Abstract

This thesis intends to focus on the issues and challenges hindering the implementation of e-recruitment in the Public Services Recruitment Secretariat (PSRS). The author viewed the challenges the organization is facing on recruitment process and solutions implemented to resolve them. Also the views of Human Resource (HR) managers towards the concept of e-recruitment were analyzed.
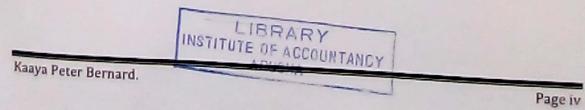
E-recruitment has not been fully adopted by many organizations except international organizations including World Health Organization (WHO) and Save the Children International. However some of the organizations like Tanzania Telecommunication Limited (TTCL) and Tanzania Revenue Authority (TRA) in use their company's websites to post job vacancies. Moreover, online applications and short listing of selected candidates is done online by those companies.

Methodologies that were used in this study include questionnaire, documentation as well as observation. The questionnaires were distributed in PSRS and a lot of them were responded positively. Various documents were also used by the author including policies, presentations and various reports of the ministry.

The findings of the study have also been analyzed and well discussed. It was found that the main obstacles hindering implementation of e-recruitment is lack of knowledge and understanding of e-recruitment concepts within HR communities.

However, there is a need for more research on e-recruitment solutions in Tanzania. Also future studies should expand the research boundaries of recruitment by observing the applicants' views as well.

Various recommendations have been given out as per the findings that are to be taken into consideration. And this will in turn make the recruitment teams less stressed through automating their administrative duties in order to save their effort and time.

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