A RUNDOWN OF THE MANY WAYS OF APPLICATION TRACKING USED IN HRM

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Abstract

This document gives an overview of the many different application tracking mechanisms that are utilised in HRM. Particular attention is paid to the process of information collection from job applications as well as the processing of such applications. The primary objective of this study is to determine the application tracking methods that are utilised in HRM and to present a comprehensive review of the various tracking techniques. In order to accomplish these goals, an extensive search of the relevant literature was conducted through the use of online databases (e.g., Google Scholar, EBSCO Host). The search produced an initial list of papers, which were then screened for relevance (that is, assessed if they fit the inclusion criteria) based on title/abstract review; full-text articles were retrieved for additional assessment if it was required to do so. In conclusion, human resource management offers a variety of applicant tracking methods that may be used to store and manage CVs. These methods can be found in the HRM toolbox. However, before choosing an application tracking technique or system that would satisfy those goals, it is vital for organisations to assess their specific needs or requirements. This is known as a needs analysis.

Keywords: Methods of Recruitment, Applicant Monitoring, Recruitment in General, Job Applications, and Recruitment.

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Introduction

The ever-increasing volume of job applications that companies are receiving is quickly becoming a major cause of anxiety for human resources (HR) management. This is due to the fact that processing each application takes time, which, when factored in with the cost of the salary of the personnel who are performing this task, can result in a significant financial burden. This problem may be traced back to three primary causes, which are as follows:

First, there is an increase in the amount of competition for open positions, which makes it more difficult to fill those positions; second, it is becoming increasingly difficult to find suitable applicants who have the necessary skills, qualifications, or experience; and third, there is an increase in the amount of the general population that possesses educational qualifications, which means that employers have access to a wider pool of potential recruits. When trying to fill job openings, many HR managers discover that they are inundated with an excessively high number of people that are either inadequately qualified or unsuited for the position. This article will provide an overview of the present scenario, discuss the many strategies that HR managers employ in applicant tracking, and describe the ways in which technology may be utilised to aid in this process.

Literature Review

The process of hiring new employees has evolved over the years to incorporate a number of distinct approaches, each of which is tailored to meet the requirements of a particular setting within an organisation (Cain & Sleath, 2002). These include word-of-mouth, employee referrals, advertising, labor-only contracting, temporary employment agencies, workforce leasing,

professional employer organisations (PEO), direct hire/direct recruit, online recruiting, and professional employer organisations. The particular strategy that is used is determined by a variety of elements, including the size of the organisation, the ease with which vacancies may be filled as a result of a high number of candidates, and the desired salary rates, amongst others (Cain & Sleath, 2002).

When looking at applicant tracking inside a small to medium-sized organisation with less than 250 people, the paper resumes approach is typically employed. This is because paper resumes are easier to store. In this technique, candidates send their curriculum vitae (CVs) or resumes in by post or email, and these are then placed in a file cabinet with the applicable job reference number beside each CV. Applicants can choose to provide their documents in any format. If two people apply for the same job and have comparable experience and credentials, both of them will be granted an interview unless there is a significant difference in their applications (Chapman et al., 2008). On the other hand, due to its better speed and simplicity, online recruiting is becoming increasingly popular among larger organisations that have more than 250 workers (Lynch et al., 2010). Internet-based recruiting, using agencies to find candidates, and referral programmes are some of the most frequent recruitment strategies utilised by major organisations. Other alternatives, such as job fairs, advertising on internal notice boards, or adverts in newspapers, are utilised by employers on a far more infrequent basis (Lynch et al., 2010).

The personnel in charge of human resources have the ability to implement a variety of distinct recruitment strategies; however, regardless of which strategy they choose, they are required to do one thing in common: they must store the CVs that are submitted by applicants so that they are available for future reference when it is necessary to do so. The vast majority of businesses that choose to work with large numbers of applicants - thousands per week - opt for an electronic storage system or Applicant Tracking System (ATS), which makes use of keywords to identify suitable candidates while filtering out unsuitable ones. This allows the system to work efficiently with large numbers of applicants (Walters & Le Blanc, 2007). This system also gives HR managers the ability to organise applications into hierarchical categories, such as those that have already been interviewed, those that are still being evaluated, and those that are not a good fit for the post (Human Resources Institute of Australia Ltd., 2008). This method's rise to prominence may be attributed to the fact that it cuts down on the amount of time spent screening applicants by reducing the amount of time spent browsing through an enormous volume of CVs and resumes. The professionals in charge of HR are able to conduct a speedy search through the thousands of resumes that are received every day by utilising this approach. The search is based on the candidates' abilities, credentials, and experience (LaMastra et al., 2007).

An significant benefit of using an application tracking system (ATS) is that it enables HR managers to save the data of applicants alongside a reference number. This helps HR managers save both time and resources whether they are hiring new employees or updating the files of existing workers (LeBlanc & Walters 2008). In addition to this, it helps decrease the likelihood of a mistake being made by a human being during the process. When utilising a file system that is based on paper, it is simple for one individual to lose track of an application belonging to another person and be unable to locate it when it is needed (Bush, 2006).

However, there is a possibility that ATS systems will not always function flawlessly. Lynch et al. (2010) found that instead of saving time and resources used by HR personnel in the hiring process, it actually slowed them down because they had to spend more time learning how to use the software than they would have if they had been working with a manual system. This was due to the fact that HR personnel had to spend more time learning how to use the software than they

would have if they had been working with a manual system Although the use of applicant tracking systems (ATS) can still help reduce the number of errors caused by humans, there are other issues that are associated with these systems that can lead to an increase in overhead costs. These issues include the cost of purchasing and maintaining technology, a lack of awareness among staff regarding how the system operates, and the amount of time required to ensure that profiles are complete and accurate (Bush, 2006).

Paper-based filing is an additional option that can be utilised in the filing process. This technique has the benefit of being inexpensive and simple to implement, but it does not lessen the possibility of errors being made by humans because all of the CVs and resumes are kept in a single folder without any reference post-it notes or numbers being attached (LeBlanc & Walters 2008). Despite this disadvantage, there is still a significant body of research demonstrating that ATS systems are not as successful as they may appear to be at first. Because applicants are required to complete several pages of questions before their application can be processed, applicant tracking systems (ATS) are frequently perceived as being difficult to use, which results in a significant number of people who would otherwise be interested in applying not even bothering to do so (Lynch et al., 2010).

Although technology is frequently considered as the way to solve all issues, there are occasions when it actually makes the situation even more precarious. It has been demonstrated that people have a tendency to rely on methods and processes rather than their own expertise and practical experience (Bush, 2006). Another issue that arises when large organisations implement ATS is that managers don't always use them effectively since they look for shortcuts, such as selecting applicants based on their intuition rather than by evaluating their applications. This contributes to the problem described above (Human Resources Institute of Australia Ltd., 2008). This can lead to discrimination against certain groups, such as women or members of ethnic minorities, who may have a more difficult time obtaining employment when compared to other groups due to the fact that their curriculum vitae or resumes are not stored in a candidate database for future reference when roles become available. This can cause discrimination against certain groups (Lynch et al., 2010).

One of the most contentious problems associated with applicant tracking systems is that they might result in a type of institutional discrimination in which some candidates are given preference over others since their applications are not evaluated by a real person (Bush, 2006). Depending on how a particular organisation decides to organise its system, this might contain factors such as a person's colour, gender, or age. Another unfavourable consequence of using this kind of selection method is that those who are successful in gaining employment might get the impression that they were chosen for the position for no other reason than the fact that their application was a good match for the requirements of the position, rather than for any other reason (Reid et al., 2009). There is evidence to show that people with disabilities are more likely to be missed while utilising an applicant tracking system (ATS) because inaccurate information about their skills is kept in a candidate database. [Citation needed] (Bush, 2006).

The ATS is a very helpful tool, but it is not without its limitations. It has been demonstrated that the utilisation of technology during the selection process needs to be constantly managed; otherwise, there is a possibility that it may result in prejudice against particular groups (Human Resources Institute of Australia Ltd., 2008). Technology is something that we come to rely on more and more each day, and while it does, for the most part, assist us in accomplishing our objectives and leading better lives, the fact that we are able to do so does not mean that we should allow an imperfect system to make significant choices on our behalf.

Importance of Application Tracking systems

Both the employer and the applicant can profit from automated application tracking systems (ATS), but this is only the case if both sides have an understanding of how the system works. An automated system can deal with a large volume of applications in a short period of time without significantly increasing the overhead costs; a well-designed applicant tracking system (ATS) gives an easy access to important information about applicants so that one may contact them easily when they are being considered for employment; an automated system can deal with a high volume of applications in a short period of time; an automated system can deal with a high volume of applications in a short period of time; an automated system can deal with a high volume of applications The adoption of an applicant tracking system (ATS) by the organisation is beneficial because it enables the company to delegate certain portions of the recruiting process to certain workers. As a result, the job can be completed much more quickly than if just one person were responsible for it all. The usage of an applicant tracking system (ATS) is beneficial to applicants since it makes the application process simpler and much more expedient when the relevant information is inputted. It is not necessary for the candidate to worry about applying in a timely manner because they are able to apply for employment whenever it is convenient for them, and notification of their application is provided through email or text message. An applicant tracking system offers company contact information, which means that if a candidate has any further inquiries regarding the position, they are able to get in touch with someone right away rather than having to wait until a certain date or by a certain deadline. This is another advantage of using an ATS.

There is a wide variety of software available to assist in keeping track of job applications.

1. Applicant Tracking Systems: This system helps maintain track of all the people who applied for a position by recording their information in a database.

Workforce Management Systems: This system helps manage how many people are working and when they are working by keeping track of how many people are working and when they are working.

3. Shift Planning Applications: This software assists in organising the schedules of those who work in shifts.

4. Collaborative Scheduling Solutions: This type of solution allows a number of individuals to work together in order to build a schedule.

5. Vendor Management System Solutions This system maintains a record of all of the businesses that are responsible for supplying services to other businesses.

Using an applicant tracking system has a number of advantages, including the following: Due to the fact that it is automated, an applicant tracking system (ATS) is able to process a huge number of job applications in a short amount of time, making it ideal for use by major companies operating on a worldwide scale that have thousands of vacant positions at any given time. When it comes to recruitment, the company is now able to stay organised thanks to the system, and it can also be used as a hiring source for future job openings. As a result, the company is now able to contact potential employees whenever a position becomes available, rather than having to begin the process from scratch each time. After an applicant has submitted their application for a position, the hiring managers are alerted through email. They are then able to analyse the applicant's information contained inside the system and decide whether or not to get in touch with the candidate or go on to the next applicant. Employers have a means to track which candidates they have contacted using an applicant tracking system (ATS), as well as whether or not any particular individual may require more attention and the status of each application process. In addition to

this, it assists managers in the creation of reports that detail who has been contacted and how long it took to get in touch with possible workers.

An automated hiring tool such as an applicant tracking system (ATS) offers several advantages, including the ability to save time and money while also automating company operations such as job applications, interview scheduling, and so on. There is no need to worry about having enough people or staff who are appropriately educated to man the operation because this tool is able to work relentlessly 24 hours a day, seven days a week because it relies on software rather than humans. Applicants and companies alike stand to gain in a variety of ways by using an application tracking system (ATS). They are able to apply for jobs whenever they have time because submitting information is very simple with an ATS; they can view which positions they applied for at any given moment in time; and they are notified of new job postings that they might be interested in viewing. Applicants benefit from having quick and easy access to potential employers through online applications; they are able to apply for jobs whenever they have time; they are able to submit information easily with an ATS. If their profile is found to be a good fit for a position, it will stay active until either that position is filled or the candidate decides to take themselves out of consideration for other employment opportunities. Employers and managers, on the other hand, are provided with automated notifications whenever a candidate submits an application. These notifications contain relevant information, such as where the candidate stands in relation to the hiring process, whether or not they have been contacted, etc., and are sent when the candidate submits an application. In addition, the ATS makes available a variety of search choices, such as region, industry, and job title, for the purpose of locating prospective personnel. It also makes it possible to submit applications online, which may be done in a hurry and are then followed up on by the system itself. Managers have the ability to go in at any time and check on the number of applicants who are being considered for a position. They also have the ability to use an applicant tracking system (ATS) to automatically sort through resumes based on the requirements of each job opening. This automatically eliminates candidates who are not qualified from consideration and highlights candidates who meet specific criteria that has been set out for that position.

Comparison between the Good and the Bad

The capability to examine all applications for a single job opportunity simplifies the recruiting process for businesses, which is one of the platform's many strengths.

Applicants are able to monitor their own progression through the various phases of the application and selection process.

-It is always possible for applicants to check in on the progress of their own applications at any time.

-The recruitment tool can be used as a source for future job openings at the company by having employees submit information so that it is retained in case the employee is interested in applying for another position at some point in the future. -The information that is submitted will be kept in case the employee is interested in applying for another position in the future.

Weaknesses:

-System may not be appropriate for use in smaller organisations that have just one or two open positions at any given time due to the fact that it requires an excessive amount of work space and may cost more than is required if certain capabilities are not required.

-Before hiring an applicant through this online system, employers need to have sufficient information regarding qualifications, experience, etc. This can sometimes waste valuable time

depending on how quickly applicants move through each stage of the process. Applicants must move through each stage as quickly as possible.

-If a company does not have an applicant tracking system (ATS) or recruitment platform, it is possible that they will need to manually track applicants and emails. This can be challenging given that the tool is programmed to send out automated notifications when particular milestones are reached in the recruitment process.

-Applicants will receive a generic email from the applicant tracking system, which may at times leave space for interpretation because it does not say whether or not their application has been approved, why they were rejected, etc., so generating uncertainty on both ends of the situation.

Conclusion

Automated hiring systems help businesses save time and money throughout the entirety of the employment process. This includes screening candidates more effectively through automated interviews, creating job postings that are more succinct, and improving the ability to match employees with employers through functionalities such as automated shortlisting, which eliminates candidates who do not meet certain conditions so that time is not wasted further down the line.

Automated recruiting systems are becoming increasingly common in bigger businesses because of the numerous advantages they offer, including the savings of both time and money throughout the hiring process. For instance, bigger firms that have several job opportunities would not be able to keep up with the quantity of applications if they did not employ an applicant tracking system (ATS), which enables them to screen candidates in a more effective manner through online screenings, interviews, and so on. There is a possibility that having one may not be as beneficial to smaller firms since it will take up more needless work space and may cost more than is required if the smaller business does not use all of the functions that it offers.

The method itself helps save a lot of time by automatically excluding people from consideration who do not meet a specific set of criteria. This helps save time later on when it comes time to make a choice on anything. This helps save money in the long run by preventing the waste of time dealing with applicants who do not fulfil the necessary standards of experience or credentials for a certain post. When compared to the alternative of allowing an automated system filter through applications, this has a significant number of advantages for larger firms due to the fact that it is considerably more difficult and practically impossible to complete all of these jobs manually.

Before hiring an applicant through this online system, employers need to have sufficient information regarding specific qualifications, experience, etc. This can waste valuable time depending on how quickly applicants move through each stage of the recruitment process. The primary disadvantage of using this tool is that it requires employers to have sufficient information regarding specific qualifications. The applicant will receive a generic email from the automated recruiting system, which may at times leave room for interpretation because it does not mention whether or not their application has been accepted, the reason why they were disqualified, etc., thereby creating confusion on both parts of the situation.

Even though automated hiring systems have a few drawbacks, in general they are very beneficial to businesses because they enable these businesses to save both time and money during the hiring process. This is especially important for larger organisations because they must deal with a greater number of applicants. This may not be as suited for smaller organisations that do not have many open positions because it consumes unneeded work space and can cost more than what is necessary if certain features are not required. Also, certain information must be provided in order for an

employer to make appropriate use of this tool. For example, the employer must be aware of precisely which qualifications are required for a particular position. This helps eliminate time wasted later on during interviews or when making a final decision.

Larger businesses favour the use of automated recruitment systems because of the numerous advantages provided by these systems, including the ability to save both time and money throughout the hiring process. For instance, larger organisations that have multiple job openings would not be able to keep up with the number of applicants if they did not use an applicant tracking system (ATS) that enables them to screen more efficiently through online screenings/interviews, etc. If they did not use an ATS, they would not be able to keep up with the number of applicants. There is a possibility that having one may not be as beneficial to smaller firms since it will take up more needless work space and may cost more than is required if the smaller business does not use all of the functions that it offers.

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