria set out above, they enable only restricted compatibility, may not ensure accuracy or reliability of application areas in the presence of concurrency and failure and may endure from scalability and performance problems(Redmond & Sharafizad, 2020). Besides the enhancement in operating performance that the workflow system's application can accomplish, the structure may also influence the industry and, in particular, on staff members who need to use the system. Atkinson and Lam et al. describe the organizational influence of the Lotus Notes enabled staff workflow system(Dabić et al., 2021).Other than beneficial effects such as accurate accessibility by managers and the system's quality, they also disclose harmful effects on reduced socialization within the organization. Kueng et al. report that boosts the employee's satisfaction in their research method, based on interviews with only 8 people. The level of responsibility for staff members was found to be unchanged and no evidence has been found to indicate that workflow structures make interesting jobs even more exciting

and unengaging jobs monotonous(Olubiyi et al., 2019). Finally, the study proves that workflow systems can reduce the power of lower management.Sarmento and Machado et al.present an analysis of organizational changes that may result in job workflow systems. Five impact categories are identified, such as communication, collaboration, task coordination, productivity and knowledge and learning(Mesquita & Machado, 2000).The Hackman Job Characteristics Model is designed to evaluate how employees of two Dutch companies understand the impact of the recently launched workflow system on the five important job components: variety of skills, task identity, task significance, independence and job feedback. In the same line of thinking, the influence of decisions taken in the layout of the workflow on the perception quality of the work of employees who work with the system is investigated(De Waal & Batenburg, 2012).

3.3 Deployment of staff in a remote location

There were 86 responses to the question about staff deployment in remote locations for the faster decision-making process, which is represented in figure 3. Among these responses, 65.1% of respondents stated a need for improvement, and 34.9% denied the need. Besides COVID-19, it seems like an instant; millions of employers and employees have been allowed to adjust permanently to the truth of closing physical office spaces. For many, this remote working "experiment" is a remarkable success and has led to speculation as to whether specific economic sectors can completely move towards remote or temporarily remote labor, and what effect will be stayed after the COVID-19 issues have waned(Verma & Gustafsson, 2020, p. 1). When implementing staff members in a remote workplace environment, consider the following IT needs, such as capability, licensing requirements, Equipment and Skills. One of the important aspects of deploying employees in remote locations is to find out how much resources staff members have at home through an online questionnaire. Managers will want to know if personal computers, mobile devices, and internet connectivity are available in home office environments if they work as needed and meet the necessary safety procedures(Dhillon et al., 2020).To identify which staff members should first be allowed to return to the workplace, employers must base their opinions on business needs and documented criteria. Here are some things to consider, such as determining which jobs can be productively executed in a remote setting. Focus on key areas first, as the key jobs that could not be carried out remotely should be the first primary concern for returning to the workplace. Recognize a layered approach that first growth strategies to return on a volunteer basis or stagger timelines and shift(Saad & Elshaer, 2020). Offer shift or hourly flexibility, where necessary, to workers covered by the school and child care closures or public transport risks and need extra capabilities. Be adaptable and engage in discussions with staff members who request adequate accommodation because they are at higher risk for illness from COVID-19. Request employees to return to the traditional workplace based on job functions, business needs and documented requirements(Redmond & Sharafizad, 2020). As suggested by the literature review, deploying workers in a remote location is challenging and necessary for improvement in all aspects. This could be adopted in the business management system, for which 65.1% of responses supported the survey questioner.

3.4 To-Do list activities for staff

Figure 4 represents the data of the list of to-do activities available for staff in business management. 75.9% of responses suggested that their business management needsa required to-do list. In contrast, 24.1% suggest that no separate list is required. One of the possible components of this system is a to-do list management system that could help users manage and run their to-doses. Such a structure would include capturing the day-to-day duties of the person; scheduling and carrying out necessary steps; prioritizing, managing and reasoning tasks; learning how to enhance by being told, evaluating the user, asking more questions and reflecting; recording notes, action items and concepts; answering questions and offering advice and support in reasoning and problem-solving. There are many publications on how people use schedules in practice much more than just event planning, but this literature focuses only on a single resource that primarily serves the needs of managing time. Furthermore, the many measurements available in the contemporary Psychological writings on cognition, making plans and task execution have little to say about task management and work practice planning(Elkins et al., 2009).Cognitive process analyses are nearest to the kind of evaluation that we are looking for here just to show that available factors are crucial to the growth of complex tasks. However, the research does not look at how external representations work to help their developers assess the current state, extent and priority of many tasks to be completed. The focus was on programs that enable the implementation process rather than

articulation work (work needed to plan and organize work). And task management from the point of view of articulation goes beyond merely organizing virtual and physical collections and putting events in a calendar. The latest research has begun to address the challenge of task assignment management in the field of e-mail play(Alotaibi & Liu, 2017). To-do lists are made to spend a minimum amount of effort, so most of them do not define the task. They are usually only elaborated enough to provide a keynote. For example, one to-do was a text on a paper pad; only a small group of to-do reminders appear on the list. In the literature review, we found that only 14 percent of the to-dos we counted wason the list. To-dos are used in multiple ways. Sometimes they can be part of a list that gives a sense of the quantity of work to be done. They sometimes are assets that support consultation, link to work objects, or work items themselves, display state as well as to-do-ness(Kuo & Smith, 2018). Many to-doses are commands placed in-the-way in expectation of routine practice that will occur at the right time for the to-do to be realized. As found from the survey results, a to-do list is much necessary for business management.

3.5 Not-To-Do list activities for staff

The need not-to-do activities list and undertaking to be signed by employees/staff was represented in figure 5. Among all responses, 64.4% of respondents stated that their business management needs improvement. 35.6% of the respondents stated that no separate list was required. Researchers recommend that the main problem of task management is not poor prioritization, but the dedication it requires and the resources and methods used by people to help make sure that they are successful at this. Researchers have developed TaskVista as a tool for reducing this effort. Truthful to field-based insights into the factors and resources involved in task management. Even as we did our fieldwork, the design process and assessing it helped us maintain our focus as ethnographers in generating design recommendations. The review evaluation of the to-do list prototype verified our ethnographically derived specifications for an interactive lightweight tool with intuitive visualizations and the ability to work with underspecified and arbitrary abstract content, as is naturally the case in the task management practice.Some of the difficulties in implementing a to-do list include a range of ways to approach and manipulate to-dos to emulate existing resources' benefits, go beyond lists, the in-the-way property, instantly on, support fast and easy input and concise. Visualization, no formal task definition, categorization, or decomposition required of users, and any abstraction must be required for atomic task entries. This low-importance stale-to-dose handling method is less likely to occur but has not been explicitly deleted(Tatiana, 2012).

3.6 External technical auditors

There were 88 responses to the question about the implementation of external technical auditors, which is represented in figure 6. Among these responses, 61.4% of respondents stated a need for improvement and 38.6% denied the need. Private companies are complex and face challenges that do not make it possible to provide essential services to customers. Complexity and size complicate management with full efficiency of technical and financial resources. To ensure that the businessmanagement operates effectively, the audit service must operate in accordance with the law. The external audit is the form of audit undertaken by a third party for the purpose, verifying, in particular, that the financial statements are prepared in the correct manner(Al-Bawab, 2012). The originality of this audit is connected to the objectivity of the process of a business confirm that the funds are spent in accordance with the company legislation, regulatory acts and policies.The most prevalent external audit is the inspection of the financial reports, which will assess the reliability of the company's financial accounting in accordance with the accepted accounting principles. External auditing is often seen as an annual obligation. The external audit is the form of audit undertaken by a third party for the purpose, inter alia, of verifying, in particular, that the financial statements are presented accurately. However, external audits are not limited and companies are often asked for specific issues or activities for specific periods. External audit, mainly legal, has been regulated by special acts since 1985, amended in 1989 and adopted by the International Standards for Auditing in 2006.From the point of view of the external audit, it is essential because, in this way, external auditors have the opportunity to increase the productivity of the audit of the financial report; the relevance from the point of view of the internal audit is convinced by the fact that this coordination ensures for the internal audit a plus of important information in the risk control assessment(Mangena & Tauringana, 2008). Our review also showed that only a few researchers investigated the role of external auditors and audit professionals in the fight against corruption. Indeed, no study by the scholars has thoroughly investigated the duties of external auditors concerning

corruption. For example, researchers have investigated whether managers' perceptions of external auditors act as a deterrent to corporate irregularities. Their results, however, did not represent this hypothesis. The authors suggested that external auditors should make additional efforts to detect irregularities in the management perception of change. The audit standards review has shown that, although the attempts of audit regulators to combat fraud cannot be rejected, little attention was paid to the responsibilities of external auditors concerning corporate corruption(Al-Bawab, 2012). The public expectations of external auditors concerning the detection of corruption, or at least identifying corruption risks, suggest that external auditors and audit regulators should pay more attention to corruption. This, in turn, requires regulatory audit agencies to specify the role of external auditors in corporate greed and provide guidance on how to assess and respond to corruption risks. Khan (2006, 4) stated that "Public expectations are that auditors should play a constructive role in reducing, if not eradicating, corruption," and that if external auditors cannot play a role in identifying corruption, they could at least recognize areas where there are possibilities for corruption. Pacini et al. stated that "auditors must meet increasing demands, not only in more common areas of financial statements but also in comparison to the presence of fraud and complying with legal obligations(Pacini et al., 2003).The current survey results collaborate with the literature review for the implementation of external audit in business management.

3.7 Identification of disturbing process and staff

Figure 7 represents the data of the identification of the disturbing process and staff in the company. 62.8% of the responses suggested that their business management need improvement. In contrast, 37.2% suggest that the existing system is fine. Retention of employees is generally 'the intention of employees to remain loyal to their present job. It is when employees are encouraged to persist in the position for a long time of time or until the ongoing project is completed. Thus, as Govaerts et al. put it, the survival of organizations was strongly reliant on their human assets(Govaerts et al., 2011). Subsequently, a mandatory requirement has been generated for organizations to retain such human assets. According to Hudson et al, work-life-balance was described as a well-planned balance among personal-life and professional-life(Horwitz et al., 2003). Meanwhile, Estes and Michael stated that work-life balance involves; flexible work-time arrangements and leave agreements, including practices such as; flextime, teleworking, work-sharing-schemes, family leave-programs, and on-site child-care.Promoting work-environment refers to a person with a pleasant working experience, adequate resources, and a certain degree of flexibility and is said to make an enormous contribution to the retention of employees(Beauregard, 2011). According to Miller et al. research, it has been identified that employees benefit from an environment that provide them a concept of belonging; and that encourages them to remain committed and loyal to the workplace for longer (Arachchillage & Senevirathna, 2017). On the other hand, in contrast, Raziq et al. have indicated that if organizations do not pay attention to the working environment, this will result in a reduction in the number of employees(Raziq & Maulabakhsh, 2015). Jasper et al. identified the superior-subordinate relationship is another major factor affecting the retention of employees. It was determined by the relationship between the supervisor and the employee(Runyan et al., 2007).According to researchers, employees' perception of the organization was strongly influenced by their relationship with the supervisor. This will keep workers very involved at work, with good communication with the supervisor, and act as a means of getting employees engaged at work, thus increasing the retention level(Barth et al., 2008). The disturbing process and staff must be identified and eradicated from the business for theincreased productivity.

3.8 E Log-based activities

The need Introduction of E Log-based activities was represented in figure 8. Among all responses, 79.3% of respondents stated that their business management needs improvement. 20.7% of the respondents stated that no improvement was required. E log can be categorized into four relatively broad categories: application areas, technological issues, support and implementation. E Log of web analytics deals with the collection, measurement and analysis of user navigation data. There are few research articles in E log web mining on real e-commerce data, mainly because weblogs are considered to be sensitive data. The use, content and structure of web mining are defined in web mining. The main purpose of the mining structure is to extract previously unknown links between web pages. The first challenge to analyze E logs is to classify the URLs of the site. Several URL rewriting techniques for security, dynamic page generation, search engine optimization, and localization have been implemented for the

experiment's dataset. As observed in the survey questioner, it is recommended to E log system to be a great advantage in this modern business system(Bachmann et al., 2013).

3.9 Introducing Cashless transactions

There were 87 responses to the question about the introduction of cashless transactions, which is represented in figure 9. Among these responses, 78.2% of respondents stated that there is a need fora cashless transaction system and 21.8% denied the need. Cash is a necessity for all to attain human needs. Cash is often used to make payments for the consumption of goods and services. In recent years, the process of using of cash has rapidly increased, while consumption has increased. So, cash is going to be safe for everyone. With cash, it comes corruption, fraud, tax evasion, illegal transaction and so on because people want to have more money as reserve stock with them for future needs(Krivosheya, 2020). Electronic transactions or payments through debit and credit cards have been tried to introduce and initiate to eliminate these cash-related issues. Cashless transaction is purchasing products and services against money where there is no physical medium of exchange involved. Physical currency is substituted by a variety of methods operated by digital computer technology and can transfer money from one particular bank account to another(Świecka et al., 2021).The cashless transactions of transactions are more popular in developed countries such as Belgium, France, Canada, and the United Kingdom. There are also many developing countries, such as Nigeria and Brazil, where cashless processes have recently been implemented to promote cashless transactions and strengthen a country's cashless society. A cashless economy is the top priority of most government issues, from business to individual. Post-demonetization, still the majority of the population is not engaged in digital or cashless transactions, nor is it in a position to reduce cash dependence(Manshad & Brannon, 2021). This survey study is undertaken to assess the appearance of cashless transactions in day-to-day business transactions. In the current survey result, 78.2% of the responses have suggested the need for cashless transactions. This authenticates the literature review for business enhancement.

3.10 Zero conflict strategy

Figure 10 represents the data of the implementation of the zero conflict of interest strategy. 75.9% of the responses suggested that their business management needs improvement. In contrast, 24.1% suggest that the existing system is fine. Conflicts are experienced by individuals and groups every day. The conflict appears in a social situation as any disagreement over substance or emotional antagonism creates friction between individuals or groups. Conflict is usually expressed in flight, collusion, struggle, contest, mental conflict and agony. Conflicts may be effective or ineffective. Conflict can be a source of creative thinking and enhancing performance if it is kept within an acceptable limit; it becomes harmful when these limits are exceeded(Dineva et al., 2020). The organization wants to ensure an optimum level of conflict, i.e. there should be enough conflict to prevent stagnation, strengthen creativity, release tension and initiate the seeds of transformation and rejuvenation, but not to disrupt the coordination of activities. Depending on the conflict's nature, it can be perceived, latent, manifest, line and staff, organized and unorganized.Conflicts usually develop through various stages, starting with the conditions above and moving towards a manifest conflict(Chen & Keung, 2019). There are several sources of conflict. Interpersonal conflicts often arise due to organizational change, personality clashes and different sets of values, threats to status, conflicting perceptions and lack of mutual integrity. Conflicts can be experienced in various ways within organizations – intra-personal, inter-personal, inter-group and inter-organizational levels(Machek & Kubíček, 2019). Intrapersonal conflicts arise within the individual due to actual or perceived pressure from incompatible objectives or expectations. Interpersonal conflict take place between two or more individuals as opposed to each other. Intergroup conflicts arise between groups within organizations and between organizations.The present empiric study seeks to shed light on interpersonal conflicts between executives working in the corporate and service sector employees(Hong & Nguyen, 2020). There are several sources of conflict. However, these sources depend on the thinking of the parties involved in the situation. Interpersonal conflicts arise from various sources, such as personality clashes, differences in ideologies, threats to status, organizational change and conflicting perceptions, and lack of mutual trust(Dye et al., 2005). The conflict eradication system must be initiated, which was suggested by 75.9% of the responses that would promote the business's smooth flow. On the other hand, 24.1% said that it is not required,reflecting from the literature that the conflict can also lead to improved ideas when it is within an acceptable limit.

IV. CONCLUSION

At this stage of the research, there are indications that workflow management systems, in general, will have a positive impact on the average performance indicators. The survey study continues to attract new organizations to participate in the study to generate support for broad conclusions on workflow management. In a competitive, dynamic business environment, retention of employees has become a mandatory requirement. Thus, in the conduct of this research, the main aim of which is to identify and analyze variables for enhancing workflow management, we commonly used factors such as effective implementation, staff deployment, To-Do list, Not-to-Do list, external technical auditor, disturbing system, E log activities, cashless transaction and zero conflict strategy. However, it was realized as a significant factor affecting factors.It was seen as a critical factor affecting factors, as many represented the view, although the criticism made it clear that, unlike in past generations, today's business management has enticed the process of workflow. Concerning workflow management, it has been noted that today's managers and employees' main requirementsare to remain loyal and committed to work. When it comes to the workenvironment, it has been clearly stated that a good workplace should create a pleasant working experience for employees with adequate resources and flexibility at work. However, it was also understood that the working environment should be different from one organization to another, based on the people's different requirements, mainly based on the different industries in which they operate.The word environment must facilitate the To-do list, zero conflicts strategy, E log activities, cashless transaction and external technical auditor. Coming to the manager-employee relationship, it was recognized widely by the human nature that the manager-employee relationship was more willing to engage workers, motivate them to increase productivity, encourage two-way communication, which ultimately led to a healthy relationship of trust and trust, leading workers to remain committed and loyal to the business. However, this was also identified as impossible to accomplish based on the ethnic background of individual countries. Thus, in conclusion, rather than individually enhancing these factors, a positive change in all factors will help organizations improve world flow management, thus minimizing any cost burdens and disruptions to operations. This research has thus been able to address the set objectives while giving researchers, potential readers and companies an analysis of these factors, which could be used as strategies to increase future workflow management.

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