



A study on recruitment and selection process towards victory software solutions, Chennai

Sarumathi¹ and Magdalene Peter²

Abstract

Recruiting is a labor-intensive procedure. Every organization has its unique recruitment process including various things such as shortlisting, background checks, scheduling, interviewing, reviewing, contacting references, and lastly on-boarding. Whether you are running a four-man show or managing hundreds of workers, you need to streamline your recruitment process and selection procedure.

Keywords

Organization, scheduling, interviewing, workers, recruitment.

^{1,2}Department of Management Studies, Bharath Institute of Higher Education and Research, Selaiyur, Chennai-600073, Tamil Nadu, India.

Article History: Received 01 October 2020; Accepted 10 December 2020

©2020 MJM.

Contents

1	Introduction	2665
2	Review of Literature	2666
3	Research Methodology	2666
4	Findings	2672
5	Suggestions	2672
6	Conclusion	2672
	References	2672

1. Introduction

Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization. Selection may be defined as the process by which the organization chooses from among the applicants, those people whom they feel would best meet the job requirement, considering current environmental condition. The project title "A study on Recruitment and Selection Process" conducted in Victory Software Solutions aims to find out the general opinion of the Recruitment and Selection process attended by the employees at Victory Software Solutions. The main objective of this project is to study on the recruitment and selection process of Squares soft technologies. The secondary objectives are to identify whether the recruitment is done from internal or external sources, to analyse the effectiveness of recruitment and selection process, to identify the factors of recruitment and selection process, to identify new ways of improving the present recruitment procedure, to identify the average time spent for selection process.

For this project the primary data has been collected directly from the respondents using a questionnaire while the secondary data was collected from books, articles and the internet. In this study, a questionnaire was used to collect data from the sample. In this study stratified sampling technique is used. The population size is 220 and the sample size for the study is 145. The tools that are used in this project are Percentage analysis, Two-way Anova, Chi-Square, Weighted Average, Median and Rank Correlation.

The need for this project is to determine the present and future requirements of the organization personnel-planning and job analysis activities, to understand the recruitment and selection process in organization and to analysis of the time management in the recruitment process. This study helps to make decision in selecting the right candidates for the right job, this study helps the organization to identify the area of problem and suggest ways to improve the recruitment and selection process, this study focus on understanding recruitment and selection process this study helps to manage a manpower budget for the recruitment and selection process, this study helps to evaluate the time constraint for the recruitment process The limitations of this study are the feedback is just the representative of the entire population; it only states the opinion of a few respondents, time constraint was a major limitation, people were not very responsive, unavailability of secondary data, the Sample size used for the research is less, an employee has fear to reveal the negative aspects, the information collected is based on the perception of the respondents, the data needs to be updated at times when it comes to have further usage of this research study report.

The problem that has been found in this study is that the

most of the respondents need modifications in the present recruitment and selection process, the company is using only four sources for recruitment and selection process, many of the candidates are not aware of the company policies before joining in the company, most of the employees are not aware of video conferencing, non-popularity of the video conferencing and to rectify this problems the suggestions that can be given to the company are the company have to make some modifications like using new techniques for recruiting and to increase the time spent for selecting the employees, the company can adopt some more sources like getting information from the employment exchange, magazines and newspapers for recruiting the employees, training can be given to those candidates to know clearly about the company policies, the company can take more measures to improve the recruiting and selection process, the company should make use of video conferencing of candidates in the future to reduce their time and the organization can make use of web to large extent to make recruitment simpler, faster, cheaper and effective.

Most of the employees were satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the working of the company as a fresh blood, new idea enters in the company. Selection process is good but it should also be modified according to the requirements and should job profile so that main objective of selecting the candidate could be achieved. Further from this survey I hope the organization will be benefited and with the help of the suggestions given the organization can improve its functioning and the overall Recruitment and Selection Process in the organization and its performance will increase.

2. Review of Literature

1. The study conducted on recruitment and selection process at biological- e LTD conducted by Manik Rao in the year 2005.

It was found that company has used internal search for recruiting the employees into more higher or the positions in different departments who can fit into the job. It was found that the company has done it by considering it as the most cost effective way of filling the vacancies. It has also been found that the company opted for external sources such as advertisement agencies to fill vacancies. Employee referrals were also one of the internal sources of recruitment.

2. A study on recruitment and selection process in DW practice LLC by Abhishek in the year 2008. In the study conducted on recruitment and selection in DW PRACTICE LLC which is a HR consultancy, it was found that most of the employees felt that the telephonic interview is not effective and instead direct interviews are more feasible.

3. A study on recruitment and selection at met's Asian management development centre by Pratiti Shah.

At Acme recruitment is done as per requirements and not on timely basis. The main sources they use for this purpose are Placement agencies, newspaper ads, referral i.e. internal as well as external sources, and finally job portals. The procedure

takes time depending on the position vacant. If the position is that of a senior level employee then it takes a longer duration. And the position such as that of a driver can be decided on the day of interview itself.

4. What innovations have you used in recruiting?

Anonymous. (2007) "I am about to start recruiting using Facebook. I think online social networking will be the best way to recruit in the future. I intend to message my industry friends saying that I am looking for staff. I'll also post my recruitment requirements on my 'wall'. Obviously, I'll also advertise in print and online channels to make the process fair."

5. Recruiting Success with Technology & Updated Processes

Anonymous (2007) In the two years since Central DuPage Hospital eliminated paper and went to a completely electronic recruiting and hiring system, the organization has shown how process improvements combined with technology can work even with limited personnel available to put those tools to good use. Stephanie Gregory, manager, planning and staffing, described her recruiting department's process during the session "Maximizing Recruiting Efforts With Business Process Changes and New Technology at the IHRIM Conference and Technology Exposition in Houston. She outlined the primary process improvements that have served the hospital well.

These include:

1. Applications are accepted online only.
2. Employment requisitions are posted within 24 hours.
3. Recruiters are empowered and rewarded for meeting goals.
4. Communicate your accomplishments.

Recruiters and realistic previews: Perceptions of importance and practice

Baker, Colin Richard (2004) While recent research suggests that realistic previews given to job candidates reduce voluntary turnover and increases their performance and job satisfaction, the extent that recruiters share realistic previews and the nature (e.g., job or organization) of those previews remains unclear. This investigation explores linkages between extant research knowledge and recruiters' reported behaviors. Approximately 100 collegiate recruiters completed an online or mail survey measuring their reports of patterns of sharing realistic information, the source of their job information, the timing of realistic previews, their interview training, and organization's recruiting priorities.

3. Research Methodology

Research is a scientific and systematic search for pertinent information on a specific topic. The advanced learner's dictionary of current English lays down the meaning of research as "a careful investigation or inquiry especially through search for new facts in any branch of knowledge." Redman and Moray define research as "a systematized effort to gain new knowledge." Research is an academic activity and as such the term should be used in a technical sense. According to



Clifford Woody, research comprises of defining and redefining problems, formulating hypothesis or suggested solution; collection, organizing and evaluating data; making deductions and reaching conclusions; and at last, carefully testing the conclusions to determine whether they fit the formulating hypothesis.

Research methodology:

Research methodology is a way to systematically solve the research problem. It is a science of studying how research is done scientifically. The various steps that are generally adopted by a researcher in studying the research problem along with the logic behind them are studied. The researcher should know the research techniques, the research methodology, how to develop certain tests, how to calculate the mean, median, mode or chi-square, how to apply a particular research technique, which methods are relevant and which are not, what would they mean and indicate and why. Researchers should understand the assumptions underlying the various techniques. Hence, research methodology has various dimensions and research methods constitute a part of research methodology.

Significance of the Study

In this age of rapid technological development human resources management is the emerging scientific discipline. In the globally competitive and challenging business scenario the success of an organization will be a great extent, influenced by the human resources. The people who make things happen are managed. In present scenario it is of great importance to effectively recruit people as they are the greatest assets of the organization.

- Determine the present and future requirements of the organization personnel- planning and job analysis activities.
- Understanding the recruitment and selection process in organization.
- Analysis of manpower budget Analysis of the time management in the recruitment process.

Objectives

Primary Objective

To study the process of Recruitment & Selection in VICTORY SOFTWARE SOLUTIONS.

Secondary Objectives

- To identify whether the recruitment is done from internal or external sources.
- To analyse the effectiveness of recruitment and selection process.
- To identify the factors of recruitment and selection process.
- To identify new ways of improving the present recruitment procedure.
- To identify the average time spent for selection process.

Research Design

Research design is the decision regarding what, where, when, how much, by what means concerning an inquiry or a research study constitute a research design. It can be defined as the arrangement of conditions for collection and analysis

of data in a manner that aims to combine the relevance to the research purpose to the economy procedure. Research design is needed because it facilitate the smooth sailing of the various research operations, thereby making research as efficient as possible yielding maximal information with minimal expenditure of effort, time and money. In fact, research design has a great bearing on the reliability of the results arrived at end as such constitutes the firm foundation of the entire edifice of the research work.

Data collection:

There are two types of data:

Primary and Secondary

Primary Data are those which are collected afresh and for the first time and thus happen to be original in character.

Secondary Data on the other hand, are those which have already been collected by someone else and which have already being passed through the statistical process. The methods of collecting primary and secondary data differ since; primary data are to be originally collected, while in the case of secondary data, the nature of data collection work is merely that of compilation.

For this study:

In this study, primary data has been collected directly from the respondents using a questionnaire while the secondary data was collected from books, articles and the internet.

Method of Data Collection

Questionnaire:

A questionnaire is sent to the persons concerned with the request to answer the question and return the questionnaire. The questionnaire consists of a number of questions printed in a definite order on a form or set of forms. The questionnaire is mail to respondents who are expected to read and understand the questions and write down the reply in the space lent for the purpose in the questionnaire itself. The respondents have to answer the questions on their own In this study, a questionnaire was used to collect data from the sample.

Sampling Method

Sampling is the process of selecting a sufficient number of elements from the population, so that a study of the sample and an understanding of its properties or characteristics would make it possible for us to generalize such properties or characteristics to the population element. In this study stratified sampling technique is used.

Stratified Random Sampling:

Stratified random sampling involves a process of stratification or segregation, followed by random selection of subjects from each stratum. The population is first divided into mutually exclusive groups that are relevant, appropriate and meaningful in the context of the study.

The various stratum of this study is

- Recruitment
- Selection
- Training and Development
- Web designing and Web development

Sample Size:



The population size is =220

The sample size for the study is = 100

Tools for Data Analysis

Percentage Analysis:

Percentage analysis is the method which is used for finding the average of collected information. Percentage analysis can be calculated as follows:

First the number of respondents is noted in a tabular form and then the percentage is calculated by dividing the number of respondents by total number of respondents which is then multiplied by 100.

$$\text{Percentage} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} \times 100$$

Weighted Average Method:

In weighted average each value of the variable is multiplied by its weights and the products so obtained are summed up. This total is divided by the total of weights and the resulting figure is the weighted arithmetic average.

$$\text{Weighted Average} = \frac{X1W1 + X2W2 + X3W3 + \dots + XnWn}{W1 + W2 + W3 + \dots + Wn}$$

Where X1, X2, X3, ,Xn are the values of the variable and W1, W2, W3, , Wn are their respective weights.

Limitations of The Study

1. Feedback is just the representative of the entire population; it only states the opinion of a few respondents.
2. Time constraint was a major limitation.
3. People were not very responsive.
4. Unavailability of secondary data.
5. The Sample size used for the research is less.
6. An employee has fear to reveal the negative aspects.
7. The information collected is based on the perception of the respondents.
8. The data needs to be updated at times when it comes to have further usage of this research study report.

Table -1. Average time spent for the selection process

AVERAGE TIME SPENT FOR SELECTION	FREQUENCY	PERCENTAGE
10 MIN	32	32
11-20 MIN	39	39
21-30 MIN	20	20
MORE	9	9
TOTAL	100	100

Inference:

From the above table it is inferred that 32% of respondents spent 10 mins in the selection process, 39% of respondents spent 11-20 mins, 20% of respondents spent 21-30 mins and 9% of respondents spent more than 30 mins.

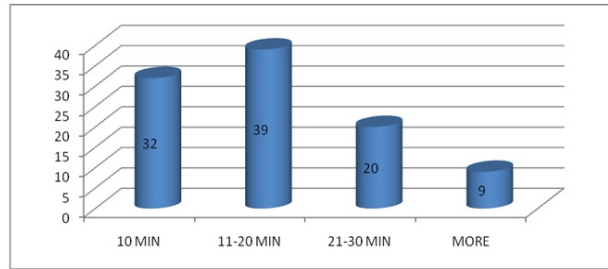


Fig.1. Average time spent for the selection process

Table.2. Innovative techniques to adopted in victory software solutions

Innovative technique to be adopted	Frequency	Percentage
Fully	13	13
To a great extent	33	33
To some extent	27	27
Very little	19	19
Not at all	8	8
TOTAL	100	100

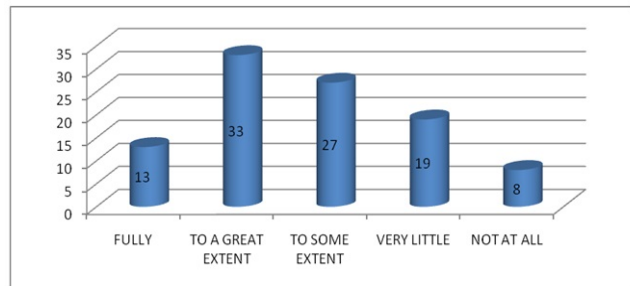


Fig.2. Innovative techniques to adopted in victory software solutions

Inference:

From the above table it is inferred that 13% of respondents think that new techniques should be adopted in the Victory Software Solutions, 33%of respondents think that new techniques should be adopted to a great extent, 27% of respondents think that new techniques should be adopted to some extent, 19% of respondents think that new techniques should be adopted very little and 8% of respondent think that new techniques should not be adapted.

Inference:

From the above table it is inferred that 10% of respondents choose psychometric test, 43% of respondents choose Aptitude, 21% of respondents choose Technical and 26% of respondents choose performance test for selecting candidate.



Table – 3. Type of tests conducted in selection process

Types of tests	Frequency	Percentage
Psychometric test	10	10
Aptitude test	43	43
Performance test/work sample test	26	26
Technical ability test	21	21
Total	100	100

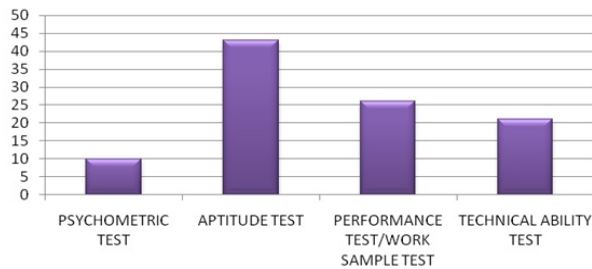


Fig.-3. Type of tests conducted in selection process

Table -4. Factors must be considered while selecting candidate, good educational qualification

Good educational qualification	Frequency	Percentage
Strongly agree	14	14
Agree	32	32
Neutral	27	27
Strongly disagree	19	19
Disagree	8	8
Total	100	100

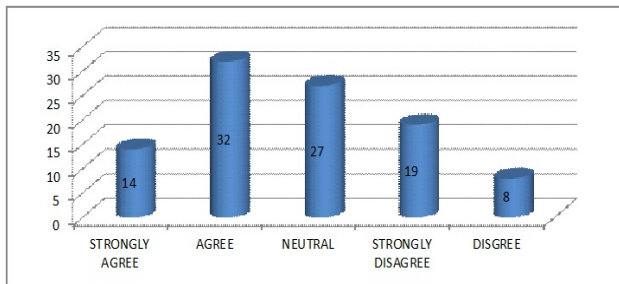


Fig.-4. Factors must be considered while selecting candidate, good educational qualification

Inference: From the above table it is inferred that 14% of respondents strongly agree that good education qualification should be adopted for selecting a candidate, 32% of respondents agree that good education qualification should be adopted for selecting a candidate, 27% of respondents gave a neutral, and 19% of respondents strongly disagree that good education qualification should be adopted for selecting a candidate and 8% of respondents disagree for the adoption of good educational qualification in selecting a candidate.

Table -5. Technical Skill Requirements

Technical skill requirements	Frequency	Percentage
Strongly agree	50	50
Agree	21	21
Neutral	29	29
Strongly disagree	0	0
Disagree	0	0
TOTAL	100	100

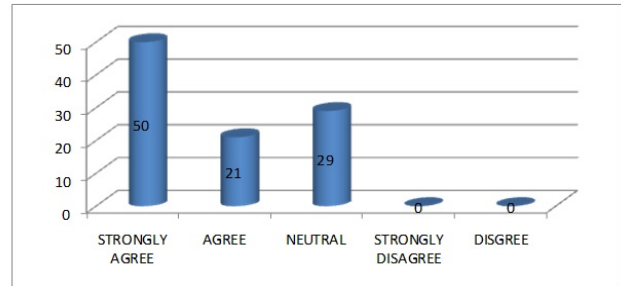


Fig.-5. Technical Skill Requirements

Inference:

From the above table it is inferred that 50%, of the respondents strongly agree the technical skill requirement, 21% of respondents are agree about the technical requirement and 29% of respondents are neutral for the technical requirement.

Table -6. Technical Skill Requirements

Work experience	Frequency	Percentage
Strongly agree	28	28
Agree	50	50
Neutral	22	22
Strongly disagree	-	-
Disagree	-	-
TOTAL	100	100

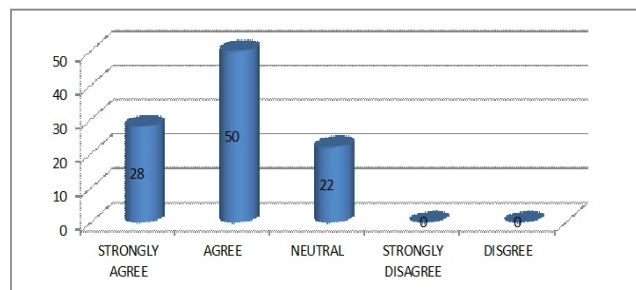


Fig.-6. Technical Skill Requirements



Inference:

From the above table it is inferred that by 28%, of respondents strongly agree that the work experience is required for selecting candidate, 50% are agree that the work experience is required for selecting candidate and 22% of respondents are neutral for the work experience.

Table – 7. English Fluency

ENGLISH FLUENCY	FREQUENCY	PERCENTAGE
STRONGLY AGREE	27	27
AGREE	55	55
NEUTRAL	18	18
STRONGLY DISAGREE	-	-
DISAGREE	-	-
TOTAL	100	100

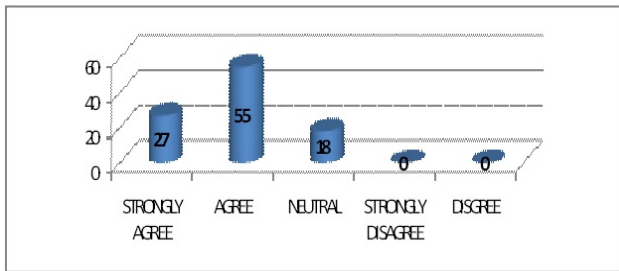


Fig.– 7. English Fluency

Inference:

From the above table it is inferred that 27%, of respondents strongly agree for the English fluency, 55% of respondents agree to English fluency and 18% of respondents feels neutral for the English fluency.

Table – 8. Importance given while recruiting employees Qualification

QUALIFICATION	FREQUENCY	PERCENTAGE
1	45	45
2	20	20
3	23	23
4	12	12
TOTAL	100	100

Inference:

From the above table it is inferred that in the junior level for education qualifications, 45% of respondents have ranked 1, 20% of respondents have ranked 2, 23%of respondents have ranked 3 and 12% of respondents have ranked 4.

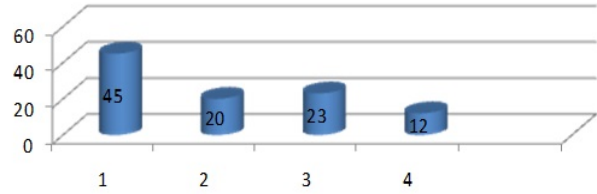


Fig. 8. Importance given while recruiting employees Qualification

Table– 9. Experience

EXPERIENCE	FREQUENCY	PERCENTAGE
1	39	39
2	26	26
3	36	36
4	9	9
TOTAL	100	100

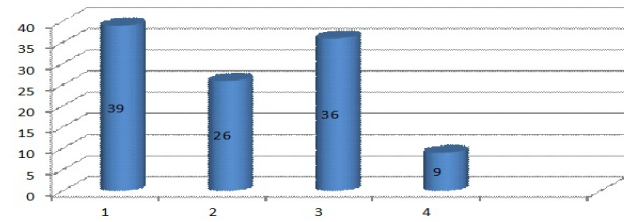


Fig.– 9. Experience

Inference:

From the above table it is inferred that in the junior level for experience, 39% of respondents ranked it 1, 26% of respondent’s ranked 2, 36% of respondents ranked 3 and 9% of respondents ranked 4.

Table– 10. Communication, frequency and percentage

COMMUNICATION	FREQUENCY	PERCENTAGE
1	45	45
2	24	24
3	23	23
4	18	18
TOTAL	100	100

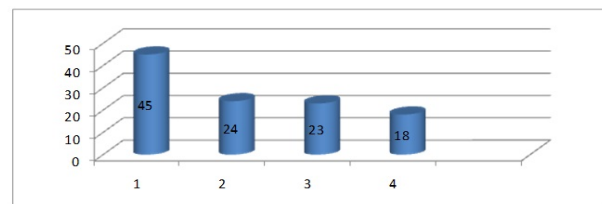


Fig. 10. Communication, frequency and percentage



Inference:

From the above table it is inferred that in the junior level for communication, 45% of respondents ranked it 1, 24% of respondent's ranked 2, 23% of respondents ranked 3 and 18% of respondents ranked 4.

Table – 11. Leadership Qualities

LEADERSHIP QUALITIES	FREQUENCY	PERCENTAGE
1	26	26
2	37	37
3	22	22
4	15	15
TOTAL	100	100

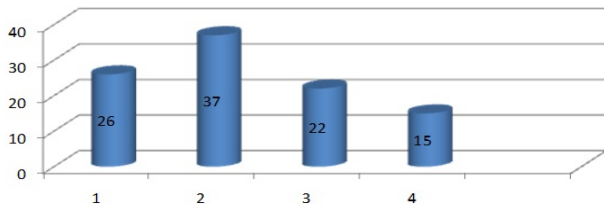


Fig.11. Leadership Qualities

Inference:

From the above table it is inferred that in the junior level for Leadership qualities, 26% of respondents ranked it 1, 37% of respondent's ranked 2, 22% of respondents rank 3 and 15% of respondents ranked 4.

Table -12. Qualification

QUALIFICATION	FREQUENCY	PERCENTAGE
1	22	22
2	40	40
3	8	8
4	30	30
TOTAL	100	100

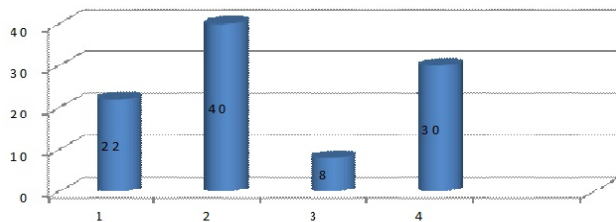


Fig. 12. Qualification

Inference:

From the above table it is inferred that in the Middle level for Qualification, 22% of respondents ranked it 1, 40% of respondent's ranked 2, 8% of respondent's ranked 3 and 30% of respondent's ranked 4.

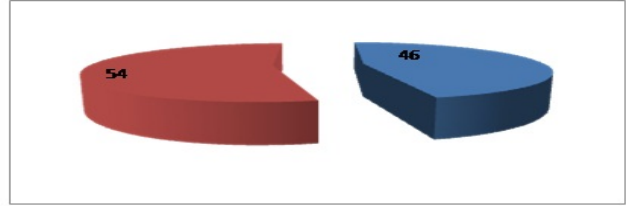


Fig. 13. Policies about the company before joining

Inference:

From the above table it is inferred that nearly 56% of respondents know about the policies of the company before joining and 45% of respondents do not know about the policies.

Formulation of hypothesis:

Ho : There is no relationship between the recruitment process for different for different grades of employees based on qualification.

H1: There is a relationship between the recruitment process for different for different grades of employees based on qualification

Expected Frequency = Row Total X Column Total / Grand Total

Table - 13. Relationship between the recruitment process for different for different grades of employees based on qualification.

O	E	(O-E)	(O-E) ²	(O-E) ² / E
17	29.79	3.21	10.30	0.35
23	25.45	3.55	12.60	0.50
14	34.76	-6.76	45.70	0.31
15	18.21	-3.21	10.30	0.51
15	15.55	-3.55	12.60	0.81
16	21.24	6.76	45.70	2.15
TOTAL				5.69

Calculation:

Calculated Value = 5.69

Degree of Freedom = (r-1) * (c-1) = 1*2

Degree of Freedom = 2

Tabulated Value = Total Value @ 5% level of significance = 5.991

CV ; TV

5.69 ; 5.991, Ho is Accepted

Inference:



There is no relationship between the recruitment process for different for different grades of employees based on qualification.

4. Findings

1. Most of respondents are females
2. Most of the respondents are between the age group of 21-30
3. Most of respondents are married
4. Most of the respondents are getting the monthly income above RS.10000
5. Most of the respondents are Post graduated
6. Most of the respondents having experience for less than 1
7. Most of the respondents are staff
8. Most of the respondents are recruited through campus interview and 9% of respondents are through consultancy.
9. Most of the respondents accept that the company is having the referral policy.
10. The company is providing 100% reward to the employees for referrals.
11. Most of the respondents prefer External recruitment
12. Most of the respondents have undergone 3 stages 100% of respondents are satisfied with the rounds of the interview conducted.
13. Most of the respondents feel that the interview panel was excellent
14. Most of the respondents spent 11-20 mins
15. Most of the respondents prefer personal interview
16. Most of the respondents feel that there is a different process for different grades of employees.
17. Most of the respondents choose Aptitude
18. Most of the respondents think that new techniques should be adopted to a great extent
19. Most of the respondents do not need any modifications in the recruitment and selection in Victory Software Solutions
20. Most of the respondents strongly agree that the work experience is required for selecting candidate
21. Most of the respondents strongly agree the technical skill requirement

5. Suggestions

1. Most of the respondents need modifications in the recruitment and selection process. The company has to make some modifications like using new techniques for recruiting and to increase the time spent for selecting the employees.
2. The company is using only the job portals, consultancy, casual applicants and campus interview sources for recruiting the employees. So the company is suggested to adopt some more sources like getting information from the employment exchange, magazines and newspapers for recruiting the employees.
3. The company can increase their candidate pool through internal sources.

4. Many of the candidates are not aware of the company policies before joining in the company. Training can be given to those candidates to know clearly about the company policies.

5. The company can take more measures to improve the recruiting and selection process.

6. Most of the employees are not aware of video conferencing and the company should make use of video conferencing of candidates in the future to reduce their time.

7. Organization can make use of web to large extent to make recruitment simpler, faster, cheaper and effective.

8. The recruitment and selection procedure should not to lengthy and time consuming

9. The recruitment process can be modify based on different grade level due to this they can avoid unnecessary time taken for candidate waiting time for experienced person.

10. Time management is very essential and it should not be ignored at any level of the process.

6. Conclusion

The conclusion is drawn from the study and survey of the company regarding the Recruitment and Selection process carried out there. A study on the Recruitment and Selection Process conducted in Victory Software Solutions has brought out various information about the company's recruitment and selection procedure. Using this survey the researcher could identify the recruiting modules conducted in the organization, various factors considered for the recruitment and selection process and the satisfaction level of the employee towards the Recruiting.

Most of the employees were satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the working of the company as a fresh blood, new idea enters in the company.

Selection process is good but it should also be modified according to the requirements and should job profile so that main objective of selecting the candidate could be achieved. Further from this survey I hope the organization will be benefited and with the help of the suggestions given the organization can improve its functioning and the overall Recruitment and Selection Process in the organization and its performance will increase.

References

- [1] K. Robert Wood *Competency-Based Recruitment and Selection* Tata M.C. Graw-Mill Publishing Company Limited, New Delhi.
- [2] C.R. Kothari. *Research Methodology*, Methods and Techniques, Wishma Prakashan, New Delhi
- [3] Umasekaran, *Research methods for business*, Wiley India pvt ltd, New Delhi
- [4] P.R. Vittal, *Quantitative Techniques*, Margham Publishing House, Chennai.



- [5] K.Asawahthappa (2001) *Human Resource and Personnel Management*.
- [6] www.Victory Software Solutions.co.in
- [7] www.citehr.com
- [8] www.allprojectreports.com
- [9] www.investopedia.com

ISSN(P):2319 – 3786
Malaya Journal of Matematik
ISSN(O):2321 – 5666

