



## Recruitment and Selection at Allegis Global Solution

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### Introduction to the Concept of Study:

Recruitment is a key responsibility of the HR department. While HR works in many areas including employee engagement, employee development, statutory compliance, data management and many others, one of the key areas of focus for HR is to attract, select and on board suitable candidates for the organization. Recruitment is the process of attracting qualified candidates for a job role and Selection is the process of identifying and selecting the right candidate for that job.

The impact to your business when you hire the wrong candidate is often much more than not hiring a person at all. Recruitment is not only an operational activity but a key strategic activity for the business. Hence there is a need for developing a strong recruitment and selection process.

### THEORETICAL BACKGROUND OF THE STUDY:

#### *Recruitment & Selection*

Recruitment and selection is one of the most important management functions. The whole process represents a significant investment in both financial and other resources. Recruitment and selection are two of the most important functions of personnel management. Recruitment procedure selection and helps in selecting a right candidate. 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 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.

### Literature Review:

- Edwin Flippo (2022)

Recruitment and selection process as "A process of searching for prospective employees and stimulating and encouraging them to apply for jobs in an organization."

In simpler terms, recruitment and selection are concurrent processes and are void without each other. They significantly differ from each other and are essential constituents of the organization. It helps in discovering the potential and capabilities of applicants for expected or actual organizational vacancies. It is a link between the jobs and those seeking jobs.

- Marius Claus Wehner & Josephine Warkocz (2022):

Companies increasingly use artificial intelligence (AI) and algorithmic decision-making (ADM) for their recruitment and selection process for cost and efficiency reasons. However, there are concerns about the applicant's affective response to AI systems in recruitment, and knowledge about the affective responses to the selection process is still limited, especially when AI supports different selection process stages (i.e., preselection, telephone interview, and video interview).

We find that applicants accept AI-support for CV and résumé screening as long as they know about the usage of AI upfront, but the applicant's acceptance decreases for AI-support in telephone and video interviews nevertheless.

Our results emphasize the importance of considering affective responses to these new technologies and warn companies to apply AI tools without considering the perceptions of their candidates. Our results open several avenues for future research in this area.

- Shailendra K Rai and Dr.Priyanka Rana (2022):

Because of COVID-19, every business has got affected; Human resource management is a core part of the corporate world. Proper functioning of Human resources is very crucial for optimum yield in any organization, especially during pandemics.

Organizations have to adopt new practices after COVID distress about which many of them were not aware of. Therefore HRM practices of all sectors need to be modified and upgraded to meet the need of the hour.

Training programs that were planned earlier to make employees skillful are revoked to safeguard employees. Because of the unavailability of optimum resources in many organizations digital training could not take place effectively in many organizations. During this global crisis, all the human resource departments should adopt e-HRM practices access and perform all HRM practices unbiased.

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### Statement of the Problem:

Problem 1: Attracting Top Talent

Problem 2: Lack of Quality Candidates

Problem 3: Technology Misalignment

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### OBJECTIVE OF THE STUDY:

The main objective of recruitment and selection is obvious: to hire the most-qualified candidate to fill an available position. Additional objectives include:

- Creating a large talent pool of candidates to ensure the organization can hire the best employee.
- Finding people who will fit in with the company culture and contribute to the organization's goals.
- Reducing the likelihood that a candidate will leave after a brief time by finding the right employee for the position the first time around.
- Meeting the organization's diversity and social commitments by selecting candidates based solely on their merits and the way they fit in with the company values, goals and culture.

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### METHODOLOGY:

#### Research Design

The type of research design used here is the Convenience sampling.

Convenience sampling is a type of non-probability sampling that involves the sample being drawn from that part of the population that is close to hand.

#### Sampling Technique

**Primary data:** The primary data is collected through questionnaire.

**Secondary data:** Websites

**Sample size:** The sample size is of 21 employees from this organization

#### Method of Data Collection

The study depends on primary data. Questionnaire is used for collection of data.

**Tools for Analysis** Percentage analysis tool Frequency analysis tool

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### LIMITATIONS:

- 1) Process consumes a lot of time:
- 2) Communication gap:
- 3) Not practical for temporary hires:

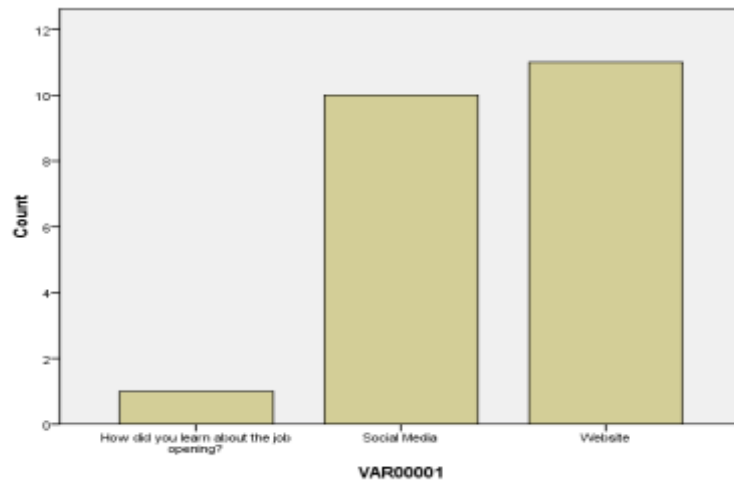
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### ANALYSIS & INTERPRETATION

How did you learn about the job opening?

How did you learn about the job opening?	RESPONDENTS	PERCENTAGE
Newspaper	0	0%
Website	11	52.4%
Social Media	10	47.6%

Others	0	0%
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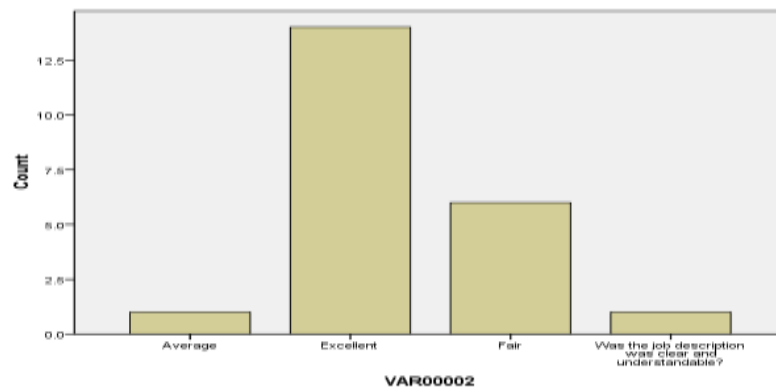


### Interpretation

Majority 52.4% of the respondents have learned the job openings through websites.

Was the job description being clear and understandable?

Was the job description being clear and understandable?	RESPONDENTS	PERCENTAGE
Excellent	14	66.7%
Fair	6	28.6%
Average	1	4.8%
Poor	0	0%

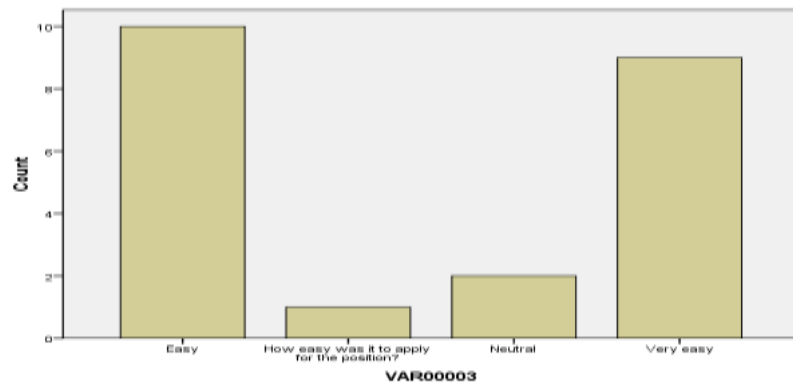


### Interpretation

Majority 66.7% of the respondents was excellent about understanding the job description.

How easy was it to apply for the position?

How easy was it to apply for the position?	RESPONDENTS	PERCENTAGE
Very easy	9	42.9%
Easy	10	47.6%
Neutral	2	9.5%
Difficult	0	0%

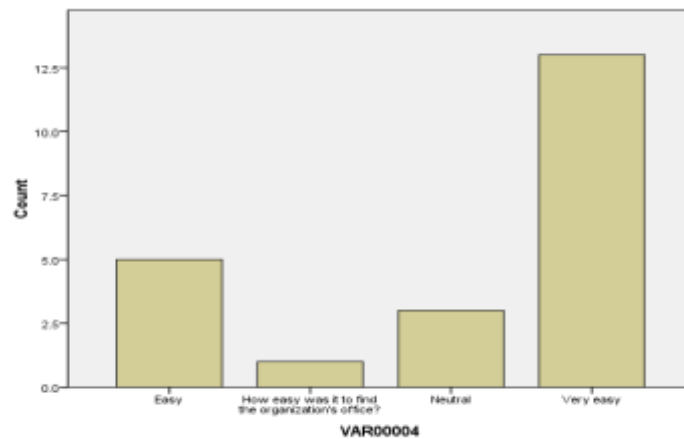


#### Interpretation

Majority 47.6% of the respondents belongs to Easy category regarding applying the job position.

How easy was it to find the organization's office?

How easy was it to find the organization's office?	RESPONDENTS	PERCENTAGE
Very easy	13	61.9%
Easy	5	23.8%
Neutral	3	14.3%
Difficult	0	0%

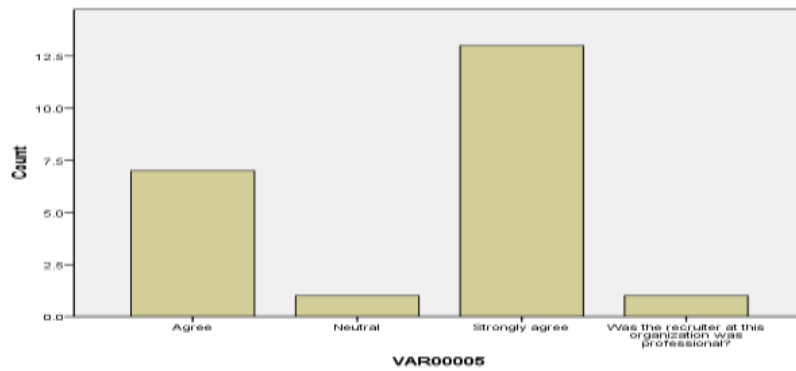


#### Interpretation

Majority 61.9% of the respondents belongs to very easy category regarding finding the organization Office.

Was the recruiter at this organization was professional?

Was the recruiter at this organization was professional?	RESPONDENTS	PERCENTAGE
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	1	4.8%
Agree	7	33.3%
Strongly Agree	13	61.9%

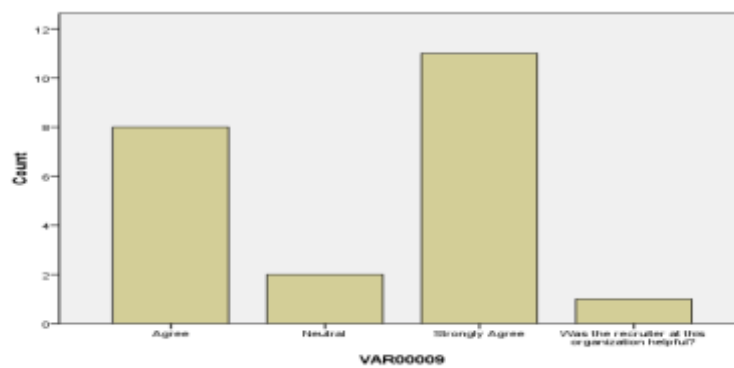


#### Interpretation

Majority 61.9% of the respondents have Strongly agreed that the organization was professional.

Was the recruiter at this organization helpful?

Was the recruiter at this organization helpful?	RESPONDENTS	PERCENTAGE
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	2	9.5%
Agree	8	38.1%
Strongly Agree	11	52.4%

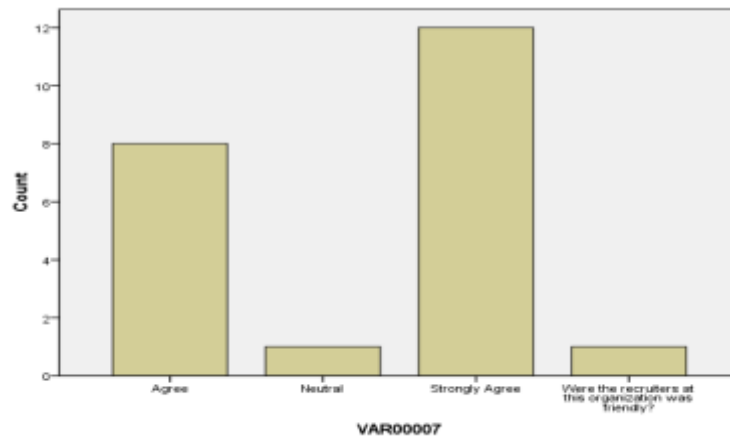


#### Interpretation

Majority 52.4% of the respondents have Strongly agreed that the recruiter of the organization was helpful.

Were the recruiters at this organization was friendly?

Were the recruiters at this organization was friendly?	RESPONDENTS	PERCENTAGE
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	1	4.8%
Agree	8	38.1%
Strongly Agree	12	57.1%

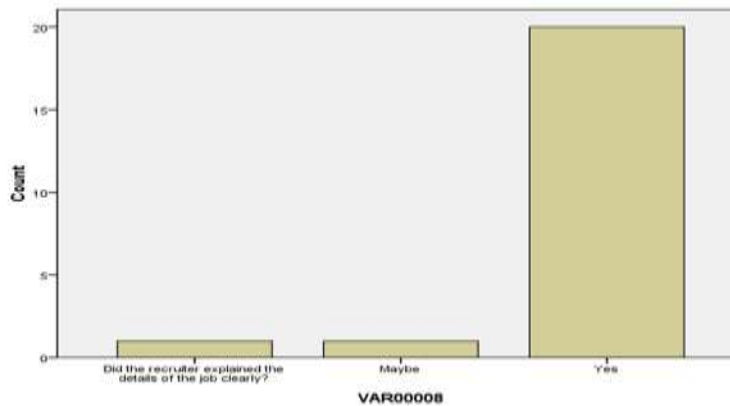


#### Interpretation

Majority 57.1% of the respondents have Strongly agreed that the recruiter at the organization was friendly.

Did the recruiter explain the details of the job clearly?

Did the recruiter explained the details of the job clearly?	RESPONDENTS	PERCENTAGE
Yes	20	95.2%
No	1	4.8%
May be	0	0%

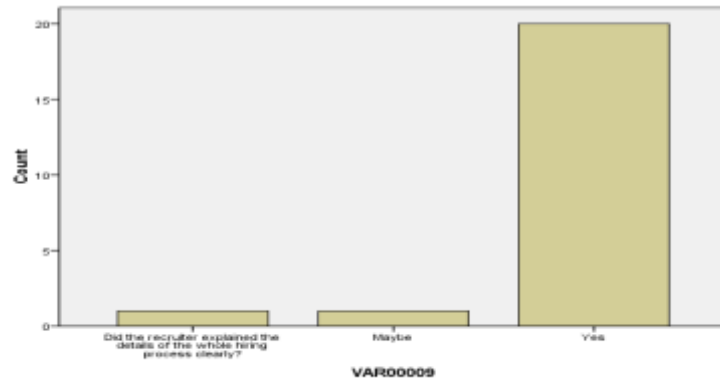


#### Interpretation

Majority 95.2% of the respondents have yes, that the recruiter explained the job details clearly.

Did the recruiter explain the details of the whole hiring process clearly?

Did the recruiter explained the details of the whole hiring process clearly?	RESPONDENTS	PERCENTAGE
Yes	20	95.2%
No	0	0%
May be	1	4.8%

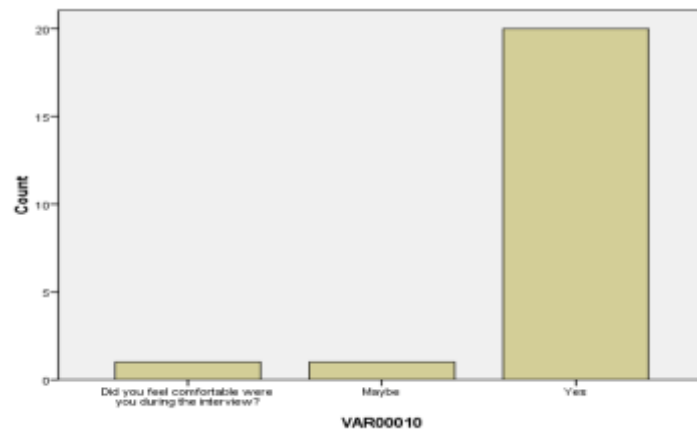


### Interpretation

Majority 95.2% of the respondents have yes, that the recruiter explained the details of the whole process clearly.

Did you feel comfortable were you during the interview?

Did you feel comfortable were you during the interview?	RESPONDENTS	PERCENTAGE
Yes	20	95.2%
No	0	0%
May be	1	4.8%

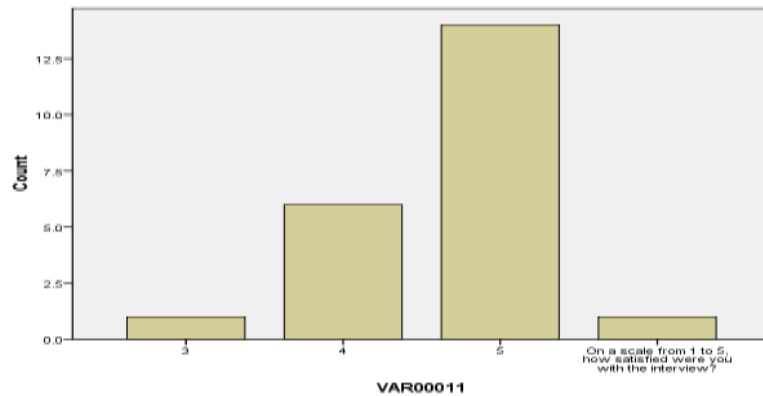


### Interpretation

Majority 95.2% of the respondents have yes, that they were feel comfortable during the interview.

On a scale from 1 to 5, how satisfied were you with the interview?

On a scale from 1 to 5, how satisfied were you with the interview?	RESPONDENTS	PERCENTAGE
1	0	0%
2	0	0%
3	1	4.8%
4	6	28.6%
5	14	66.7%

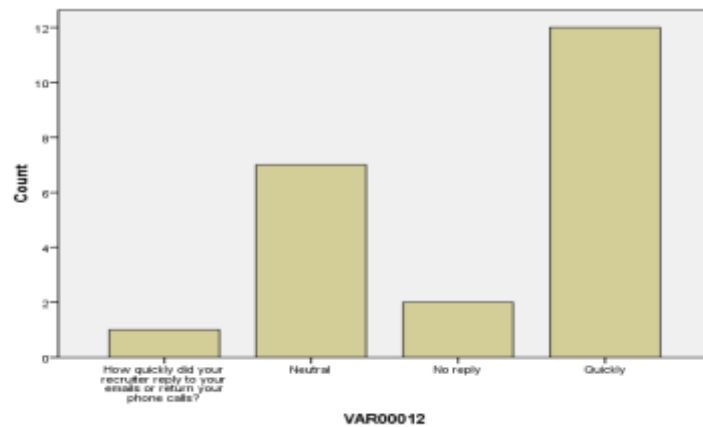


#### Interpretation

Majority 66.7% of the respondents have Rating 5 that they were satisfied with the interview.

How quickly did your recruiter reply to your emails or return your phone calls?

How quickly did your recruiter reply to your emails or return your phone calls?	RESPONDENTS	PERCENTAGE
Quickly	12	57.1%
Neutral	7	33.3%
Late	0	47.6%
No reply	2	9.5%



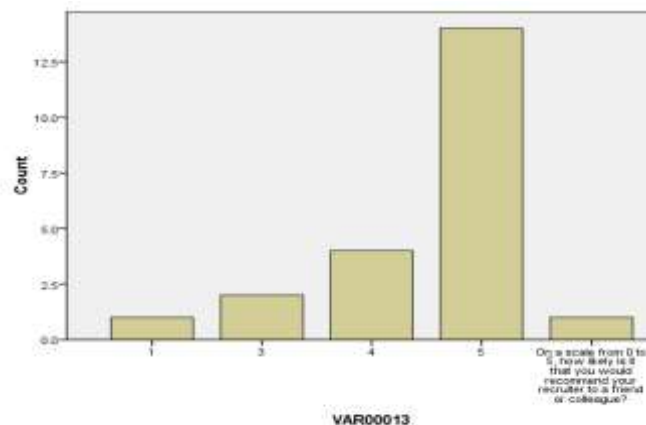
#### Interpretation

Majority 57.1% of the respondents belongs to Quickly category that the recruiter of the organization replied to the phone calls.

On a scale from 0 to 5, how likely is it that you would recommend your recruiter to a friend or colleague?

On a scale from 0 to 5, how likely is it that you would recommend your recruiter to a friend or colleague?	RESPONDENTS	PERCENTAGE
1	1	4.8%
2	0	0%
3	2	9.5%
4	4	19%
5	14	66.7%





### Interpretation

Majority 66.7% of the respondents have Rating 5 that they would recommend to their friends and colleagues.

### CONCLUSION

Majority 52.4% of the respondents have learned the job openings through websites. Majority 66.7% of the respondents was excellent about understanding the job description. Majority 47.6% of the respondents belongs to Easy category regarding applying the job position. Majority 61.9% of the respondents belongs to very easy category regarding finding the organization Office. Majority 61.9% of the respondents have Strongly agreed that the organization was professional. Majority 52.4% of the respondents have Strongly agreed that the recruiter of the organization was helpful. Majority 57.1% of the respondents have Strongly agreed that the recruiter at the organization was friendly. Majority 95.2% of the respondents have yes, that the recruiter explained the job details clearly. Majority 95.2% of the respondents have yes, that the recruiter explained the details of the whole process clearly. Majority 95.2% of the respondents have yes, that they were feel comfortable during the interview. Majority 66.7% of the respondents have Rating 5 that they were satisfied with the interview. Majority 57.1% of the respondents belongs to Quickly category that the recruiter of the organization replied to the phone calls. Majority 66.7% of the respondents have Rating 5 that they would recommend to their friends and colleagues.

### Reference:

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