



State-Wide General Trainee and General Practice Recruitment 2019

Applicant evaluation of the 2019 state-wide recruitment
process and pilot of video interviewing.

Introduction

The General Trainee and General Practice recruitment process for 2019 trainees was conducted as a state-wide, centralised process for the fourth consecutive year. This process involved candidates submitting an application and being screened for their employment eligibility with SA Health, via a curriculum vitae, referee reports and an interview.

Previously, the interview process was face-to-face, but this year an innovative online recruitment platform was piloted. Vidcruiter was the selected program that allowed for pre-recorded questions to be played to the applicant and then a video response being recorded and uploaded onto the platform for panel members to view at their convenience. The applicants shortlisted received an email informing them of the requirements to have an appropriate technological device with video recording capabilities, a strong Wi-Fi connection and the latest version of Firefox or Google Chrome to ensure the video process was conducted effectively. The email also covered how to access the Vidcruiter support team who were available 24/7, should an issue arise. The platform was available to applicants from 6am Monday 6th August 2018 until Tuesday 14th August 2018.

This year, 464 applicants were shortlisted and invited to participate in the video interview process and 426 successfully completed the process. A survey of the video interview participants was conducted to assess the benefits and restraints of the video interview process, the Vidcruiter platform and the recruitment process as a whole. There was a 51% response rate to the survey, which has allowed sufficient results to determine gaps within the recruitment process and identify potential solutions to enable a fair and efficient recruitment process for General Trainee and General Practice applicants in the future.

Evaluation

Applicants were asked questions relating to the instructions given, the process of using Vidcruiter, the usefulness of the online support system and the efficiency of the process in comparison to a traditional in-person interview. There was a variety of responses and although it seems a select few applicants had difficulty accessing and using the system successfully, the overall consensus is that the system was efficient and useful in solving the demographic issues that can arise with in-person interviews, however would prefer to be interviewed in person in the future.

When questioned about the Vidcruiter online support team, 97% of respondents were either in agreeance that they were efficient and helpful in resolving issues that occurred or were neutral as no issues occurred that required assistance. Of the small percentage that found the online support team unhelpful, it was highlighted that the online support team were slow to respond and responded only with generic suggestions and comments. Further, it was highlighted that the contact number provided for further support was not useful when trying to call from Australia.

Although 91% of applicants believed that adequate instructions were provided prior to commencing the interview, it was noted that confusion was caused when the question being asked was also a video recording as this was not reflected in the practice question. Further, it was highlighted that many applicants were not able to view the text stems once the question was asked and instructions on how to view this during the interview would have been helpful. There were 98% of applicants who concluded that the mock question was beneficial, however it was noted that the question should have more closely imitated the actual interview questions.

There was a significant negative response in relation to the applicants having sufficient time to complete the video interview. 34% of respondents either disagreed, or were neutral in believing five business days was sufficient time, this was due to many of the doctors working twelve hour shifts and not having the opportunity to complete the interview over the weekend at their convenience. Further, it was identified that the time allowed for responding to the three questions was not adequate. As the questions were complex and had various objectives to address, 41% of applicants believed three minutes to respond was not sufficient and it was recommended that five minutes would have been a more reasonable response time.

The most notable issue that was identified in the survey responses was the internet connectivity issues that made the interview process stressful and awkward for applicants. Although some respondents noted that the system worked on various devices such as desktops, laptops and MacBook's, it was identified that the system did not successfully work on iPhone's and that in general, the interface was impractical on smaller screens. Further, the system was described as being slow and jilted and connectivity issues occurred even when users tried various internet connections.

There was a variety of responses when questioned on the overall efficiency of the system, in comparison to in-person interviews, only 40% of applicants outlined that they would prefer to do a video interview, rather than a face-to-face interview in the future. Although applicants were able to realise several benefits of the system, for example if an applicant is overseas or interstate, being able to perform the interview at the applicant's convenience and the ability to conduct a large-scale recruitment process within a small amount of time, it was concluded overall that video interviewing should not replace an in person interview. Applicants described the process as being impersonal, artificial, stressful and time consuming. Several applicants found it difficult to engage with the video interview were concerned that it did not allow for them to represent themselves sufficiently and that it disregarded the importance of communication and professionalism. As communication skills drive quality and safety in health care, it is imperative that these skills can be accurately shown during an interview process.

Of the applicants, 39% selected CALHN as their first preference, 34% selected SALHN, 20% preference NALHN and 7% preference WCHN. A high percentage of applicants believed that the CV is an appropriate recruitment tool for General Training and General Practice recruitment, however only if it is used in conjunction with other recruitment methods, as it would be difficult to differentiate between applicant skills at this early stage in their careers. Although applicants thought that their CV

was an appropriate tool, 77% were unsure of how the document would be assessed and rated in the recruitment process. 96% of applicants believed using referee reports was a fair assessment, however it was highlighted that the ability to receive a quality report can be entirely dependent on what rotations the trainee has completed and it can be particularly difficult for Interns to attain a suitable referee. It was recognised by applicants that the interview questions were very clinical and did not provide the opportunity to discuss their experiences and attributes appropriately.

Ultimately, only 37% of applicants thought that the overall selection process gave them the opportunity to demonstrate the skills and abilities associated with the roles. Although it was addressed that the process is cost and time effective for SA Health, candidates questioned whether it is accurate and fair. In spite of this, applicants still agreed that a State-wide process is appropriate for General Training and General Practice recruitment but reverting to a face-to-face interview would create more satisfaction with the process in the future.

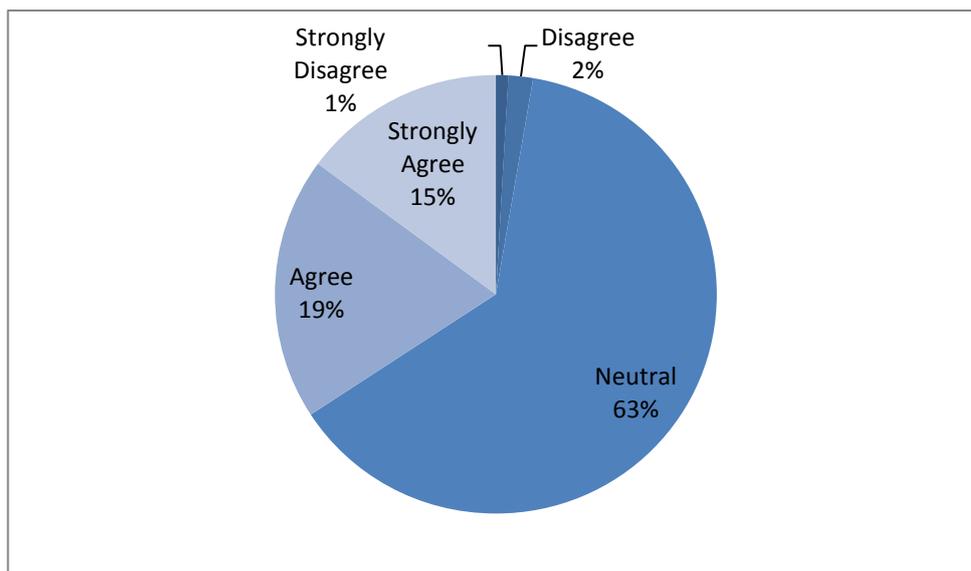
Recommendations

- Revert to in-person interviews if time and financial restraints allow.
- If an online video interview platform is used again in the future, use an Australian based company to ensure they can be contacted by phone if issues are experienced.
- Include information in the instructions email about the format of the interview (e.g.: one attempt only, question will be read to you via video, maximise screen so text stems can be viewed).
- Recommend applicants to download and use Google Chrome only for the interview.
- Ensure the practice question closely imitates the style and structure of real questions.
- Allow seven working days to conduct interview and increase question response time to five minutes.
- Create questions that allow applicants to explore their skills and abilities, rather than all clinical based questions.
- Keep the video platform live over a weekend perhaps from Wednesday to following Tuesday to allow for technical issues to be resolved during business hours.

Results

Part One – Vidcruiter Evaluation:

Question 1: I found the Vidcruiter online support team were efficient and helpful in resolving any issues that occurred.

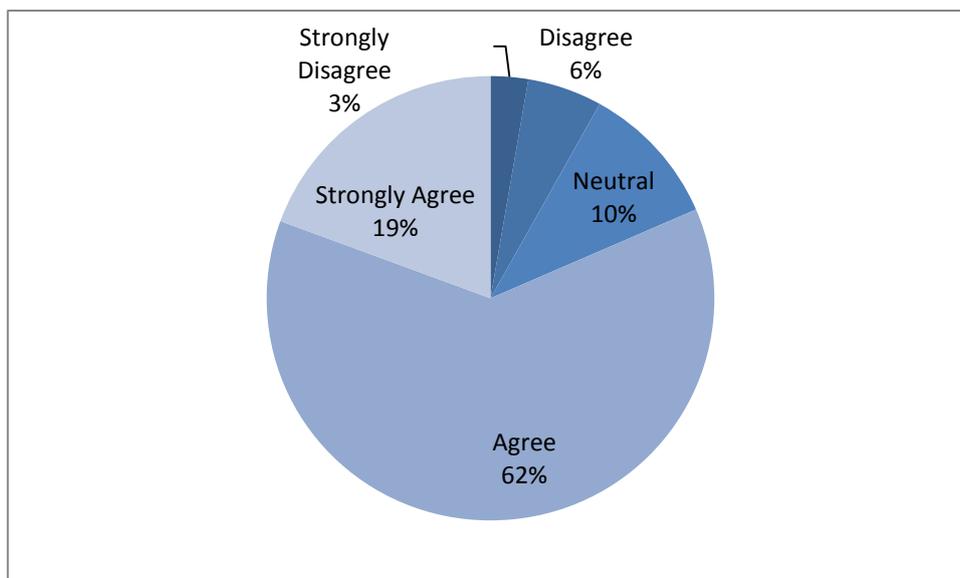


Comments:

- They were initially very slow to answer and it was incredibly difficult not talking to a person. A phone number would have been a lot more helpful.
- 52 comments reciprocated that no issues were experienced and they did not therefore need to contact the online support team.
- They were prompt in responding, but could not actually fix my issue, and then responded only in generic comments (eg: thank you for contacting Vidcruiter, we hope your issue has been resolved).
- I found the fact that I needed to utilise the support crew so much for such an important interview quite ridiculous. When I began the actual interview, I lost connection with the server and then opened up the help chat (the support crew responded after 5 minutes); while I was waiting I tried to call the support number (website said it was free but it is only free for the US users) and the person on the other end couldn't hear me or understand what I was saying. Someone did end up helping me via the chat, which was helpful in the end.
- Chat function worked well, however the phone number did not work at all.
- I had an issue, which was solved within approximately 5 minutes.
- I had some technical issues and these were resolved very promptly.

- I was nervous and didn't exit the explanatory information box at the top of the screen, because of this I was unable to scroll down and read all parts of the question. I then forgot the questions and my answer was so far off the mark. I used the chat function and someone helped me to amend the question. This was all sorted within no more than 20-30 minutes. Fantastic support!
- I had a lot of issues but there were helpful and usually very fast to respond.
- I had a problem and the team satisfactorily resolved it.
- Very prompt at providing answers and reassuring when checking issues that occurred.
- Although I didn't require a response when I posted a comment, it said they were not available for an hour. It would be really frustrating if I was actually unable to complete the interview without their help, and would have been stuck for an hour.

Question 2: Adequate instructions and resources were provided prior to commencing the Online Video Interview process.

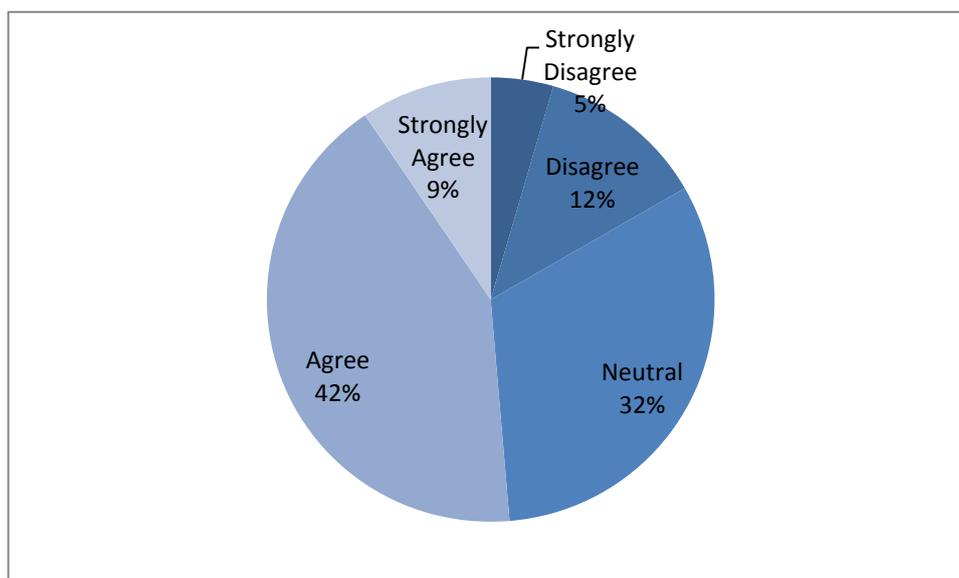


Comments:

- Could be better, it wasn't clear to me that there would be a video recording of the question being asked.
- Cost-shifting and outsourcing of technical requirements to the interviewer is a marginal efficiency for a deeply unsatisfying experience with opportunities to misrepresent application suitability for jobs (can prepare for questions by asking a friend who went first).
- It would have been helpful to know to have the window maximised so that the whole question could be viewed. My first question I couldn't recall the last part of the question and was unable to scroll to read it.
- Useless instructions.

- There were no clear instructions and stems were not visible most of the time. Instructions weren't clear as in, it didn't specify that there would be a stem that I can visualise for preparation for the interview. I did the interview without knowing I should be able to access the stems in a written format.
- Explaining timings of preparation time and actual answers time, and time between each question.
- The website worked nowhere near as well in Firefox as it did in Chrome. There should have been a recommendation to install and use Chrome, and there should also have been a facility to check the adequacy of ones internet connection.
- It would have been helpful if in the email, it advised the format of the online interview (ie: one attempt only, question will be read to you).
- The video player during the real interview is a surprise. I did not expect to see the video recording and I was confused during the actual interview for a brief period of time wondering what was going on. It would be best to include recorded video during the same recording so it is the same as the real interview.
- Would have preferred to do practice interview earlier prior to the actual interview.
- There is no explanation as to the exact format of the interview and what pages I would encounter before the actual interview questions.
- Video explanation was great and practice question was good too.
- Was not aware that we would not be able to re-read the question once it had been read out.
- Sample question was about motivation when interview was otherwise situational, which was unsettling.

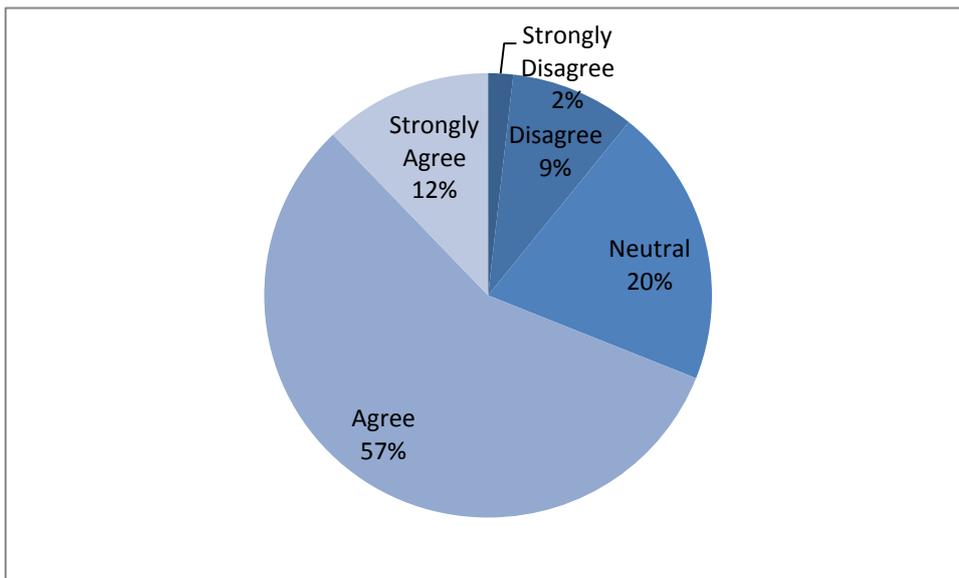
Question 3: Vidcruiter is compatible with multiple devices, making it accessible and easy to meet technical/internet connection requirements.



Comments:

- Almost every person I have spoken with had problems with Vidcruiter. It took people on average 2.5 hours to complete the interview. It took me two nights and it still failed. I even changed locations and internet connections. This was an incredibly stressful process; this was not due to my computer or internet connection.
- 9 responses noted that the system worked on various devices (desktops, laptops, macbooks, iPads).
- Several responses highlighted internet connectivity issues, which made the process awkward and stressful.
- Some responses highlighted minor issues on their selected device
- Several responses advised that the text was cut off after the interview was played. This made it difficult for interviewees who are visual, rather than auditory processors.
- Does not work on iPhone devices according to their tech support.
- User interface is impractical and distorted on smaller screens.

Question 4: The Vidcruiter system is easy to navigate and is user friendly.

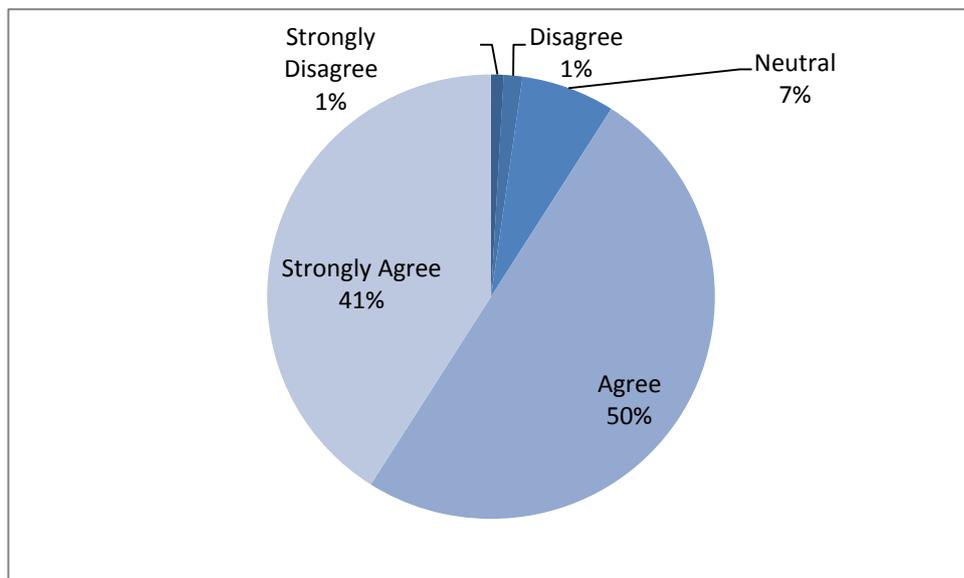


Comments:

- Incredibly slow and old technology.
- Very straightforward.
- Unable to view written questions on some occasions and had to rely on memory of video.
- Easy to navigate but it was a bit disconcerting to not be able to watch back the answers to the proper interview questions, as I just had to hope that the recording worked properly.
- Pop up boxes obscure view of interview questions. Website is slow with terrible video quality.

- Some information was not visible and unable to scroll on some computers making it difficult.
- Using interface is impractical and distorted on small screen sizes.
- A little alert when time is <30 seconds would be useful as I forgot about the time in the first question.
- Whilst it is easy to navigate, I did not find it user-friendly. I found it more pressured, stilted and stressful than a face to face interview.

Question 5: The opportunity to have a mock question and test the recording prior to going live with the interview was beneficial.

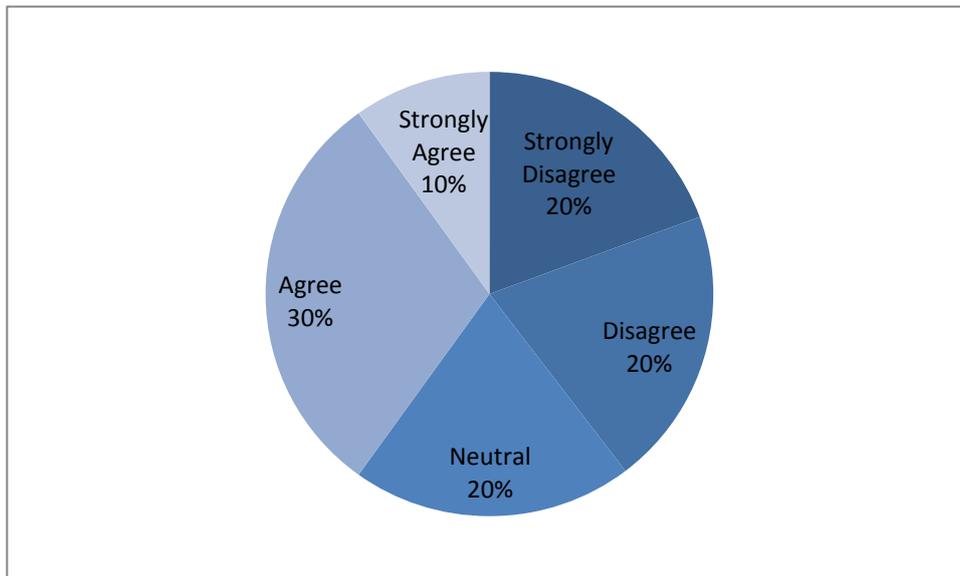


Comments:

- Mock question was nothing like the actual questions, hence not helpful. A question of similar type would have been better.
- Would have been useful to know what the content of the questions was actually likely to be.
- The test of equipment was beneficial although having a limit on the number of test could cause issues if you were having problems. The mock question was not as useful as it could be, as it was only written when the proper questions started being read by video so I was caught off guard.
- Necessary and a requirement for technical set-up. Not really a benefit as the whole process is invalid if the setup is inadequate.
- The problem with text stimulus being cut off did not appear in the mock questions as the stimulus was not long enough for the error to occur.
- Gave me the chance to gain some familiarity with this scary unknown process, to practice looking at the webcam, check audio, etc.

- The style of the mock question should more closely imitate the actual questions.
- It was good to test our set up and be comfortable that it is working.

Question 6: The Vidcruiter system is an efficient approach to interviews in comparison to a face-to-face interview.



Comments:

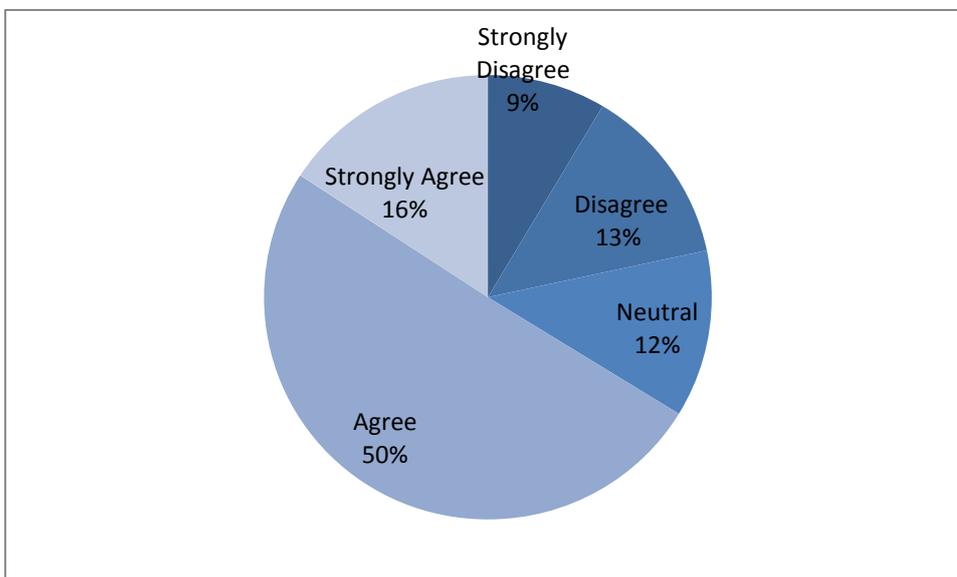
- I could not disagree with this statement more. I have had this discussion with numerous people who all feel the same way. This was very impersonal, stressful, time consuming and inefficient. I believe it was also a very unfair process as the system failed on multiple people and you could take the interview across multiple days. Myself and numerous others are very concerned about the way we will come across in a recording, it was incredibly artificial and uncomfortable.
- System was awkward and froze multiple times and made the whole process stressful and took a long time to sort out
- It's a terrible idea and should never replace face to face interviews except to overcome the tyranny of distance. I would much prefer to spend the time travelling to an interview to achieve the context of a face to face interview.
- I do not believe that the video interview allowed me to represent myself adequately.
- I do prefer face to face interaction, but understand the time-constraints on interviewers.
- For applicants who are strong communicators, and have good interpersonal skills, the value of an interview process is lost with a video interview as there is no person to discuss with. Also felt the focus was on the 'count down time' rather than focusing on answering question.
- This is an extremely flawed approach and I strongly discourage its "efficiency". My recording failed multiple times and I needed to keep re-recording myself. This would not

be an issue with a face to face interview. This provided a lot of undue stress and anxiety. I am very displeased with the video interview.

- Yes much better for most of us that struggle to get time off from work/parking etc. As I was overseas it was much easier to do this than have to arrange a skype interview in different time zones etc.
- Given communication skills are the single most important driver of quality & safety in health care, this efficiency, whatever the cost saving (or shift to the consumer) is invalid, unsatisfying and a poor comparison to face to face interviews.
- I found the process incredibly artificial and more nerve-wracking than a face to face interview or even a Skype or phone interview. It was difficult not having people to respond to and interact with. It was also harder to find time to do the interview than if we'd been given set times as for other types of interviews.
- To upload all 3 answers after multiple attempts all day took me about 9 hours. I would have preferred just to go and do it in person!
- I think replacing face to face interviews with computer interviews is ridiculous - particularly when you have a system that has so many faults and relies on good internet connections which not all Australian households have.
- Depends what the interview is for but I thought it was a reasonable approach for this particular job.
- As someone applying from interstate, it was very beneficial to not have to travel to attend a face-to-face session
- If the glitches are corrected then yes cause it gives the candidate the opportunity to do their interviews at their own time without taking time off work.. which is cost effective
- This system is NOT more effective/ better than a face to face interview. Medical interviews teach junior medical staff professionalism, etiquette, communication skills. As medical professionals we have to face many interviews in our career and this platform absolutely does not prepare us for interviews in the future. .This would not be a platform I would use in the future.
- Perhaps given the amount of interviews that needed to occur. Otherwise I think face-to-face interviews likely provide better opportunity for the candidate and the interviewer.
- The Vidcruiter system is not an effective substitution for a face to face interview. It felt stilted and awkward. The question scenarios were long and vague and there was no opportunity to clarify aspects of the questions which would have otherwise enabled me to better structure my answers. This consequently affected my interview performance.
- For me the 10 minute interview took 2.5 hours to complete because of the numerous tech issues around it not loading. One question I had to record 3 times before it recorded and uploaded correctly. This was quite off putting.
- Although I believe that the video interview is efficient for the recruiting team, I don't believe that it is an adequate substitute for an interview as it does not allow for back and forth questioning or further probing of responses by the interviewers.

- Efficient yes, I'm unsure if it removes a vital 'face to face' interaction which is perhaps key to effective medical practice.
- Took me over an hour due to internet problems. Some videos loaded syllable by syllable. Not efficient and not realistic. Face to face is much better.
- It is probably more efficient, however I feel that it devalued the interview experience and was not a true representation of candidates - it is very difficult to answer and engage with the computer the same way you would with a real interviewer - I think at least a skype style interview would be a fairer strategy

Question 7: Five working days was sufficient time to complete the video interview.



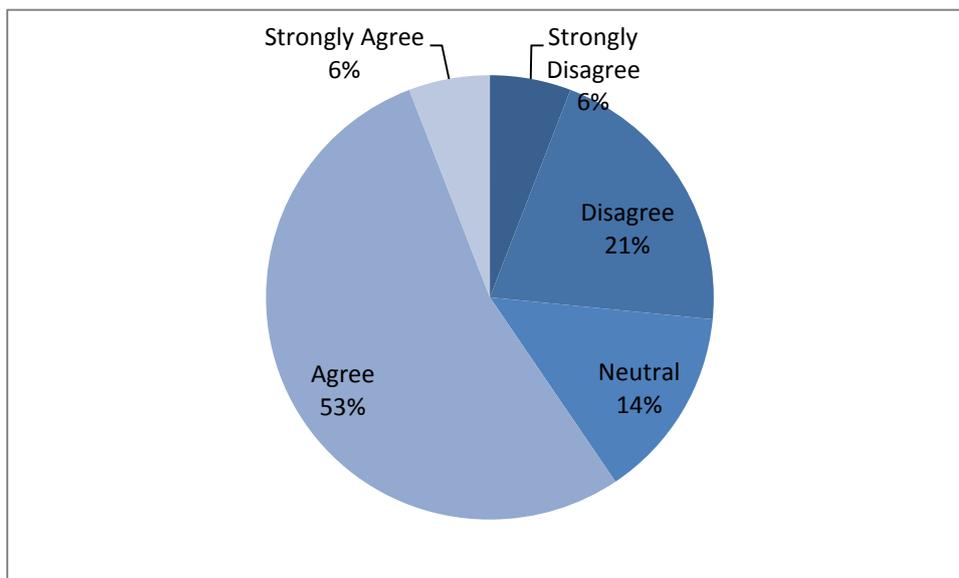
Comments:

- I strongly disagree as the system failed multiple times! Many people were up very late at night trying to upload the videos. If the system worked correctly I would say yes it is enough time, but unfortunately this was not the case.
- I was doing 12-14 hours shifts the entire week, and had to do the interview whilst quite tired after work. At least including a weekend, so that applicants have time on a day off to complete, would be better
- Seven working days should have been allowed. I was working long hours (0700 - 1930) every weekday during the week we were required to complete the interview.
- The time window only extended Monday to Friday. This made it difficult for myself, and a number of others I spoke to, to find time to complete the interview. The majority of us work full time hours with frequent overtime, leaving little opportunity to do the interview and be at our best when doing so. If this system is to be used again in future I would

suggest extending to at least a seven (or perhaps ten) day window so that everyone, no matter their roster should have rostered days off on which to do the interview.

- I work 12 hour days in my current rotation. Trying to find time to fit this in was frustrating and difficult. Additionally I am not at my best when I go for this interview after a 12 hour day. There should have been at least 1 weekend available.
- It would have been helpful to also have a weekend available so that I didn't have to do the interview after a long day at work.

Question 8: The time allowed for responding to each question was adequate.



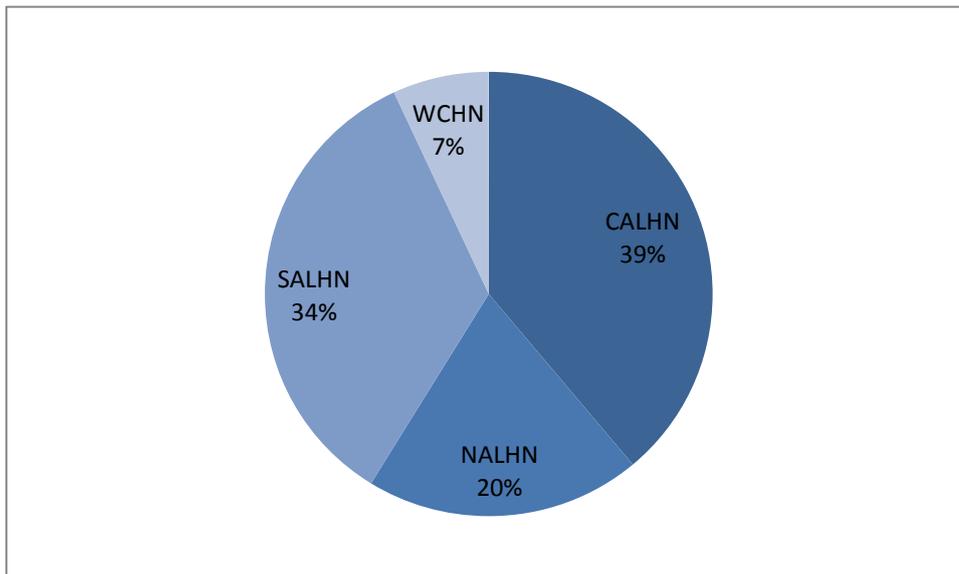
Comments:

- I agree but it was very artificial and stressful recording yourself, usually you would not have such a strict time restraint down to the second.
- 3 minutes for complex multi-part questions was very insufficient. I ran out of time for every answer.
- Having a countdown clock is useful to time keep, however I felt like I had to rush and spoke quite quickly to get through everything I needed to in 3 minutes. Especially considering the questions had multiple parts.
- It was a little bit unclear how much detail the interviewers would have wanted us to go into having a set time - I wasn't sure whether or not it might have been expected that you speak for most of the given time or not.
- I think 3 minutes is not very long. Or would prefer longer time for preparation before the official response time.

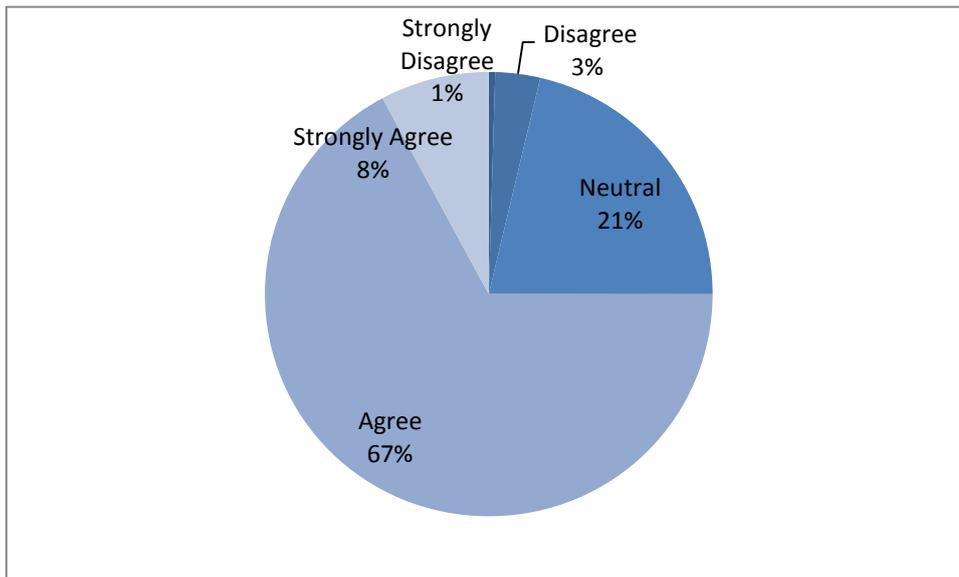
- The nature of the questions was quite broad, and I feel a longer allotted time - perhaps 4-5 minutes - may have given more time for an adequate response. Alternatively, a greater number of shorter-answer questions could be considered.
- More thinking time would have been of benefit, and an extra minute to answer would have been of benefit.
- The questions were long and the objectives, in some cases, vague. Without an interviewer, there was no opportunity to clarify aspects of the questions. This meant it was difficult to determine clear objectives of each question.
More time to answer each question- perhaps 4 mins; particularly question 1 and 2, would have been more appropriate.
- Would prefer 5 minutes as some questions are multiple components to answer
- Often the questions had 4-5 aspects that needed to be addressed and I did not feel there was sufficient time to answer all aspects in the depth that I would like.

Part Two – Overall Recruitment Process Evaluation

Question 9: Which Local Health Network was your first preference?



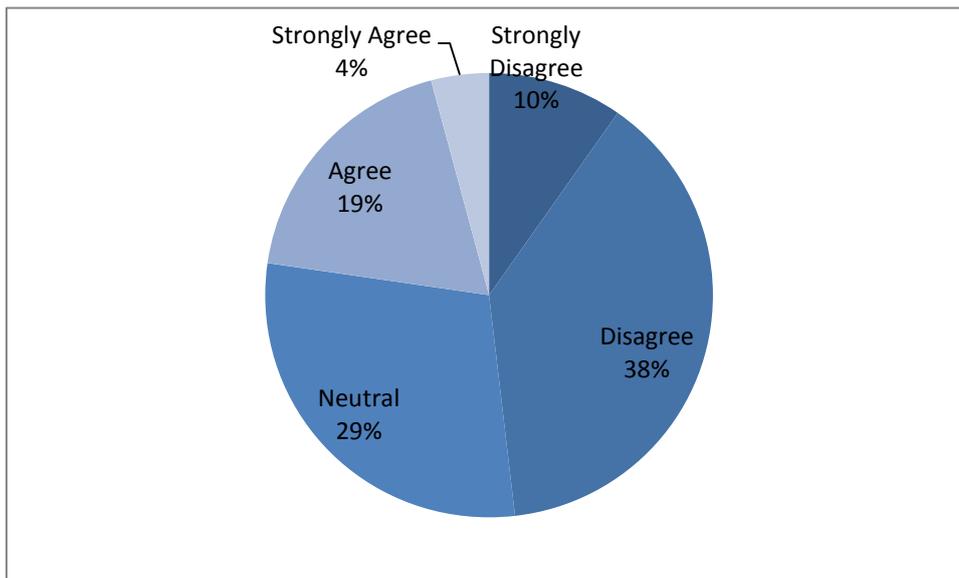
Question 10: The CV is an appropriate tool to make decisions about recruitment for general training.



Comments:

- In conjunction with an interview, not as the sole determinant.
- Although a CV will provide some information, it does not provide insight into clinical skill / work qualities.
- at this early stage nobody has a good CV to differentiate between candidates.
- The CV should be coupled with referee reports and a short interview
- Whilst the CV is important to give an idea of academic achievements, experience and qualifications, it in no way gives an indication of the applicants personality or attributes that may render them suited / not suited to the role - which is why interviews are so important.
- The CV is helpful, but a lot of my colleagues have achieved similar goals/completed the same courses so I'm not sure exactly how helpful it is.
- Useful I suppose for filtering out applicants based on 'pre-reqs' but really the skill being tested is "ability to make an interesting CV"

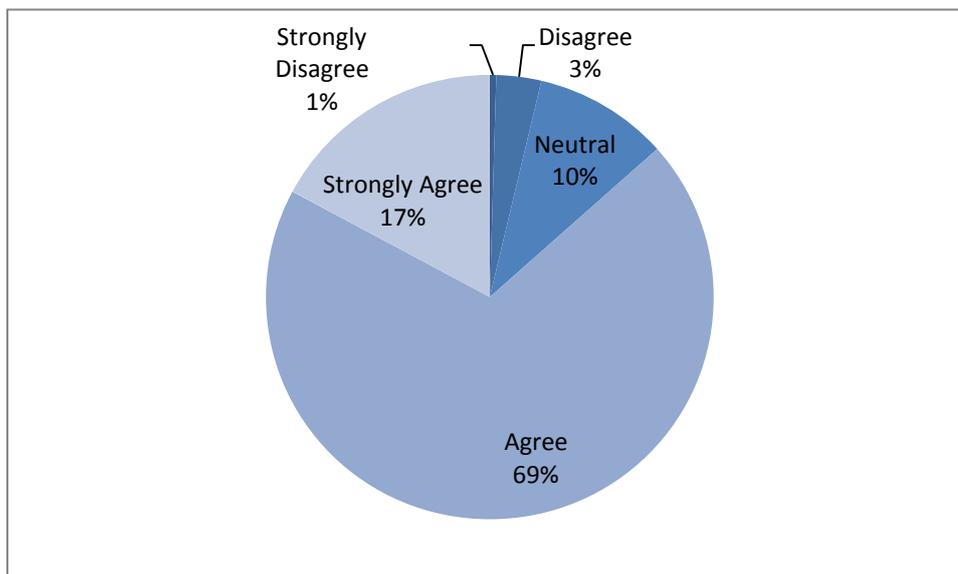
Question 11: I had a good understanding of how my CV would be assessed



Comments:

- I am not aware of how our CVs are assessed.
- There was no explanation provided as to the role my CV would play in my application being considered
- I wasn't provided any matrix/marketing guide as to how various features on my CV would contribute to my overall score.
- I understand the elements that make up a good CV, but I don't know how it is assessed or which aspects help you to stand out.
- Limited useful information provided on CV assessment

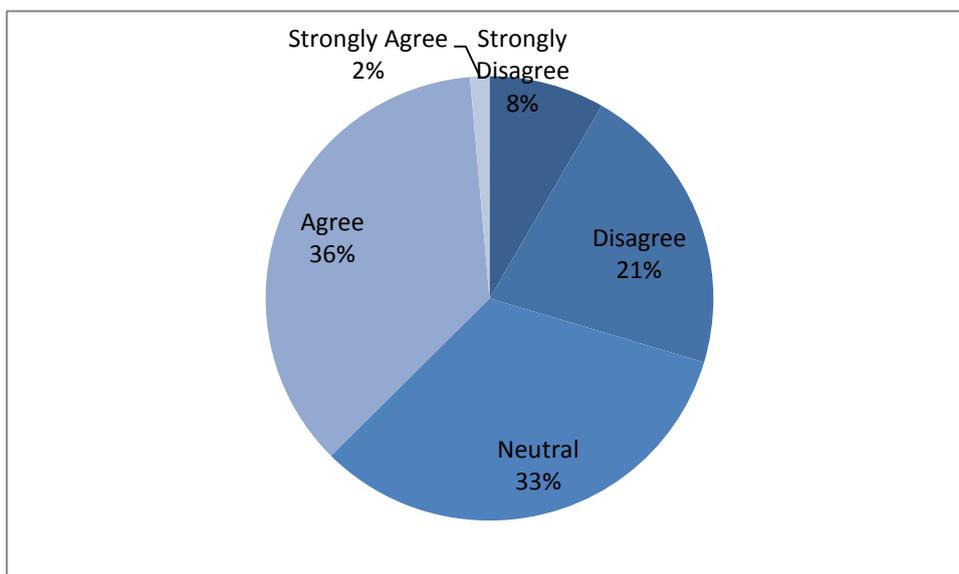
Question 12: Using referee reports in general training recruitment is a fair assessment.



Comments:

- It depends completely on what rotations you get as 1st and 2nd. Often your consultant has no idea who you are if you are on nights, ED or a surgical rotation. I believe it could be fairer if a registrar or someone you work closely with is able to be a referee as then the recruiter will actually have some idea of what you are actually like as a doctor and person.
- I think this is the most balanced tool to use for junior / pre-vocational positions. This can be difficult as interns have only completed at most, two terms prior to applying. There is anxiety among interns / final year medical students about which terms they get first, as it is known that references are important - particularly for competitive PGY2 positions such as BPT and surgical RMO.
- Referee reports are subjective. There is no peer-reviewed data or research evidence to support the validity or reliability of referee reports on employee performance and/or outcomes
- The ability to get appropriate clinical referees is almost entirely determined by which rotations the candidate has in the first half of the year which is obviously out of their control.
- I believe as an intern applying for this role it can be very difficult to obtain enough appropriate referees due to what rotations you have in first and second term
- Only if they get completed. If it were up to the candidate to get the report rather than relying on a computer generated system then it would be fair. The system as it stands was difficult to know whether the report was completed or not
- I find that the recruitment time is very early in the working year, and I have likely not formed enough of a relationship with more than one team - if that - this early in my rotations. Therefore I am depending on my references from previous years, which feels strange to ask them for a reference again.

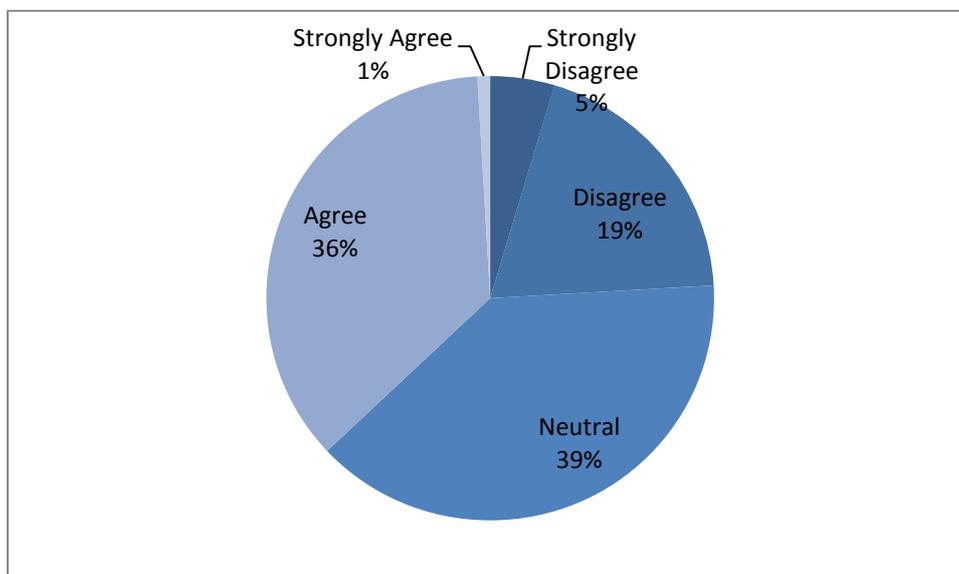
Question 13: The questions in the video interview allowed me to demonstrate my skills and abilities during the interview process.



Comments:

- I disagree as it was incredibly artificial; there were only 3 questions 2 of which were extremely similar. I believe it did not allow me to demonstrate my skills adequately it also did not allow me to answer anything about my character as a person or as a doctor.
- The video interview process detracted from any ability to appropriately represent my skills or abilities.
- The questions were appropriate, however the video based interview system was jarring and artificial.
- The questions while good to be based in real life situations could be improved further with the opportunity to gain further information throughout the question to appropriately guide the candidate and assess critical thinking.
- I felt two of the questions were very similar, and they were all quite clinical - based. It may have been beneficial to have a chance to discuss your interest in the role, attributes you could bring, or past experience that would help you in the role.
- It's difficult to get a true reflection of a candidate's skills and abilities in this way. Some candidates respond well to artificial scenarios, and some do not. Some candidates respond well to the time constraints, are able to perform for the scenario, etc., better than other candidates. The interview questions simply assess a candidate's ability to respond to mock scenarios. Also, 3 scenarios is not representative of 4 years of medical school.
- The format of the interview and lack of interviewer felt awkward and I believe this negatively impacted my performance.
- The questions were a lot more detailed than in expected and there were a lot of parts to address in a small amount of time. The level of knowledge required was fair for the level of position applied for.

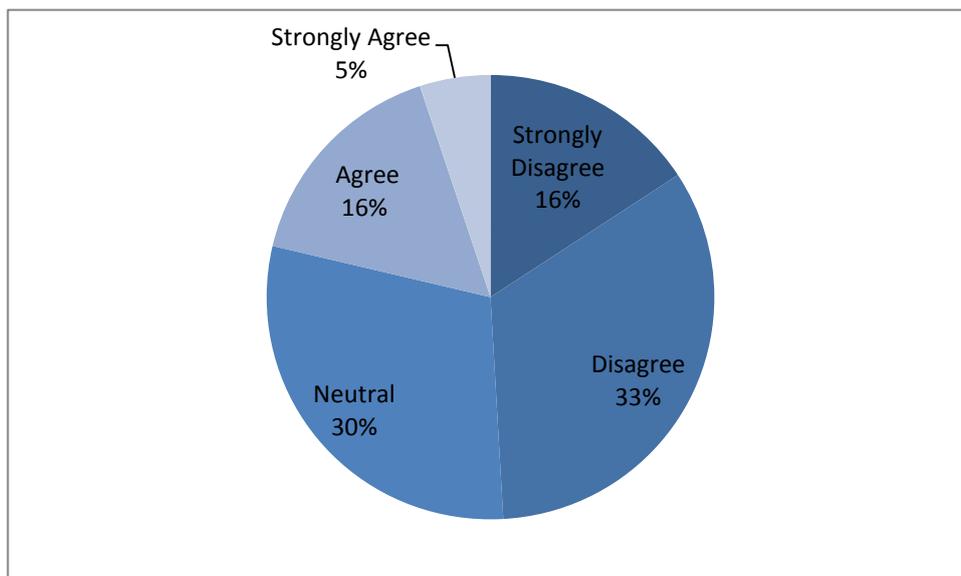
Question 14: The overall selection process gave me the opportunity to demonstrate my skills and abilities.



Comments:

- Not to the same extent as in a face to face interview
- I didn't enjoy the interview and felt uncomfortable. I feel like I fumbled through a process that was unfamiliar to me, and at best came out looking silly.
- The video interview was a terrible experience. It took me an hour and half to fix the technical issue and in the end I had to do it on my phone with 4 G with people calling/messaging in the background.
- The selection process is targeted to reduce the time needed to assess candidates, while maintaining the perception that an interview process has been maintained. For medico-legal reasons this is obviously required, and it is also cost effective for SA Health to conduct interviews this way. It is understandable that the process targets these areas, but this does not make the process accurate, complete, and/or fair to all candidates
- No opportunity to ask any questions or give individual responses

Question 15: I would prefer to apply to, and be interviewed by individual networks rather than part of a Statewide process.



Comments:

- In spite of not enjoying this process, I don't want to attend multiple interviews. I think that this interview process will be valuable in the future. I think it needs to adapt to provide a more accurate assessment. I would be satisfied to interview in the same way in the future.
- I would prefer a similar system used in BPT - one interview for general training and that to be used across the three networks if applicable. Definitely prefer face to face interview.

And if computer interviews are being introduced they need to be prior testing and information; it is unfair to be told a week prior.

- For general training I think a state-wide process is appropriate. I don't think it would be appropriate for other training applications.
- Especially for a general year, a state-wide process is the best use of everyone's time.
- Pros and cons to both. For general training, I think a state-wide approach is reasonable, but may be less so in regards to other programs such as BPT.
- I am happy to be interviewed as part of a state-wide process, provided that there is an interviewer (in person or by phone/skype) present.
- Too many interviews within an individual state and across many states! When you are working full time this is very disruptive!
- If it meant a greater chance at getting the preferred network then I would rather individual interviews. However for time and ease, this was an efficient way of conducting the process.
- I would only work for SALHN (location of home - too far to commute elsewhere) but I imagine that others would find it onerous to interview 3-4 times each year.