A STUDY ON EMPLOYEE RECRUITMENT AND SELECTION PROCESS IN ABT PRIVATE LIMITED, COIMBATORE

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Abstract: Better recruitment and selection strategies result in improved organizational outcomes. With reference to this context, the research paper entitled Recruitment and Selection has been prepared to put a light on Recruitment and Selection process. The main objective is to identify general practices that organizations use to recruit and select employees and, to determine how the recruitment and selection practices affect organizational outcomes at SMC Global Securities Ltd. The research methodology applied is the exploratory. The data was collected through well-structured questionnaires. The source of data was both primary and secondary. Sample size was 30. Data analysis has been done with the help of SPSS software. The company considered portals as the most important medium of hiring employees. The employees working in the company consider the employee references are one of the most reliable source of hiring the new employees. Company always takes in consideration the cost-benefit ratio.

Keywords: *Recruitment, Selection, Reference, Interview, Hiring, Performance.*

INTRODUCTION

Recruitment is the overall process of identifying, sourcing, screening, shortlisting, and interviewing candidates for jobs (either permanent or temporary) within an organization. Recruitment also is the process involved in choosing people for unpaid roles.

Managers, human resource generalists, and recruitment specialists may be tasked with carrying out recruitment, but in some cases, public-sector employment, commercial recruitment agencies, or specialist search consultancies such as Executive search in the case of more senior roles, are used to undertake parts of the process. Internet-based recruitment is now widespread, including the use of artificial Intelligence (Angelo, 2001).

Selection is the process of evaluating job applicants to determine which candidates are most suitable for a particular job, based on their qualifications, experience, and other relevant factors. The selection process refers to selecting the right candidate with the required qualifications and capabilities to fill the vacancy in the organization. The selection process is quite a lengthy one and also complex. It involves a series of steps before the final selection. The procedure of selecting the employees may vary from industry to industry according to their own needs. Every organization designs their selection process while keeping in mind the urgency of hiring the people and the requisites for the vacancy of the job (Benjamin and Ahmad, 2012)

FACTORS AFFECTING THE RECRUITMENT

- The Size of the Organization.

- The Employment Conditions in the community where the organization is located.

- The Effects of past Recruiting efforts which show the Organization's ability to location retain the Good performing people.

- Working Conditions, Salary and benefit Packages offered by the Organization.

- The Future Expansion and Production Program.

Internal Recruitment

The Recruitment process starts with the most common method which is job posting. The traditional method to announce a job opening was to post notice of the job on the HR bulletin board whereas organizations now mostly post jobs electronically through organization-wide intranets or send e-mails to all employees about the job vacancy. Publish employment newsletters and distribute the announcement flyers are also a way of doing job posting. Employee Referrals are also a process to obtain candidate for internal recruitment (Aswath 2010).

- Recruitment Policy of the Organization
- Human Resource Planning Strategy of the Company
- Size of the Organization and Number of People Employed
- Cost involved in Recruiting Employees
- Growth and Expansion Plans of the Organization
- Company Pay Package
- Career Planning and Growth
- Quality of work life
- Roelf Trade union.

External Recruitment

In External Recruitment, The Applicant Pools can be Generated in Number of Ways Which depends on the Organization's Policies, Size and Hiring Budget. The organization also can go for private employment agencies who take all the responsibilities of generating a Pool of candidates for recruitment according to the organization's needs (Kothari, 2004). The agencies generate the applicant pool and do the preliminary interviews, thereby screening out unqualified Candidates and then send actually qualified candidates to the organization and that is also by Using job criteria provided by the organization itself. However, the private employment agencies Can be costly thus not every organization can

bear the cost (Gary, 2007).

- Supply and demand of specific skills in the labour market.
- Political and legal factors like Reservations of jobs for Specific Sections of society etc.
- The Job Seekers Image Perception of the Company.
- Information system like employment exchange / Tele Recruitment like Internet.

OBJECTIVE OF THE STUDY

- To study the demographic profile of the respondents.
- To study about the overall Recruitment and selection of the company.
- To identify the problems that affects the selection process of respondents (John, 2000).

SCOPE OF THE STUDY

The study mainly focusing on the satisfaction of the employees on the working environment, working conditions, remuneration, facilities, grievance handling etc. provided by the concern. It also covers the problems faced by the respondents relating to their employment (Jonathan and Victor, 2013).

RESEARCH METHODOLOGY

Research methodology is a systematic way to resolving the research problem. It explains the various steps that generally adopts by the researchers in studying the research problem along with the logic behind them. The design used in the study is descriptive type of research where the researcher has no control over the variables. The researcher have described her observation and information collected about job satisfaction of respondents in the organisation selected for the study. The research methodology includes the scope of the study, period of study, data collection method, sampling method, analysis of data etc (Sudarsan and Deepa, 2013) .

DATA ANALYSIS AND INTERPRETATION

Table 1: Personal and professional skill grow in the organization

S.No.	Skil grow in the organization	No. of respondents	Percentage
1	Highly satisfied	40	32.26
2	Satisfied	39	31.45
3	Neutral	29	23.39
4	Dissatisfied	16	12.90
TOTAL		**124**	**100**

Table 2: Effectiveness of the interviewing process and other selection instruments as test

S. No.	Selection and instruments test	No. of respondents	Percentage
1	Highly satisfied	33	26.61
2	Satisfied	65	52.42
3	Neutral	12	9.68
4	Dissatisfied	11	8.87
5	Highly dissatisfied	3	2.42
	TOTAL	**124**	**100**

Table 3: HR departments performance in recruitment and selection

S. No.	Level of satisfaction	No. of respondents	Percentage
1	Highly satisfied	59	47.58
2	Satisfied	38	30.65
3	Neutral	18	14.52
4	Dissatisfied	6	4.84
5	Highly dissatisfied	3	2.42
	TOTAL	**124**	**100**

Table 4: Appreciation or reward system provided by management

S. No.	Reward provided the management	No. of respondents	Percentage
1	Highly satisfied	37	30
2	Satisfied	45	36
3	Neutral	17	14
4	Dissatisfied	15	12
5	Highly dissatisfied	10	8
	TOTAL	**124**	**100**

Table 5: Training and programme

S. No.	Training and programme	No. of respondents	Percentage
1	Highly satisfied	36	29.03
2	Satisfied	36	29.03
3	Neutral	16	12.90
4	Dissatisfied	20	16.13
5	Highly dissatisfied	16	12.90
		124	**100**

SUGGESTION

- Majority of the employees are satisfied with the selection and recruitment process.

- The company also provided the soft skills and job training to their employees, which is mandatory within organization.

- The organization should not majorly clear job description is given to the candidates at the time of interview itself, to avoid disappointment after joining.

- The candidate should be informed in time whether they have been selected or not. There should not be any delay in informing the candidate

- Recruitment feedback should be taken by the candidates to improve the recruitment process

- The employees should be called for the interview only after checking their educational qualifications and job experience in a proper way so as to save the time and cost involved in the recruitment process

- Depend on the application bank as the major source for the details of the candidate for recruitment purpose. It should also consider other sources which could provide them better options.

- Follow up to be done to the newly engaged employees to ensure that they have settled in and to check on how well they are doing. If they have any problems, it is better to identify them at an early stage rather than allowing them to fester.

- Internal job posting to be preferred Md to reduce cost of recruitment.

- Organization should use social networking sites for creating pool of good candidates

CONCLUSION

The study on selection and recruitment process of the employee in ABT Parcel service Limited Coimbatore is eased out with full of co-operation of the employee and management. Most of the employees had given satisfied and highly satisfied results, for almost all the factors. On the basis of results of the study researcher concluded that the employee are satisfied with the job, the management can increase the standards of living of the employees by revising their pay scale and incentives system, and promote the employees for their growth and development.

Safety and welfare measures in organization have direct and indirect relationship with the level of among the employees in each department. Training and staff development plans shall be organized in the organization for employees for the individual growth. Appraisal system shall be revised periodically to reduce employee turnover. If the employees are recognized by their performance and motivated at the right time and the right way, definitely they will be fully satisfied with their job and always they will work for the growth and development of the organization.

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