INITIAL SYSTEM PROPOSAL

SYSTEM E-RECRUITMENT

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Stakeholder:

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PROPOSED SYSTEM BACKGROUND

1. Introduction

Technocom Systems Sdn Bhd, an organization founded as a member of Venture Group which was established in 1984 as a start-up company to provide contract manufacturing services. Technocom specialises in manufacturing and assembling electrical and electronics, computer, and medical products. This organization is in Kempas Johor which is approximately in the middle of Johor Bahru.

With a company size of 501 to 1000 employees, Technocom is rapidly making ground towards becoming a successful company. Technocom offers so many benefits to attract professionals into their organisation such as Dental, Medical, Gym, Parking, Bonus in pay, and Profit-Sharing benefits. Not to mention, their reputable mark in the production and manufacturing industry also attracts fresh and senior specialists in the field to join Technocom.

With such benefits and a reputation to attract specialists into joining them, it is obvious a reliable e-recruitment system is in need. Therefore, this proposal is to upgrade and digitalise the current recruiting system in place at Technocom. A E-Recruitment system is a system which is based online, with a purpose of housing all processes relating to recruiting within it. Thus, it requires less manpower and hours to operate the system.

2. The Existing System

Based on the problem statement, we found that the current recruitment system requires more manpower and time to manually administer candidates by sending and forwarding approval after job applicants look for a job vacancy. There are four roles in the process flow which are job applicant, hiring panel, HR-Talent Acquisition and HR-Payroll.

Job Applicant

1. Job applicants submit resumes via a job portal such as 'JobStreet'.
2. The applicant fills up the job application form, scans and sends it back along with some other related documents after getting shortlisted for an interview session via email.
3. Attending the interview session after verification from HR-Talent Acquisition.
4. Accept or reject salary proposal after getting shortlisted for hire.
5. Sign and return offer letter via email for final confirmation of the job offer.

   Problem faced:

   - Only depends on email to check job status
   - Long process of filling up documents, scan and upload it in PDF format

Hiring Panel

1. Arrange an interview session by setting up date and time.
2. Monitoring applicant's interview attendance.
3. Conduct an interview at least once or more and record interview feedback.
4. Shortlisted successful applicants and give the details to HR-Talent Acquisition for salary proposals.

   Problem faced:

   - Administer applicants thru HR-Talent Acquisition (eg. checking applicant's attendees)
   - Sending shortlisted applicants details to HR-Talent Acquisition manually

HR-Talent Acquisition

1. Screen all the resumes sent by the job applicants to find the suitable candidates for the next stage which is the interview session.
2. Send an email to notify the shortlisted candidates that they had passed for the next stage, interview.
3. Job applicants need to complete the job application form with other documents scanned and sent back to the HR-talent acquisition for verification purposes.
4. If the shortlisted candidates pass the interview, the HR-Talent Acquisition team will prepare a salary proposal for HR Management to approve or reject it.
5. HR-Talent Acquisition will send the approved salary proposal to the candidate and it is up to the candidate to accept or reject it.
6. If the shortlisted candidates accept the salary proposal the HR-Talent Acquisition will generate the offer letter and email it to them.
7. The candidate will sign it and send it back through email to HR-Talent Acquisition and they will keep it as a record.

   Problem faced:

   - During the resume screening, the HR-Talent Acquisition needs to key-in their information manually to their system.
   - The shortlisted candidates are contacted through email and phone call throughout these processes.
   - HR-Talent Acquisition and HR Management have no direct link to each other.

HR-Payroll

1. After the HR-Talent Acquisition receives the signed employment offer letters, they have to key-in the details into System Analysis Program (SAP) manually based on the hardcopies.

   Problem faced:

   - All this process is conducted manually.

● Takes a lot of time to perform everything manually.

3. The Proposed System

Mission Statement:

- System should have traceability compatibility and also an audit trail to ensure compliance.
- System must reduce man hours for administration jobs.
- The existing man force should be able to invest their time and effort into other tasks with the implementation of said system.
- System should aid in analysing recruiting team efficiency.

Use case diagram
Pixel Perfect
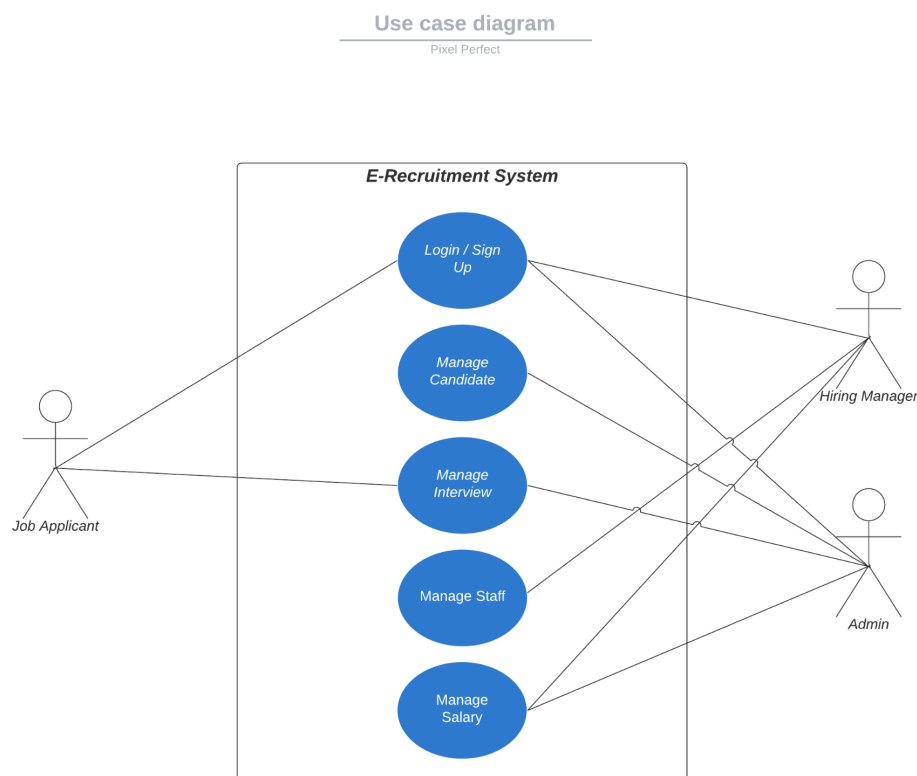
Log in / Sign up:

1) Every actor who is intending to use the system has to sign up to acquire a unique username and password to log in to the system in the future.
   a) Details such as name, Email address, phone number, IC number, username, password will be asked in the sign up page.

2) Every actor who used the system and has signed up, has to log in with their credentials.

a) Username and password which was fixed by the actors will be used as identification to enter the system.

Manage Candidate:

1) System is responsible to show job applicants whether their resume is shortlisted by HR-Talent Acquisition or not.
   a) System could have a window which shows estimated time to get a response from HR-Talent Acquisition.
   b) The window also should clearly inform job applicants if their application is shortlisted.

2) Proposed system will be responsible to obtain some job application forms from candidates which were previously submitted via pdf to HR-Talent Acquisition.
   a) System could have an online form which can be filled up by a job applicant. On submission of said online form, HR-Talent Acquisition can start verification processes for said candidate.
   b) Hardcopy Documents that must be submitted in softcopy form could be submitted by job applicants via a submission link that is obtainable from the system.

3) After documents were submitted by a job applicant, HR-Talent Acquisition should have immediate access to said application for verification process.
   a) HR-Talent Acquisition should have access to the database of the system.

Manage interview:

1) System responsible to arrange the date and time of the interview after documents are verified by the HR-Talent Acquisition.
   a) Date and time will be selected by the hiring panels based on their availability.

2) Interview date and time will be notified on the system.
   a) The job applicant will be reminded to check the system in a few days and keep tracking the job application status while uploading the documents to manage candidate use cases.
   b) The interview date and time will be viewed by the job applicant on the system.

3) Job applicant agree to attend the interview on the date and time fixed by the control panel
   a) Job applicants will click the 'agree' as confirmation for the interview session.

4) Job applicants attend the interview session with the hiring panel(s).
   a) Job applicants might need to attend another few interview sessions based on the hiring panel(s) preference.
   b) Job applicants will need to repeat process 2. and 3. if they have to attend another few sessions of interview with the hiring panel(s).

5) The hiring panel(s) will sort the job applicants based on the interview session
   a) The shortlisted job applicants details will be updated in the system as 'Shortlisted to hire .
   b) Non shortlisted job applicants will be updated in the system as 'Rejected job applicants'.

Manage Salary:

1. After the interview session(s), the system should allow the hiring panel(s) to directly send the candidates information and their proposed salary for the candidates to the HR Management team.
   a) The HR Management should be able to access and use the system to see the candidates information.
   b) The hiring panel(s) can also attach their salary proposal for each candidate straight to the HR Management team for their approval.

2. The HR Management team can accept or reject the proposed salary by the HR-Talent Acquisition in the system directly.
   a) There should be some buttons below the salary proposal sent by the HR-Talent Acquisition to accept or reject it.
   b) If the proposal is accepted, the system will automatically generate the notification for the candidates regarding the salary offered by them.
   c) If it is rejected, the HR-Talent Acquisition team will be notified and they must send a new salary proposal to the HR Management team.

3. When the HR Management has approved the proposed salary, the candidates will be notified formally with the salary offered by the company
   a) The approved salary proposal will be automatically generated in the system and be notified to the candidates.
   b) The candidates can either accept or reject the offer. If they reject the offer then the process will be stopped. If they accept the offer an employment offer letter will be generated and sent automatically to the candidates.

Manage Staff:

1) System should be able to generate an offer letter, prepared by HR-Talent Acquisition according to the applicant's details.
   a) Applicants who accept the job will be able to view and download the offer letter after HR-Talent Acquisition validates it.

2) Applicants sign and return an offer letter back into the system.
   a) Below the offer letter displayed, there will be a draw area for them to scribble their signature.
   b) The applicants should tick a checkbox, confirming that they had read the offer letter carefully before signing.
   c) An option will be displayed, asking for applicant's confirmation before submitting the offer letter back, along with the signature.

3) HR-Talent Acquisition views the signed offer letter and verifies it for record keeping.
   a) The record will store new staff details according to SAP requirements.

4) HR Payroll could view the record and make it accessible in SAP.

4. Glossary

1) HR-Talent Acquisition - The workforce in charge of identifying and acquiring skilled workers to meet organizational needs.
2) Hardcopy - is a document that can be read or interpreted without using a special device.
3) Softcopy - is a document that can be read or interpreted only by using a special machine.
4) Hiring panel - A panel interview is a job interview in which an applicant answers questions from a group of people who then make the hiring decision.
5) SAP - A software that provides multiple business functions with a single view of the truth. The company could manage complex business processes by giving employees of different departments an easy access to real-time insights across the enterprise.
6) Actor - A participant in an action or process.
7) Audit trail - A log in which every change in data or system can be traced to the source.
8) Traceability - Tracing a life cycle of data to track all access and changes made to the data, it helps with compliance in all users.

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