

Perception on E-Recruitment System in Nigeria

¹Maryam Ahmed, ²Habeeb Omotunde, ³Afeez Atoloye, ⁴Kabirat Olayemi

¹College of Computer Science and Information Technology, Imam Abdulrahman Bin Faisal University, Dammam, Saudi Arabia

²Department of Software Engineering, Nigeria Army University, Biu, Nigeria

³College of Computer Science, Kampala International University, Uganda

⁴Foresight Institute of Research and Translation, Ibadan, Oyo State, Nigeria

Abstract - Nowadays, the need of technology in many work fields has increased especially for the activities that are performed every day. Technology plays an essential role in eliminating the challenges that are faced when performing the work manually. For the traditional recruitment process, the nature of executing the work have to be done manually starting from announcing the job offers and ending up with recruiting the candidate. In fact, the challenges of the traditional recruitment process become greater as it requires collecting and analyzing thousands of jobseekers' information. Hence, there is need to embrace the electronic recruitment system to reduce the efforts and time involve in the recruitment process. This paper presents the perception of job seekers on mobile and web recruitment system in Nigeria. While majority of job seekers agree on the fact that electronic recruitment system eases the process and improves transparency in the system, some members of the public are concerned with the instability of the network and security of their filled personal information.

Keywords: E-recruitment, mobile recruitment, recruitment system, web recruitment.

I. INTRODUCTION

Recruitment refers to the processes of finding and selecting the most qualified person to be hired and become part of the organization. [1] Some years ago, the recruitment was based on traditional paperwork which consumed a lot of time and money along with effort. Nowadays, the online recruitment has become essential to be used in many organizations where it plays a vital role to offer an easy way to be accessed and used. Moreover, it minimizes the challenges of the traditional recruitment process by reducing the time as well as human influence.

Electronic recruitment system has been explained differently by different authors. According to [2], e-recruitment is a system that uses technology to find, evaluate and recruit people through web or other media. E-recruitment or online recruitment, is simply the use of technology and specifically a web-based resources for tasks involved with

searching, fascinating, evaluating, interviewing and employing new personnel [3].

In the world today, many applicants are into the use of electronic system for job hunt and gathering information on job opportunities in an organization because it saves cost and time [4].

This project focuses on evaluating the acceptance rate of electronic recruitment system in Nigeria.

II. BACKGROUND AND REVIEW OF LITERATURE

This section focuses on past researches on recruitment systems and some current recruitment systems. Many researchers have worked on web based electronic recruitment system. Amusan and Oyediran [3] proposed a three-tier web-based framework which comprised of sets of designs to yield system specifications that conforms to the functional requirements that were built in the system analysis process. The goal of this study is to lessen the lack of communication between employers and proposed employee. In another work, [5] presents two different attributes into the recruitment system portal; the instant search which enables job seeker to get a list of available vacancies listed according to certain criteria, and allows the employers to get a list of potential job seekers instantly; and the second feature is the ranking technique itself that orders those vacancies. Bharti, Nandu, Jyoti, Apurva, & Priyanka [6] proposed a web based recruitment system using cloud computing storage for student placement. Their work consist of three levels; the administrator who view and approves the application, the student registers and view their details and the recruiter who receives the details of the students and can approve or reject their application. Huang, Zhiwen, Jingyuan, Hui, & Hengshu [7] proposed a talent circle detection model which can find the right talents and deliver career suggestion to applicants using job transition network. A work by Abeyrathne [8] proposed a real time recruitment system that analyzes users profile and processing system. The system allows applicants to search for jobs, upload their resume, apply for job, create cover letter, SMS job alert and apply to job via SMS rely time activity. Another work Fachrizal, Radliya, & Manik, 2018 [9] proposed Profile Matching Method that calculates the gap between the

applicants profile score and the criteria score with the applicant with the highest match score level having the greater chance of being accepted. Chuan, et al. [10] proposed an ability-aware person job fit neural network. Their model used a word-level semantic representation to interpret the job requirements and the applicants work experiences based on Recurrent Neural Network. In another work, Zhenzhi, Bo, & Yifu [11] designed a system based on the intelligent quantitative retrieval recommendation system for job seekers to submit their resume, search for job, a discussion forum, etc. and makes recommendations to enterprises. Michael, Lukman, Gunawan, & Emil, 2020 [12] proposed a web-based gamification system for recruiting employees. They used Marczewski's gamification framework to identify motivated candidates, evaluate people with diverse experience or no experience and engage applicants.

The emergence of mobile recruitment involves the high need of delivering an easy and timely recruiting process that can be accomplished through mobile recruitment systems. Mobile recruitment is a concept that utilizes mobile devices in the processes of attracting and engaging the jobseekers by enabling them to apply for their suitable jobs directly. In fact, the number of the usage of mobile devices within the recruitment process is increasing day by day. As reported in the article "Mobile recruitment – the new reality" on the importance of optimizing the organizations' site for mobile devices that "I feel that given how popular mobile devices are, that the company is behind the times" [13].

The web-based system for the recruitment process for any particular company in Britain provides a supportive automated method to the HR department. The system serves many types of users, which are jobseekers, administrator and company admin. The jobseekers can register, view vacancies, apply for a job by taking an electronic exam and edit his/her profile information. In addition, the company admin schedules exams, approve/disapprove applicants from attending the exam, view applicants result and select an applicant to view its information for the recruitment purpose. The system administrator will have the highest authority level over the website to manage all the processes. The system provides help to achieve the recruitment process in an easy smooth manner with the help of the electronic examination feature. Unfortunately, the system doesn't provide direct communication service between the applicant and the company [14].

LinkedIn is a global social network platform that serves the professional users in the employment services via websites and mobile apps. LinkedIn can be used by both individuals and organizations. On the one hand, the interested organization could create its own account in LinkedIn to

publish information that describes the organization. On the other hand, the individuals have many options to create their accounts with the basic LinkedIn features or the upgraded features premium LinkedIn. LinkedIn is a good opportunity for the jobseekers to find the best suitable work environment and it is a useful platform for the organizations to find the best-qualified person to be recruited. The main purpose of LinkedIn is to link professional users from different places in an occupational platform. However, LinkedIn is not a complete recruitment system, but rather it works as an intermediary between the employer and employee [15].

III. THE RECRUITMENT SYSTEM IN NIGERIA

The successful appointment of the capable and competent applicant in the work force is not by mere competency of the candidate but also an effective recruitment and assessment process play an important role [16]. Electronic recruitment can be done through mobile or web. It is a system developed to entice, search, assess and employ the best candidate. Appropriate job seekers are usually found wanted for open vacancies; the availability of mobile phones, PDA, tablets and other portable devices will inspire and encourage the success of implementing electronic recruitment system. Mobile devices are generally used and readily accessible than other electronic system due to its compactness and disposal.

In Nigeria, many job seekers queue for long hours and even days when applying or seeking employment opportunities. The way of looking for job is such a huge task, to the point that job seekers need to experience different procedures before they can be selected. In most cases, majority of these job seekers belong to the less privileged class of the society whose main access to technology, news, and information is through their mobile gadgets.

The Nigerian civil service in general, has been undergoing gradual and systematic reforms and restructuring since May 29, 1999, after decades of military era [16]. Government is determined to change from the ancient and manual ways of dealing with their processes to an improved, erudite and electronic method, but recruitment processes is still said to be unacceptably biased, unscrupulous, expensive and contribution of epileptic power supplies to manage e-recruitment system and time-consuming in recruitment exercise [17].

One of the major hindrances confronting the human resource managers and the administrations is how to handle the large number of job seekers willing to join the small number of available jobs, especially in developing countries, where government are the major employer of labor. To resolve this challenge, the government embraces the use of electronic recruitment system to ease the recruitment process. However,

citizens still clamor for a reliable internet services that could ease accessibility to the electronic system [18].

Due to the increased presence of the internet, the recruitment and selection process in organizations is carried out by adopting latest technologies such as online portals, outsourcing, job fair, campus interviews, and mobile recruitment applications. The review of literature revealed that the main aim of any recruitment system is to find the best candidate for a job and the best job for the best candidate. It can be seen from the reviewed literature that the research

focus of many researchers is in the analysis of application form or resume while little or no work is done in the interviewing process.

IV. RESULT AND DISCUSSION

To evaluate the perception of job seekers on electronic recruitment system in Nigeria, a survey of existing recruitment system was conducted using a Google form with the applicants. Fifty two applicants responded. Table 1 shows the distributions of respondent according to gender, age and qualification.

Table 1: Distribution of respondent according to gender, age and qualification

Attribute	Categories	Frequency	Percentage
Gender	Male	28	53.8
	Female	24	46.2
	Total	52	100
Age	< 20 years	0	0.0
	20 - 30 years	13	25.0
	31 – 40 years	25	48.1
	>40	14	26.9
	Total	47	100
Qualification	O Levels	1	1.9
	NCE	1	1.9
	ND	0	0.0
	HND	8	15.4
	BSc	22	42.3
	MSc	19	36.5
	Others	1	1.9
	Total	47	100

Table 1 shows the demographical representation of the respondent.

Table 2: The responses for the multiple choice questions to determine applicant’s satisfaction

	User satisfaction	Rating	Frequency	Percentage
1	Which of the following recruitment portals have you used?	Hard or Paper copy	28	75.7
		Mobile system	18	48.6
		Web system	29	78.4
		Total	37	100

2	Which of the following recruitment system is your preferred option	Hard or Paper copy	25	67.6
		Mobile system	9	24.3
		Web system	3	8.1
		Total	37	100
3	Do you need help to use the system	1(low)	30	57.7
		2	5	9.6
		3	8	15.4
		4	7	13.5
		5 (High)	2	3.8
		Total	52	100
4	Do you need help in understanding the terms used in the system	1(low)	28	53.8
		2	6	11.5
		3	9	17.3
		4	6	11.5
		5 (High)	3	5.8
		Total	52	100
5	Is the system response good	1(low)	3	5.8
		2	4	7.7
		3	14	26.9
		4	16	30.8
		5 (High)	15	28.8
		Total	52	100
6	Are the requested information relevant to the position advertised	1(low)	3	5.8
		2	4	7.7
		3	19	36.5
		4	15	28.8
		5 (High)	11	21.2
		Total	52	100
7	Is the system interface user friendly	1(low)	3	5.8
		2	2	3.8
		3	12	23.1
		4	21	40.4
		5 (High)	14	26.9
		Total	52	100

8	Is the job description clearly stated	1(low)	4	7.7
		2	4	7.7
		3	14	26.9
		4	14	26.9
		5 (High)	16	30.8
		Total	52	100
9	Are all necessary details included in the portal	1(low)	3	5.8
		2	2	3.8
		3	22	42.3
		4	15	28.8
		5 (High)	10	19.2
		Total	52	100
10	Do you have access to previous application status	Yes	20	61.5
		No	32	38.5
		Total	52	100
11	Is there transparency in the job process	Yes	5	13.9
		No	7	19.4
		Maybe	24	66.7
		Total	36	100

Table 2 shows respondents degree of satisfaction with the system. The question concerning “Which of the following recruitment portals have you used?” shows that 77.7% of the respondents have used a paper based submission method, 48.6% have used a mobile recruitment system while 78.4% of the respondents have used a web recruitment system. From the results, we can deduce that the respondents have at least used two of the methods of recruitment. The question “Which of the following recruitment system is your preferred option” shows that 67.6% of the respondents prefer a web recruitment system, 24.3% prefers mobile recruitments system while 8.1% prefers paper based recruitment system. Electronic recruitment system was preferred because the respondents felt that it is easier, more organized, faster processing, cost effective and credible while paper based was preferred because the respondents believes they will be relating physically with their prospective employer.

The question “Do you need help to use the system?” shows that 3.8% of the respondents need little help, while 57.7% can conveniently use the website without help. The question regarding “Do you need help in understanding the terms used in the system” indicate that 5.8% of the respondents needs help to understand the terms used while 53.8% of the respondents do not need help to understand the

terms used in the system. The question regarding “Is the system response good” shows that 26.9% of the respondents are averagely satisfied with system response, while 28.8% of the respondents are extremely satisfied with system response. The question “Are the requested information relevant to the position advertised” shows that 36.5% of the respondents are averagely satisfied with the questions while 21.1% are extremely satisfied with the questions.

The question “Is the system interface user friendly” shows that 5.8% of the respondents are extremely not satisfied with the interface of the system, while 26.9% are extremely satisfied with the interface of the system. The question “Is the job description clearly stated” shows that 30.8% of the respondents are extremely satisfied with the description of the job, while 7.7% are extremely not satisfied. The question “Are all necessary details included in the portal” shows that 42.3% of the respondents averagely agrees that the website contains all details requested, while 5.8% agrees that it does not contain all details. The question “Do you have access to previous application status” shows that 38.5% of the respondents indicated that they have access to their previous application status, while 61.5% indicated that they do not have access to their previous application status. The question “Is there transparency in the job process” shows that 67.7% of the

respondents are not sure if the recruitment process was transparent, 13.9% are sure that the recruitment process was

transparent while 19.4% are sure that the recruitment process was not transparent.

Table 3: Users opinion on the use of mobile apps and website for the recruitment system

1	Do you suggest an online interview for the recruitment exercise	Yes	42	80.8
		No	2	3.8
		Maybe	8	15.4
		Total	52	100
2	Do you prefer to receive all updates on your dashboard	Yes	45	86.5
		No	4	7.7
		Maybe	3	5.8
		Total	52	100
3	How often have you been using a web or mobile recruitment portal	Less often	19	36.5
		Often	17	32.7
		Very often	16	30.8
		Total	52	100
4	How often have you been using a paper based recruitment portal	Less often	27	51.9
		Often	14	26.9
		Very often	11	21.2
		Total	52	100
5	Do you prefer an electronic recruitment system for recruitment exercise to paper based	Yes	39	75.0
		No	9	17.3
		Maybe	4	7.7
		Total	52	100

The first question “Do you suggest an online interview for the recruitment exercise” shows that 80.8% of the respondents indicated that they would prefer online interview for the recruitment exercise, 3.8% of the respondents indicated that they would not prefer online interview for the recruitment exercise while 15.4% are unsure. The second question “Do you prefer to receive all updates on your dashboard” shows that 86.5% of the respondents indicated that they would prefer to receive job updates on their dashboards, 7.7% of the respondents indicated that they would not prefer to receive job updates on their dashboards while 5.8% are unsure. The third question “How often have you been using a mobile or web recruitment portal” shows that 36.5% of the respondents use a web or mobile recruitment portal less often, 32.7% of the respondents use a web or mobile recruitment portal often while 30.8% of the respondents

use a web or mobile recruitment portal very often. The fourth question “How often have you been using the paper based recruitment system” shows that 51.9% of the respondents use a paper based recruitment portal less often, 26.9% of the respondents use a paper based recruitment portal often while 21.2% of the respondents use a paper based recruitment portal very often. The fifth question “Do you prefer an electronic recruitment system for the recruitment exercise to the paper based” shows that 75.0% of the respondents prefers electronic recruitment portal to a paper based due to ease of use; comfortability; prompt response; flexibility; saves time; saves money; saves cost and less risk of lost application, 17.3% of the respondents do not prefer electronic recruitment portal due to bad network and security issues while 7.7% of the respondents are unsure.

V. CONCLUSION

The use of an electronic recruitment system enhances civil service recruitment process, improves transparency, improves equity among different applicants and expands accessibility to information on the part of applicant and administrator. Mobile recruitment allows seekers to take advantage of using their smartphone to access opportunity easily, as this will benefit both job seekers and administrator in managing all stages of recruitment process, and reduce communication gap between Job Providers and Job Seekers.

While most respondents agree on the advantages of the electronic system, it is yet to be fully implemented in our private and public sectors. Some respondents however, show their concern with the electronic recruitment system as they fear for network and security issues. While we call for full implementation of the electronic system in all level of private and public sectors, we call on the government and the national communication commission (NCC) to improve the reliability of the network as this is the main drive to a successful implementation of an electronic system.

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