

ABSTRACT

This research focuses on the present status of implementation of e-Recruitment process for public service recruitment in India and the associated issues and challenges faced by the public service recruitment organisations. The study includes various processes like availability of recruitment related information on website, implementation of online application system, one time registration, online grievance redressal mechanism and online examinations. Status of these processes in selected national and regional level recruitment organisations and state public service commissions has been evaluated and compared by developing a scale consisting of scores corresponding to different stages of implementation.

Analysis shows a definite region wise pattern indicating that the organisations in the Western states of India are taking the lead in implementation of e-Recruitment processes followed by Southern, Central and then the Northern States whereas the organisations in Eastern states and more specifically North-eastern states are lagging behind. However, there are significant variations amongst the states within these regions which may be due to reasons having non- geographical dimensions.

There are multiple issues and challenges being faced by these recruitment organisations and the key functionaries perceive non-availability of infrastructure, data security/ confidentiality/ secrecy concerns, large number of applicants, limited technology capacity of organisation, lack of technical skill set, limited internet access to target population, limited top management commitment and lack of computer skills of target population as the top most issues in implementing e-Recruitment process. The way ahead requires action on war footing to increase the penetration of internet and raise the levels of computer literacy in the country. Capacity building in public service recruitment organisations and setting up of common screening examination framework in the country is recommended to speed up the implementation of e-Recruitment process.