

SUMMARY

Missing Applicant Data in BSC Hiring System MTA/OIG #2014-15

The MTA Business Service Center (BSC) uses PeopleSoft, an integrated software system, to manage personnel information and financial data. Candidates for all non-civil service MTA jobs apply online using PeopleSoft's Employment interface, which is designed to help MTA staff process job applications efficiently and consistently across the agencies. BSC receives an extremely high number of applications—over 467,000 in 2013—and requires a reliable computerized system to manage this workload effectively.

The Office of the MTA Inspector General (OIG) conducted an assessment of the BSC's administration of the job application process and found that there have been a few problems with ensuring that applicant information is visible and easily accessible to staff so that all qualified applicants have a fair and equal opportunity in the hiring process. Although the problems identified by the OIG may occur with relative infrequency, it is vital that the BSC improve its performance in the application process to help ensure that (1) the hiring agencies have complete and accurate information about the candidates and their qualifications, and (2) the process is—and is perceived to be—reliable and fair.