Support of the exchange of shifts within the application Flux

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Analysing and developing a feature to support the exchange of shifts within the planning tool Flux

During this project, research was done into how the exchange of shifts can be supported within the application Flux. Flux is developed by Nedap Staffing Solutions. It supports companies through timekeeping and employee scheduling. This project will focus on employee scheduling.

Companies use Flux to schedule shifts for employees. The planner makes these schedules. Employees use Flux to see their roster and therefore know when they must work. They can also fill in their absence. Employees can also have certain functions and labels. The planner uses all this information to make a proper schedule. This can be done by scheduling employees individually, but also by scheduling certain teams, that employees are part of. There are two kinds of employees. There are flex workers and permanent employees. The planner is in contact with the consultant about the flex worker. A consultant is a person working for an agency. The agency provides flex workers.
During interviews with Nedap's clients, it was found that there is a need to support the exchange of shifts within the planning process. Currently, employees agree on an exchange via chat programs such as WhatsApp or in the workplace. Then, the planner is informed about this and must manually process this. Important to keep in mind for the exchanges are for example the skills or certain labels an employee has. Not all employees can exchange shifts with each other. It is also important to think about the contract an employee has. Maybe an employee is working too many or too less hours due to an exchange.

It was found that the target group for the exchange of shifts are mainly flexible part-time employees. They want to have the feeling of being in control of their schedule. The planner wants control over the schedule and should therefore have the authority of approving or denying an exchange request.

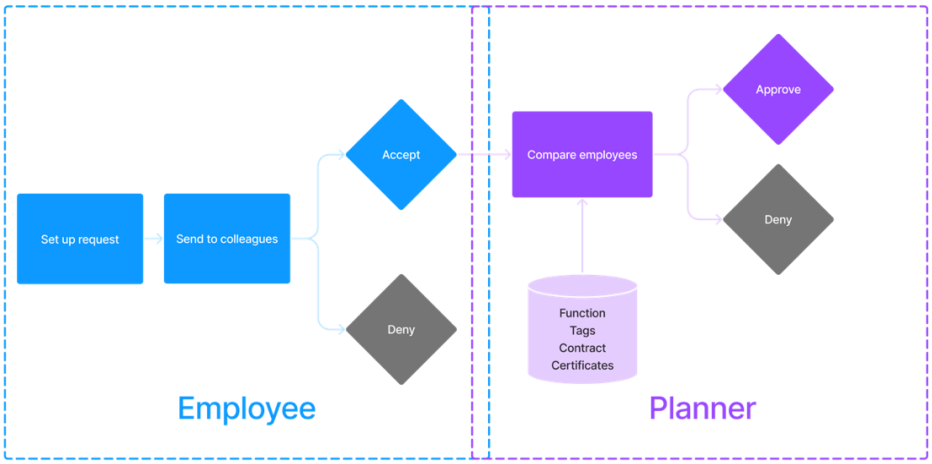

Figure 1: flow for exchanging shifts

In Figma, a feature is made to support the currently existing workflow. Figure 1 shows the designed flow. The employee can create a request in the app, see figure 2. This is done by selecting a shift in the roster page and selecting the exchange shift button. The employee can now send a link to one or more employee(s). This is inspired by the existing product of sending payment requests to others. The employee(s) can respond to the request by selecting the link and choosing between the options 'accept' and 'deny'. The shift details and the shifts that are shortly before, during or after the exchange request are shown when the link is opened. The employee can easily check if he is suitable for the shift.

Figure 2: creating an exchange request

The planner can see who responded to a request and chooses who gets the shift. The employees that accepted the request can be compared with the originally assigned employee. The most important conditions for a shift are shown on the page. Flux can help the planner in this process by giving recommendations and warnings.

Flux will therefore support planners and employees in the exchanges. Employees will be supported by creating a request in the mobile app and when deciding to accept or deny a request. This decision process is supported by showing shift details and their roster.
Planners still have full authority over the schedule by choosing who will take over the shift. Flux can support this by giving recommendations and warnings. It is also important that the planner can easily compare the originally assigned employee to the colleague. In the design, this is supported by showing these employees next to each other and adding highlights to the requirements for a shift.

Supporting the exchange of shifts will result in more overview of exchanges for the planner. It will also give employees the feeling of being in control of their schedule. The schedule will be more fitting to their needs. This will result in more user satisfaction for both planners and employees.