



HR Onboarding Application

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1. Introduction

Up until February 2023, there were 1,124,000 job vacancies within the UK [1], with Bridgend County Borough Council struggling to recruit with most successful applicants getting a better offer before they become an employee.

With the average time of 24 working days [2] from a successful job interview to becoming an employee the applicant has a lot of time to receive other offers.

Along with this and the many resource saving benefits this project investigates and implements a HR Onboarding application that will reduce this time.

2. Aims & Objectives

Aim – To design and implement a digital self-service onboarding system that streamlines the transition process for successful applicants and minimises the time required to onboard them as employees, addressing the challenges faced by local authorities in this regard.

Objective – To allow the successful applicant to complete all forms digitally, upload identification documents, view, accept or reject their job offer contract and to introduce the applicant to their new manager and team.

3. Research Overview

The research conducted explored the key components of a great onboarding process and how technology can enhance it.

The five C's of onboarding are crucial for a successful onboarding experience:

- **Compliance** - Making sure the applicant is fit to work and able to work in the UK.
- **Clarification** – Communicating the expectations of the organisation.
- **Confidence** – Making the job role and responsibilities clear.
- **Connection** – Introducing the manager and team of the position.
- **Culture** - Introducing the organisation as a whole.

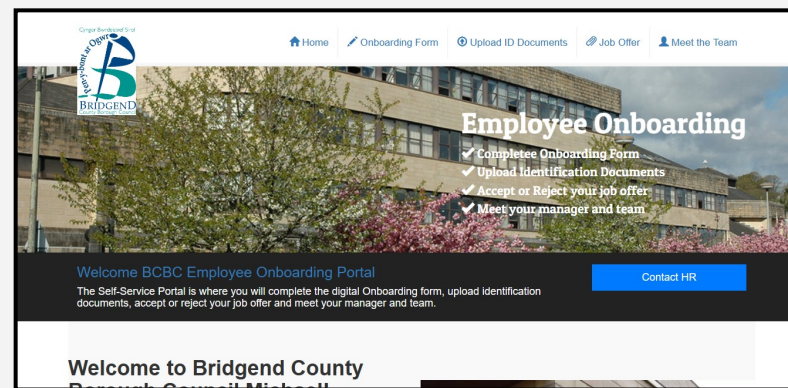
The research also examines current onboarding systems available in the UK, such as BambooHR, SageHR, and Enboarder, each offering unique features to streamline employee integration.

The last subject that was researched was four key technologies HTML, PHP, CSS & JavaScript.

4. Development Methodology & Implementation

The development followed the waterfall methodology due to the projects well defined and stable requirements.

The process started with thorough requirements gathering involving various stakeholders. The system design followed with detailed designs and specifications. Implementation involved turning the designs into code, followed by extensive testing, including user acceptance testing. After successful testing, the application was deployed, and maintenance began for ongoing support and updates.

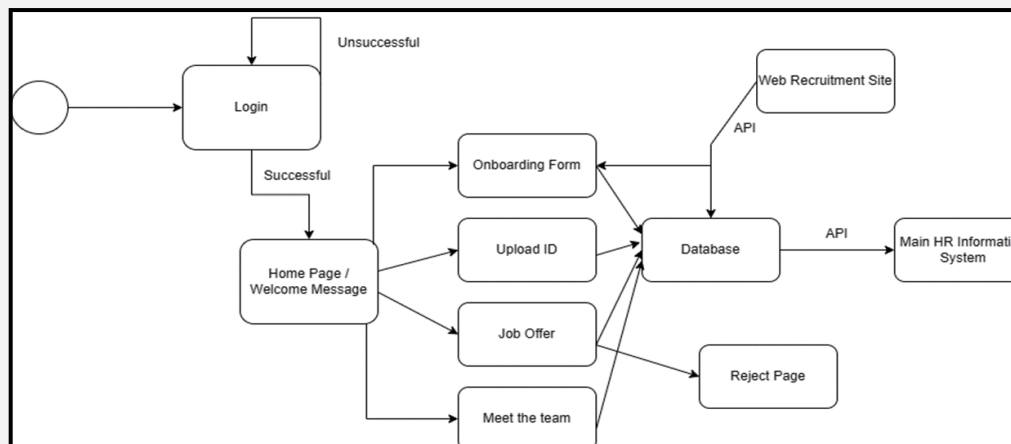


5. Design

A number of designs were created including storyboards, use case diagrams, data flow diagram (below), prototypes and database diagram.

All designs were created with stakeholders who were engaged every step of the way.

The designs also made sure that accessibility was at the centre of every design to access to all.



6. Testing and results

A number of different testing methods were used to make sure the system functions properly and meets requirements.

- System Testing - evaluated the entire application's functionality and data flow, resulting in some issues being fixed.
- Usability testing - focused on user interface and interaction, leading to improvements like a personalized message on the home screen.
- Acceptance testing - validated the application against agreed criteria, ensuring it met user expectations

A pilot study involved 20 successful applicants, with positive feedback and a significant time reduction for HR admin tasks. The time was measured against the old process with the results below.

Paper Process	Digital Process	% of Time Saved
5 hours 32 minutes	2 hours 18 minutes	41.5%

Conclusion

The onboarding application has successfully achieved its objectives, providing Bridgend County Borough Council utilising technology, we have significantly improved the onboarding experience for both the council and its new employees. The positive impact of this application sets a solid foundation for a strong and positive relationship between the council and its workforce, fostering a culture of engagement, productivity, and long-term success.

References

- [1] T. Evans. "Vacancies and jobs in the UK - Office for National Statistics." Home - Office for National Statistics. <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/jobsandvacanciesintheuk/march2023> (accessed Jul. 23, 2023).
- [2] "What Is the Average Response Time After an Interview? | Indeed.com", Indeed Career Guide, 2021. [Online]. Available: <https://www.indeed.com/career-advice/interviewing/average-response-time-after-interview>. (accessed Apr. 10, 2023).