



A STUDY ON RECRUITMENT AND SELECTION FUNCTIONING PROCESSES OF SOFTWARE INDUSTRY IN BENGALURU

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Abstract

Recovering determination methodologies bring about worked on hierarchical results. The principal objective is to distinguish general practices that associations use to enlist and choose workers and, to decide what the enrollment and choice practices mean for hierarchical results at Software Industry, in Bengaluru. Fruitful enlistment and choice practices are key parts at the passage point of HR in any association. The fundamental goal of this paper is to distinguish general practices that associations use to enroll and choose workers. The concentrate additionally concentrates to decide what the enrollment and determination rehearses mean for the hierarchical results and give a few ideas that can help.

Keywords: *Recruitment, Selection, Organization, Software Industry, Bengaluru.*

Introduction

Recruitment means to estimate the available vacancies and to make suitable arrangements for their selection and appointment. Recruitment is understood as the process of searching for and obtaining applicants for the jobs, from among whom the right people can be selected. A formal definition states, “It is the process of finding and attracting capable applicants for the employment. The process begins when new recruits are sought and ends when their applicants are submitted. The result is a pool of applicants from which new employees are selected”. In this, the available vacancies are given wide publicity and suitable candidates are encouraged to submit applications so as to have a pool of eligible candidates for scientific selection.

According to Dale Yoder, “Recruitment is a process to discover the source of manpower to meet the requirements of staffing schedule and to employ effective measures for attracting that manpower in adequate numbers to facilitate effective selection of an efficient working force.” The recruitment process is the one which has to be approached intensively to decide the future course of business by hiring a potential candidate. It should consist the following activities:

Planning involves drafting a comprehensive job specification for the vacant positions outlining their major and minor responsibilities; the skills, experience and qualifications needed grade and level of pay, starting data, whether temporary or permanent and mention of special conditions, if any, to the jobs to be filled. The next step involved is to devise a suitable strategy for recruiting the candidates in the organization. The strategic consideration would include the type of recruitment method, the geographical area to be considered for the search, source of recruitment and sequence of activities for recruitment. Searching involves deciding internal or external sources. Sometimes both internal and external may be decided.

Internal sources - Refers to recruitment that takes place from within the organization. It includes:

Transfers & Promotions: Transfers implies shifting of an employee from one job to another without any shift in change of responsibilities, and on the other hand promotion refers to shifting of an employee to a higher position caring higher status, responsibilities and pay.

- Retired and retrenched employees who want to return to company may be hired.
- Dependents and relatives of deceased and disabled employees.

External Sources: External sources of recruitment lie outside the organization that includes:



- Educational institution: Various companies visits many colleges which have arrangement for campus interviews and recruit candidates.
- Recruiting Agencies: There are basically various private consultancy, ABC group which recruit candidates on behalf of the client companies by changing a fee.
- Labor contractors: In many industries workers are recruited through contactors who are themselves the employees of these organizations.
- Employee Referrals: Some industries with a good personnel relation encourage their employees to bring suitable candidates for various openings in the organization.

Reviews

According to Costello (2012) recruitment is described as the set of activities and processes used to legally obtain a sufficient number of qualified people at the right place and time so that the people and the organization can select each other in their own best short- and long-term interests. Barber (2012) defines Employee recruitment as “practices and activities carried on by an organization for the purpose of identifying and attracting potential employees”. Many large corporations have employee recruitment plans that are designed to attract potential employees that are not only capable of filling vacant positions but also add to the organization’s culture.

According to Montgomery (2013) is on matching the capabilities and inclinations of prospective candidates against the demands and rewards inherent in a given job. Jovanovic (2004) said recruitment is a process of attracting a pool of high-quality applicants so as to select the best among them. For this reason, top performing companies devoted considerable resources and energy to creating high quality selection systems. Due to the fact that organizations are always fortified by information technology to be more competitive, it is natural to also consider utilizing this technology to re-organize the traditional recruitment and selection process through proper decision techniques, with that both the effectiveness and the efficiency of the processes can be increased and the quality of the recruitment and selection decision improved.

Dessler, (2013) found in his study that the Recruitment and selection forms a core part of the central activities underlying human resource management: namely, the acquisition, development and reward of the workers. It frequently forms an important art of the work of human resource managers – or designated specialists within work organizations. However, and importantly, recruitment and selection decisions are often for good reason taken by non-specialists, by the line managers. Recruitment and selection also have an important role to play in ensuring worker performance and positive organizational outcomes. Recruitment and selection had the capacity to form a key part of the process of managing and leading people as a routine part of organizational life, it is suggested here that recruitment and selection has become even more important as organizations increasingly regard their workforce as a source of competitive advantage. Of course, not all employers engage with this proposition even at the rhetorical level. However, there is evidence of increased interest in the utilization of employee selection methods which are valid, reliable and fair. Dressler listing the essence of these in the following; build a pool of candidates for the job, have the applicants fill out application forms, utilize various selection techniques to identifiable job candidates, send one or more viable job candidates to their supervisor, have the candidate(s) go through selection interviews, and determine to which candidate(s) an offer should be made.



Mullins (2014) indicated that to be a high performing organization, human resource management must be able to assist the organization to place the right person in the right job. The human resource management practices include recruitment, selection, placement, evaluation, training and development, compensation and benefits, and retention of the employees of an organization. Businesses have developed human resource information systems that support: (i) recruitment, selection, and hiring, (ii) job placement, (iii) performance appraisals, (iv) employee benefits analysis, (v) training and development, and (vi) health, safety, and security.

Odiorne (2014) indicated that the quality of new recruits depends upon an organization's recruitment practice, and that the relative effectiveness of the selection phase is inherently dependent upon the caliber of candidates attracted. Smith et al. (2014) argue that the more effectively the recruitment stage is carried out, the less important the actual selection process becomes. When an organization makes the decision to fill an existing vacancy through recruitment, the first stage in the process involves conducting a comprehensive job analysis. This may already have been conducted through the human resource planning process, particularly where recruitment is a relatively frequent occurrence. Once a job analysis has been conducted, the organization has a clear indication of the particular requirements of the job, where that job fits into the overall organization structure, and can then begin the process of recruitment to attract suitable candidates for the particular vacancy.

Statement of the Problem

The success of organizations in this modern business environment depends on the caliber of the manpower that steers the day-to-day affairs of the organizations. The process of recruiting and selecting all categories of employees in the Organization has to be scrutinized in the following manner; To identify the satisfaction level of the recruitment and selection process which is prevailing in the organization. To analyse the relationship between the HR department and the hiring department. Even though it is the wish of every organization to attract the best human resource in order to channel their collective effort into excellent performances, unconventional selection practices can mar any business plan. Managing people is a definite challenge both at strategic or even at organizational levels. Thus, human resources are well managed and developed in alignment with the organizational goals and strategies. Keeping the problem as a base will lead to execute the project in all the possible ways and to find out a probable solution to it.

Objectives of the study

1. To identify general practices that organization use to recruit and select employees.
2. To determine which recruitment and selection practices is more effective.
3. To determine how the recruitment and selection practices affect organizational outcomes.

Scope of the study

The scope of the study was very initiative in extracting some basic information that is literally undertaken to complete the project and to perceive the routine activities which is prevailing in the organization. Some of the possibilities are as given below;

- Help to increase the success rate of the selection process by reducing the number of visibly under qualified or overqualified job applicants.
- Meet the organization's legal and social obligations regarding the satisfaction level of the candidates and to engage them continuously.



- This study forced to maintain an amiable relationship with the strangers and the higher officials that actually leads to attain the organizational goals.

Results and Discussion

The following are some findings analyzed to give some suggestions that may be useful. It evidences that 48% of employees are in the age group of 31-40. It evidences that 86% of employees are males in the organization. It is found that 32% of employees have 4-6 years' experience and 32% of employees have 7-10 years' experience in the organization. It depicts that 60% of employees come to know about the opening position in the company through consultants. It shows that 50% of employees chosen Bengaluru Industries as a reason for their career growth. It depicts that 50% of employees agree that all the rounds conducted during the interview was a challenging one. It evidences that 42% of employees conveyed that all the dimensions were an important quality expected by the company. 46% employees conveyed that the average time spent by the executives was more than 1 hour. It is to conclude that 78% of the employees agree that the company is quite rigid in terms of eligibility criteria. It is found that 88% of employees agreed that they will refer someone for any position in Bengaluru Industries.

It is found that the employees for the information on official website in Bengaluru Industries is (Mean = 2.5000 and S.D = 1.26572), the mean value for the interview process is (Mean = 3.4600 and S.D = .57888), for the positions and responsibilities is (Mean = 2.9000 and S.D = .81441), for the HR acting as a consultant is (Mean = 2.1600 and S.D = .73845), for expecting the desired results is (Mean = 3.1200 and S.D = .7730), for the interview results is (Mean = 2.7600 and S.D = .43142), for reimbursement activities is (Mean = 1.4400 and S.D = .73920), for background verification activities is (Mean = 1.8600 and S.D = .60643), for selection process followed is (Mean = 1.4600 and S.D = .70595), for hospitality by HR is (Mean = 2.6600 and S.D = .47852), the for the adequate support from the HR is (Mean = 3.6000 and S.D = .60609).

The male employees for the HR acting as a consultant is (Mean = 2.1860 and S.D = .73211) and the female employees is (Mean = 2.0000 and S.D = .81650). The male employees for expectation of desired results is (Mean = 3.1163 and S.D = .79310), and the female employees is (Mean = 3.1429 and S.D = .69007). The male employees for the interview results is (Mean = 2.7442 and S.D = .44148) and the female employees is (Mean = 2.8571 and S.D = .37796).

Company must make more use of newspaper ads and job postings on job portals for attracting more candidates for recruitment drives etc. in addition to A weekly recruitment tracker has to be maintained. The tracker should provide information on all the open roles, the pipeline for each of the role, the industries and companies from which the company is attracting talent and the challenges and bottlenecks in the talent sourcing process. The online portals to get across to the maximum number of potential applicants. The company can go for more economical ways of sourcing resumes. The company can use LinkedIn for filling roles that are not urgently to be filled to start with, and slowly extend it to all vacancies.

Results from this study indicate that selection tools designed to obtain behavioral and motivational information about candidates contribute to effective selection systems. In the further even more organization plan to use these similar tools more extensively to select employees. Organization realizes that having an effective, legally sound system in place is crucial to help them select the right people for the right jobs. Finally, better recruitment and selection strategies result in improved organizational



outcomes. The more effectively organization recruit and select candidates, the more likely they are to hire and retain satisfied employees.

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