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By Michael Vincent B. Sakai

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How Covid-19 Affects the Recruitment Process: The New Normal Approach

Michael Vincent B. Sakai

Abstract- **The COVID-19 pandemic is affecting the workings of the public sector. The economy has fallen into a recession, which will inevitably have a huge impact on how government sector recruit new talent. At the same time, many familiar methods, such as face-to-face job interviews, are now being replaced with more innovative approaches by adopting new normal hiring processes to facilitate interactions.**

I. Introduction

This study will tackle related experiences in hiring in the midst of a crisis that is characterized as volatile, uncertain, complex and ambiguous. Alternative work home arrangements and the mandated social distancing protocols is a continuing challenge to find applicant-candidates with right competences to fill the necessary positions in the government bureaucracy. Government institutions are now forced to re-pivot its handle hiring processes in navigating these tricky times.

The Covid-19 coronavirus went from an outbreak to a full-on global pandemic. Economies around the world are in recession; our societies are trying its best to function to deliver services to its population; and for your typical 'nine-to-five' employee, daily life at the office has been replaced with a work-from-home arrangement. The general public is slowly edging towards confining themselves to their homes and this spells trouble for businesses and institutions across all sectors.

Despite the fear and uncertainty surrounding humanity's latest global challenge. Employment rates, (which hit historic highs at the end of 2019), are expected to dip in the coming months. Due to fund constraints, government institutions may consider postponing their hiring process until the situation improves. Government operations serves as a fulcrum during the pendency of the COVID-19 – 19 pandemic. It has to ensure that government workers are well protected from the virus, on one hand, and to gradually open up the economy, on the other hand.

There are creative ways in filling up vacancies that can be applied as a human resource practitioner.

The hiring process may look different now from what we are used to: with in-person interviews or conversations needing to shift to zoom, Google meet or video chat. There is also a need to adopt the recruitment practices to keep candidates pipeline full, meaning, make a pool of applicants where the agency can choose. This will provide you with data/information where it can implement will help the agency effectively recruit, hire and on-board new employees as a remote team. This will also help the government agency to continue its recruitment functions in tapping talents that can fill our staffing needs. Strategies:

1. Proper publication of the vacancy/ies.
2. Have a detailed employee recruitment procedure.
   - Include all necessary information, such as time, date and who will call whom
   - Provide a link to the video meeting
   - Tell them whether this position is permanently or temporarily remote
3. Be realistic in your offer.
4. Prioritize remote working skills.
5. Utilize your existing candidate pool.

II. Discussions

a) Job Interviews Cannot Be Handled Face-to-Face

All over the world, government institutions are making arrangements for their employees to work remotely from home. The goal is to prevent unnecessary travel and face-to-face interaction. Thus, job interviews cannot be held in the office but rather via zoom or Google meet or whatever platform is available.

b) On boarding New Employees

We are living extraordinary times, but we still have new employees starting at our offices who we need to onboard. It is not so simple to provide a great on boarding experience without meeting face-to-face or giving a tour at the office. Yet, it is possible with proper infection control protocols being practiced at the office.

c) AI-powered Job Outreach Tools and Analytics

The need for HR to step up their game and also ensure a sound remote work experience for existing employees while ensuring vacancies are filled using remote processes demands better HR tools to help with job outreach and identification of candidates. Companies are now also looking at investing in Analytics tools to help scan several candidates and help shortlist the most relevant few based on specific keywords and skills sets so that they can achieve their hiring goals while maintaining their existing HR functions well during a remote work schedule.

Author: HR Generalist Energy Regulatory Commission Pacific Center Building, San Miguel Avenue, Ortigas Center, Ortigas Center, Pasig, 1600 Metro Manila. e-mail: mvincentsakai@gmail.com

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d) Layoffs, Fewer Available Positions, and More Open Applications

Layoffs lead to more people being unemployed, which is a very unfortunate situation. Thus, there will be more candidates applying for jobs. With more unqualified applicants and fewer positions available in the government bureaucracy, there will be more open applications among potential applicants which usually results to unemployment.

e) People Will Be Less Open to Changing Jobs

During crisis or pandemic, the best employment agency is the government sector. Government employee's mindset is to value security over uncertainty during the crisis. Sourcing potential candidates can become difficult if their functions are exposed to a high rate of infection. Considering that government employees are guaranteed of their security, their productivity levels during pandemic declines.

III. Conclusion

Given the negative impact of the pandemic to society relative to human resource management, it is important to note that as the world adapts to the new normal, recruitment for the right person with the appropriate competencies is essential for the success of any agency.

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