GOOD GOVERNANCE PRACTICES IN E-RECRUITMENT

ADOPTION IN NIGERIAN PUBLIC SERVICE

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Title Page

GOOD GOVERNANCE PRACTICES IN E-RECRUITMENT ADOPTION IN NIGERIAN PUBLIC SERVICE

By

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ABSTRAK

Desakan global untuk tadbir urus yang baik dalam mengendalikan hal ehwal awam memberi jaminan kepada beberapa organisasi sektor awam di Nigeria untuk mengguna pakai teknologi sebagai strategi perekrutan yang telus, mempunyai akauntabiliti, responsif, bersifat kebolehcapaian serta mempunyai kecekapan dalam menyampaikan perkhidmatan. Pengenalan kepada kerajaan elektronik memaksa beberapa organisasi awam untuk lebih cenderung melaksanakan strategi perekrutan konvensional jettison dalam perekrutan elektronik. Namun, aduan daripada individu-individu dan kumpulan-kumpulan yang berbeza mewujudkan percanggahan yang berpunca daripada amalan pelaksanaan e-perekrutan dalam perkhidmatan awam Nigeria. Kajian ini menyelidik kesesuaian dimensi-dimensi tadbir urus e-perekrutan yang baik dalam beberapa organisasi sektor awam terpilih di Nigeria. Kaedah kuantitatif dan kualitatif telah digunakan untuk mengumpul data daripada dua buah organisasi yang dipilih selaras dengan soalan-soalan penyelidikan. Selepas saringan awal data, 326 soal selidik telah digunakan dalam menganalisis data kuantitatif manakala kira-kira 13 orang responden telah ditemubual. Analisis regresi telah digunakan untuk menganalisis maklum balas yang diperolehi daripada soal selidik manakala analisis tematik digunakan untuk menganalisis data yang direkodkan daripada temubual. Kajian ini secara empirikal menguji 13 hipotesis yang mana 9 daripadanya disokong dan 4 lagi tidak disokong. Ini menunjukkan bahawa wujud hubungan yang signifikan di antara penggunaan e-perekrutan dengan amalan tadbir urus yang baik. Kajian ini juga mendapati bahawa penggunaan e-perekrutan menjadi pengantara yang menghubungkan dasar amanah dan kualiti dengan amalan tadbir urus yang baik. Hasil kajian juga mendedahkan bahawa berlaku peningkatan dalam R^2 apabila pengantara ditambah daripada $R^2 = 0,203$ kepada $R^2 = 0,356$ menjadi salah satu sumbangan kepada teori dan amalan. Tambahan pula, hasil daripada penemuan kualitatif mendedahkan bahawa pengaruh politik, masalah-masalah institusi, kewangan e-perekrutan, kebolehcapaian dan prosedur pemilihan yang diputarbelit meninggalkan kesan dalam usaha untuk merealisasikan tadbir urus yang baik melalui penggunaan e-perekrutan. Kajian ini merumuskan bahawa kerajaan perlu meletakkan rangka kerja institusi yang berkesan dalam suatu gerakan yang mampu meningkatkan kualiti tadbir urus yang baik melalui e-perekrutan dalam perkhidmatan awam di Nigeria.

Kata kunci: Perekrutan, e-perekrutan, tadbir urus yang baik, perkhidmatan awam, pembaharuan.

ABSTRACT

The global clamour for good governance in the conduct of public affairs warranted some Nigeria public sector organisations to adopt technology as their recruitment strategy for transparency, accountability, responsiveness, accessibility and efficient service delivery. The introduction of electronic government forces some public organisations to jettison conventional recruitment strategy in favour of electronic recruitment. But different individuals and groups complaint of discrepancies emanated from the conduct of e-recruitment exercise in Nigerian public service. This study investigated the applicability of good governance dimensions in the conduct e-recruitment in some selected Nigerian public sector organisations. Quantitative and qualitative methods were used to collect data from the two selected organisations in line with research questions. After preliminary data screening, 326 questionnaires were used in quantitative data analysis while about 13 respondents were interviewed. Regression analysis was used to analyse responses generated from the questionnaires while thematic analysis was used to analyse the data recorded from interviews. This study empirically tested 13 hypotheses out of which 9 are supported and 4 are not supported. It indicates significance relationship between e-recruitment adoption and the good governance practices. It also found that e-recruitment adoption mediates the relationship between perceived trust and perceived quality with good governance practices. The results further reveals that an increase in R^2 when mediator is added from $R^2 = .203$ to $R^2 = .356$ becomes one of the contributions to theory and practices. Furthermore, results from qualitative findings reveals that undue political influence, institutional problems, monetizing e-recruitment, poor accessibility and distorted selection procedures impinge the realisation of good governance in e-recruitment adoption. The study concludes that government should put effective institutional framework in motion that will enhance the quality of good governance in e-recruitment in Nigerian public service.

Key words: Recruitment, e-recruitment, good governance, public service, reforms.

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TABLE OF CONTENTS

CHAPTER THREE: Literature Review

CHAPTER FOUR: Research Methodology

CHAPTER FIVE: Quantitative Data Analysis and Findings

CHAPTER SIX: Qualitative Data Analysis and Findings

CHAPTER SEVEN: Discussions on Findings

CHAPTER EIGHT: Recommendations and Conclusion

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

BPSR   - Bureau for Public Service Reforms

CEPA   - Committee of Experts in Public Administration

DOI   - Diffusion of Innovation

EA   - E-Recruitment Adoption

FCC   - Federal Character Commission

DPADM   - Division of Public Administration and Development Management

G2B   - Government to Business

G2C   - Government to Citizens

G2G   - Government to Government

GGP   - Good Governance Practices

ICT   - Information and Communication Technology

KMO   - Kaiser-Meyer-Olkin

MDA   - Ministries, Departments and Agencies

NDLEA   - National Drugs Law Enforcement Agency

NITDA   - National Information and Technology Development Agency

NLC   - Nigerian Labour Congress

NNPC   - Nigerian National Petroleum Corporation

OHCSF   - Office of the Head of Civil Service of the Federation

PEOU   - Perceived Ease of Use

PQ   - Perceived Quality

PT   - Perceived Trust

PU   - Perceived Usefulness

TAM   - Technology Acceptance Model

TAM2   - Technology Acceptance Model 2

TPB   - Theory of Planned Behaviour

TRA   - Theory of Reasoned Action

CHAPTER ONE

1.1 INTRODUCTION

The global clamour for good governance makes the use of modern technological tools indispensable in public sector operations. The new technological tools were introduced as panacea to tedious paper works, inefficiency, maladministration and bureaucratic bottle necks in different strata of governance more especially in the field of personnel recruitment. The success of public sector organisation depends largely on the calibre of its teeming workforce and availability of competent and effective labour force does not just happen by chance but through a well articulated and good recruitment exercise (Peretomode & Peretomode, 2001). Recruitment is a set of activities used to obtain a sufficient number of the right people at the right time from the right place with the main purpose of selecting those who best meet the needs of the work place and to develop and maintain a qualified and well informed workforce (Nickels et al., 1999).

Recruiting few qualified candidates to fill an existing job opening in the midst of large number of applicants is one of the tasking roles of human resource managers. In the public service, the proper management of men, money, machinery, methods and materials can only be achieved if qualified personnel are recruited to administer managerial and non managerial positions. Previous studies showed that improper recruitment and poor placement of right kind person in a right kind job at a right time negated the principles of good governance and hence jeopardised the organisational zeal to attain its stated goals.

The contents of the thesis is for internal user only

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