DEPARTMENT OF BUSINESS STUDIES

AN INVESTIGATION INTO THE BENEFITS OF IMPLEMENTING ELECTRONIC HUMAN RESOURCES (E-HR) SYSTEM AND ITS IMPACT ON THE RECRUITMENT PROCESSES IN THE PUBLIC SECTOR: THE CASE OF DEPARTMENT OF MECHANIZATION

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A RESEARCH PROJECT SUBMITTED TO BINDURA UNIVERSITY OF SCIENCE EDUCATION IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR A BACHELOR OF BUSINESS STUDIES DEGREE (HONOURS) IN HUMAN RESOURCE MANAGEMENT

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ABSTRACT

The arrival of the internet has paved way for electronic human resources systems (E-HR) which comprise internet human resource practices and proved to be a significant tool in the recruitment and selection processes on a global scale. In recent years, the traditional approach to Human Resource (HR) practices on recruitment has been revolutionized by the concept of online HR recruitment (or E-Recruitment). This research focused on the benefits of implementing an e-HR system which then cascades to the adoption of e-recruitment and the challenges that are likely to affect the implementation of the system in the department of Mechanization. The researcher employed a descriptive method involving the use of physically distributing questionnaires in the data extraction process, targeting only 24 top managers, middle managers and lower managers in the department. The results of the research were then displayed in tables, pie charts and graphs to offer pictorial depictions of the data and responses from the questionnaires were sorted, analyzed, described, and from there on inferences made. The research noted that there was room for an effective implementation of E-HR systems as most people in Zimbabwe were then using the internet in search of employment and processing of dossiers. The research noted that most of the employees were not fully conversant with e-HR and that the systems were affected by the employees’ cultural approach to change and lack of expertise within the human resources section towards e-recruitment. It was noted that most of the employees were not aware of some of the risks of e-recruitment. In this regard, the study recommended that the department should support the implementation of e-Hr systems through funding, provision of adequate infrastructure and equipment, the use of training sessions and effective communication and initiation of the simultaneous use of on-line and off-line systems in the recruitment process. It was noted that e-HR system was a major component e- HRM whilst e-recruitment was by far the best recruitment tool to use as it quickens processes and attracts quality applicants.