



the cpsi

Government Component:  
Centre for Public Service Innovation  
REPUBLIC OF SOUTH AFRICA



## Entry Form Template

### 19th Annual CPSI Public Sector Innovation Awards 2021 Submission

The Centre for Public Service Innovation invites innovators in government departments, public entities, municipalities, public institutions and partners to enter their service delivery innovations.

Note: Fields marked with an \* are required

#### E-recruitment

#### (Innovations harnessing Technology (ICT and other Frontier Technologies))

Awards Categories that can be entered:

- **Replication and Adaptation of Innovative Solutions**

This category focuses on the replication of solutions that have been previously implemented in another public sector institution. The category seeks to showcase the importance of replication and scaling of innovation in other contexts and environment.

- **Citizen-focussed Innovations harnessing non-ICT solutions**

This category celebrates the Innovative use of citizen focussed non-ICT solutions to Improve the efficiency and effectiveness of service delivery at the coalface. The emphasis is on the citizens and what has been done to make their experience of government pleasant, hassle free, effective and efficient.

- **Innovations harnessing Technology (ICT and other Frontier Technologies)**

This category includes the use of technology in a new way, including emerging technologies such as Blockchain, Robotics, Artificial Intelligence and Innovative use of Big Data to significantly improve service delivery.

#### Contact detail of Project Manager:

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**Name of organisation**

Dept of E-gov

**Province**

Gauteng

**Has this project previously been entered into the CPSI Awards? \***

No

If yes, indicate in which year:

**How many years has the project been operational?**

The e-recruitment project has been operational for the last ten years

**Project Overview (200 Words or less)\***

The E-Recruitment model ensures a paperless environment, therefore reducing application and operational costs. The model also addresses operational challenges of non-compliance to SLA due to extremely high volumes of job applications. The E-Recruitment system includes an effective communication system aimed at providing job applicants with immediate application acknowledgement. The feedback is sent through automated SMS and email.

**Challenges:**

Uncontrollable high volumes of job applications, uncoordinated and fragmented HR planning, inconsistent recruitment advertising practices that result in high recruitment costs and predominantly manual and paper-based processes.

**Objectives:**

Standardized advertising and recruitment process, cost reduction through the standardization of the advertising process, ensuring a manageable provincial data base of prospective employees, paperless delivery system for processed applications, better selection of qualified and/or suitable candidates, reduces turnaround times, eliminates duplication of efforts and ensures immediate response to job applicants.

The system further provides immediate feedback to job seekers via SMS and E-mail. Customer departments are also able to advertise timorously, and also draw reports unlike the manual system.

**About the Innovation (300 words or less)\***

The E-Recruitment system incorporates the recruitment process as a whole in one model i.e. from placement of adverts, automated creation of unique reference numbers for each advert, application with SMS notification and shortlisting criteria, electronic shortlisting capability, and Management reports on advertising expenditure, adverts placed, applications received and shortlisted per department as well as per reference.

The E-Recruitment system was conceptualized and developed by application developers at the department of e-Government's Technology Support Services Unit. No work was outsourced only internal skills were used.

The e-recruitment system aims at reducing unemployment within all sectors.

Vacancies are open to all who qualify and meet the specific criteria.

Included in the e-recruitment system is a portal for "People with Disabilities" the portal offers the following solutions: Uploading of job adverts targeting Persons with Disabilities; Online application of posts designated for Persons with

Disabilities; establishment of a single window of online placement and application of job adverts designated for persons with disabilities. Creation of a single database for persons with disabilities; creation of an easy access to a pool of suitably qualified Persons with disabilities targeted for employment in line Departments; accelerated recruitment of persons with disabilities aimed at meeting employment equity targets.

Internships and Leaderships are featured on the system as well targeting the unemployed youth.

Nursing Intake is an annual intake that supplements the Department of Health and attracts more than twenty thousand applications alone.

The e-recruitment system has addressed and improved service delivery significantly and continues to upgrade to reach a bigger audience to better fight poverty and unemployment within Gauteng.

**Relevance** (200 words or less)\*

The project is aimed at achieving the following objectives:

- Standardised advertising and recruitment process.
- Cost Reduction through the standardization of the advertising process.
- Ensuring a manageable provincial data base of prospective employees.
- Paperless delivery system for processed applications.
- Better selection of qualified and/or suitable candidates.
- Cuts down turnaround times, eliminates duplication of efforts
- Ensures immediate response to job applicants
- Global access to GPG job opportunities
- User friendly application system
- Immediate response time
- Reduction in job application costs
- Automated application tracking method
- No loss of applications
- Fair and non-discriminatory job application process
- Real Time Reporting

The e-recruitment system fills this gap and provides an equal platform for all unemployed South Africans to search and apply for public sector vacancies that can be accessed from anywhere in the country as long as you have internet. The e-recruitment system also hosts a number of special services such as internships, internal vacancies, Nursing Intakes etc.

**Indicate which of the 7 priorities are addressed by the project: \***

- A capable, ethical and developmental state
- **Economic transformation and job creation**
- Education, skills and health
- Consolidating the social wage through reliable and quality basic services
- Spatial integration, human settlements and local government
- Social cohesion and safe communities
- **A better Africa and a better World**

**Impact:**

What service delivery improvements have been achieved? (500 Words or less)\*

The e-recruitment system is accompanied by Walk In Centers that assist job seekers that are unable to access the internet or do not have the computer skills required to apply online and will guide and assist with the application process as well as mobile labs that go out to Rural areas and showcase the online recruitment system and encourages applications, included are schools and tertiary institutions. This online platform can be accessed by anyone anywhere in the world as long as they have internet access to the E-Recruitment system, ensures that applications are processed online therefore saves paper and therefore the environment, job seekers spend less money applying for jobs as compared to the manual system there is less travelling, no photocopying and printing costs involved applications can be tracked using a unique reference number automatically sent to job seekers applications are secure and can be easily accessible and retrieved from the system, therefore there are no losses as compared to manual applications

Impact on the depts:

- :Cost of adverting,
- :Turnaround times for appointments,
- :Shortlisting process.

Public usage:

- :User friendly systems
- :Access of Public sector Jobs
- :Cost reduction when applying online
- :Public surveys to ensure optimal service delivery

**Sustainability (300 Words or less)\***

The e-recruitment system is housed and maintained at the dept of E-gov, all maintenance, enhancements and upgrades are done in house, thus reducing cost and also making it a very sustainable system.

A yearly budget is dedicated for the system, its upgrades, maintenance, enhancements and the walk in centres, this budget is increased dependent on the needs of the business owner and the requirements of the system. The system and business owners including the dept of E-gov plan on making all government services electronic thus ensuring the future of the system and also making it one of the bench marks of electronic recruitment in South Africa.

Once housed on a common platform and servicing all departments of government nationally the system will host a variety of other services and will prove its worth.

**Replicability ( 300 Words or less)\***

When building the e-recruitment system the Dept. of E-gov engaged all other Gauteng Government Departments to make sure that we have included all of their recruitment needs and all departments were given an opportunity to add or suggest better ways of delivering a fully functional Public sector recruitment tool. During the workshops and information sharing sessions some management team members and employees indicated that there is a significant unease as Public sector in South Africa are a bit hasten to embrace new technology , efforts was required to reinforce change.

Training was carried out by the e-recruitment team, and supported by IT, all departments were invited, and training was concluded in computer labs as a step by step process was undertaken. Training manuals were provided and e-mailed to all those in attendance, practitioners, team leaders and the deputy director participated in conducting the training and were assessed and scored after each training session was concluded.

**Challenges and Lessons** (300 Words or less)\*

With unemployment at an all-time high the Public sector is taking control of their hiring process and becomes accountable for their own recruitment, technology has stayed at the forefront of this digital revolution and e-recruitment is leading the way, new systems and processes have been required to meet this demand and the benefits of using online recruitment software such as e-recruitment have proven invaluable, public sector has had to adopt new techniques in order to reach the right candidates. During implementation some management and employees may indicate that there is a significant unease, distrust, and scepticism around recruitment technology, Public Sector employees in South Africa do not embrace digital change like the rest of the world does because of the unemployment rate and high cost of living, technology is looked at as a threat to job security and an opportunity to downsize the working force.

**Previous Recognition** (50 Words or less)\*

- Has the original project won any awards? No  
If yes, kindly provide additional information.

Kindly provide the names and contact details of **three references** (Name, telephone and email)

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\*The following legally binding declaration should accompany the submission:

X - "I agree that the information provided in this document is accurate and legally binding. I agree to abide by the rules of the CPSI Public Sector Innovation Awards."