



Complete Solution for Human Resource Recruitment at Viet An Company Limited

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ABSTRACTS:

Human resources are an important factor in every business and determine the success or failure of the business. Especially in the current period, in the face of increasingly fierce competition, strong human resources in quantity and quality are the top competitive advantages that help businesses survive, stand firm and develop in the market. Therefore, to improve the efficiency of business operations and improve the quality of human resource management, human resource recruitment plays a very important role. To clearly see the role and importance of human resource recruitment based on theoretical basis, this study completes the human resource recruitment work at Viet An Co., Ltd.

Keywords: human resource recruitment, recruitment process, complete solution

1. INTRODUCTION

For Viet An Co., Ltd., one of the reputable enterprises in the electronic components manufacturing industry, recruiting human resources is a regular and important job in the sustainable development of the company. In addition, the company plans to build an additional factory by the end of 2022, expected to be put into operation in 2023, the demand for human resources will increase.

Through my internship at Viet An Co., Ltd., I realized that the company always pays attention to human resource recruitment. However, besides the strengths, the company's recruitment process also has limitations. Therefore, I decided to choose the topic "Improving human resource recruitment at Viet An Company Limited" to complete my graduation thesis.

2. RESEARCH METHODS

The thesis uses research methods: Statistical methods, methods of analysis, comparison, and collection of information (secondary information, primary information).

Subject of investigation: Workers at Viet An Company Limited

Questionnaire content: Factors affecting recruitment, job suitability for employees.

Survey location: Viet An Company Limited

Number of survey questionnaires: 500 questionnaires, including 10 leadership questionnaires, 205 indirect employee questionnaires and 285 direct production employee questionnaires.

3. THEORETICAL BASIS OF HUMAN RESOURCE RECRUITMENT IN ENTERPRISES

"Human resources are the resources within each person, and this resource includes physical and mental strength. It is expressed externally by the ability to work, including strength, intelligence, psychology and passion. [1, 7]

"Human resource recruitment is a process of finding and selecting human resources to satisfy the organization's needs and supplement the workforce necessary to realize the organization's goals" [2, 74]

In the author's thesis, recruitment is used from the following perspective: Human resource recruitment is the process of searching, attracting, selecting and evaluating candidates in many different aspects based on the company's requirements. jobs, to find suitable people to supplement the necessary

workforce to meet the organization's labor requirements. The recruitment process is considered complete when it includes employee orientation activities, guiding new employees to integrate into the organization's environment.

Recruitment is a combination of activities from planning to organizing, implementing, evaluating recruitment activities and other activities related to recruitment.

4. CURRENT STATUS OF HUMAN RESOURCE RECRUITMENT AT VIET AN COMPANY LIMITED

4.1. Facility for human resource recruitment at Viet An Co., Ltd

Viet An Co., Ltd. complies with current legal regulations on labor, labor recruitment, employment and wages. To ensure the rights and benefits of employees according to the provisions of law. Pre-recruitment activities of Viet An Co., Ltd

Job analysis: Viet An Co., Ltd.'s job analysis has been carried out but the effectiveness is not high, from building the job analysis organization, the contents of implementation documents to practical application stage. Although the company has established a job description, established standards for job position, candidate education, major, experience, gender, age, foreign language ability, and other requirements such as the ability to work overtime, work day/night shifts... However, the company's job description document is still not clear and complete in terms of content and form. At the same time, work performance standards will be less common in the company. Therefore, Viet An needs to pay more attention in designing work standards so that they can clearly understand employees and evaluate them objectively and fairly.

Human resource planning: Based on the annual production activity report, the HR department will re-plan human resources for the present and plan recruitment for the future. Furthermore, departments and divisions that have a need for human resources and wish to recruit will issue a "personnel request form", asking for the signatures of relevant parties to confirm. Then it will be sent to the Human Resources Department for approval and recruitment will proceed. However, the company only relies on the needs from the "Recruitment Needs" form that departments and divisions submit, and does not really pay attention to long-term production human resource planning.

Table 1: planning human resource needs for the IQC position of Viet An Company Limited in the period of 2021 - 2023

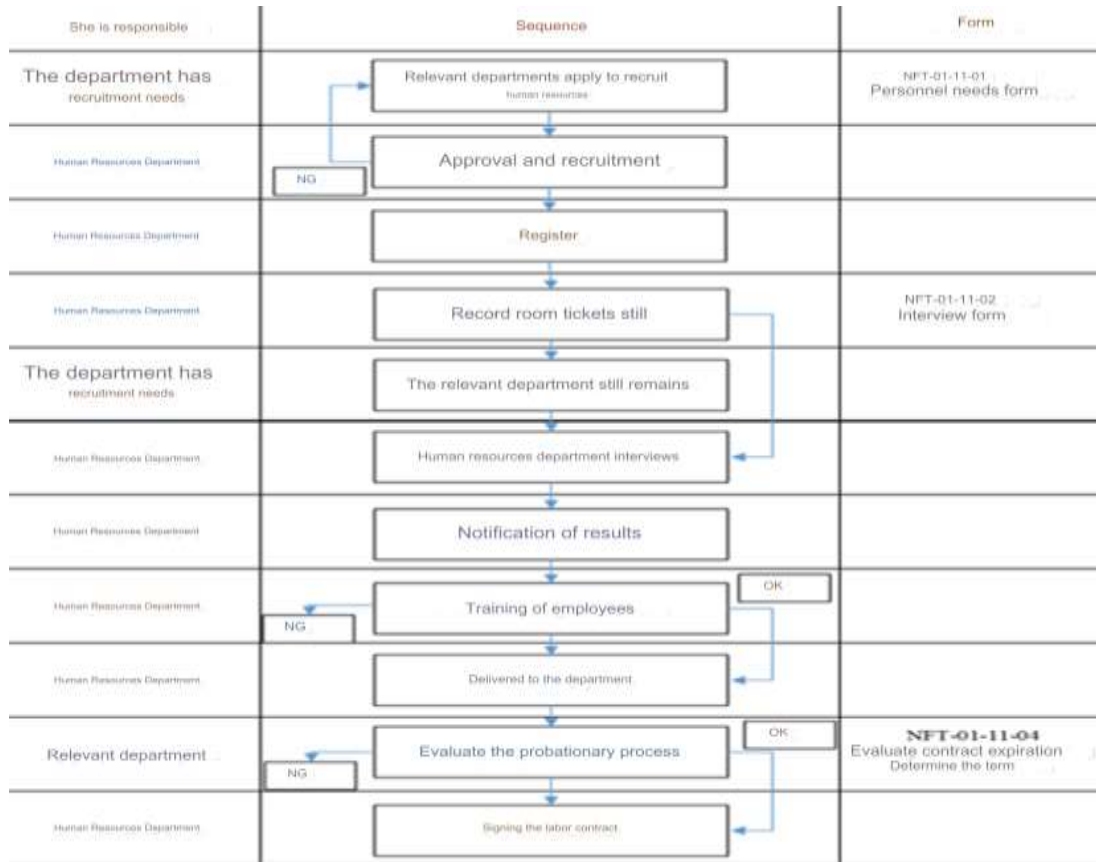
Targets	2021	2022	2023
Number of products (Million products/year)	6	12	15
Number of employees currently working (person)	15	18	25
Demand for human resources (people)	5	8	3

(Source: Viet An Administration and Human Resources Department)

Job performance evaluation: Viet An always evaluates employees during the working process. In cases where employees are on probation, or employees officially sign 12-month, 36-month, or indefinite-term contracts, all are evaluated by both the Vietnamese manager, team leader, and the employee. Korean.

❖ Human resource recruitment process at Viet An Company Limited

Figure 1: recruitment process at Viet An Company Limited



(Source: Viet An Administration and Human Resources Department)

Step 1: Recruitment application form

This is the first step in the recruitment process. For departments that have recruitment needs, that department will create a recruitment request form and send it to the Administration - Human Resources Department and the recruitment request forms and requests will be saved at the Human Resources Department.

Figure 2: sample NFT-01-11-01 Personnel needs form

(Source: Viet An Administration and Human Resources Department)

Table 2: recruitment needs of Viet An Company Limited in the period from 2021 to 2023.

Targets	2021	2022	2023
Total number of human resources needed	45	60	255
(Recruitment needs)	5	12	20
Indirect production workers	40	48	235

(Source: Viet An Administration and Human Resources Department)

Based on the table above, we can see that the company has a gradually increasing recruitment need in the period from 2021 - 2023, the total recruitment need in 2019 is 45 people, of which the need is for production workers. indirect production workers are 5, direct production workers are 40 people. By 2021, total recruitment demand increases by 210 people to 255, indirect workers increase by 15 people to 20 and direct production workers increase by 235 people. It can be seen that the company has made forecasts about human resource needs for vacancies.

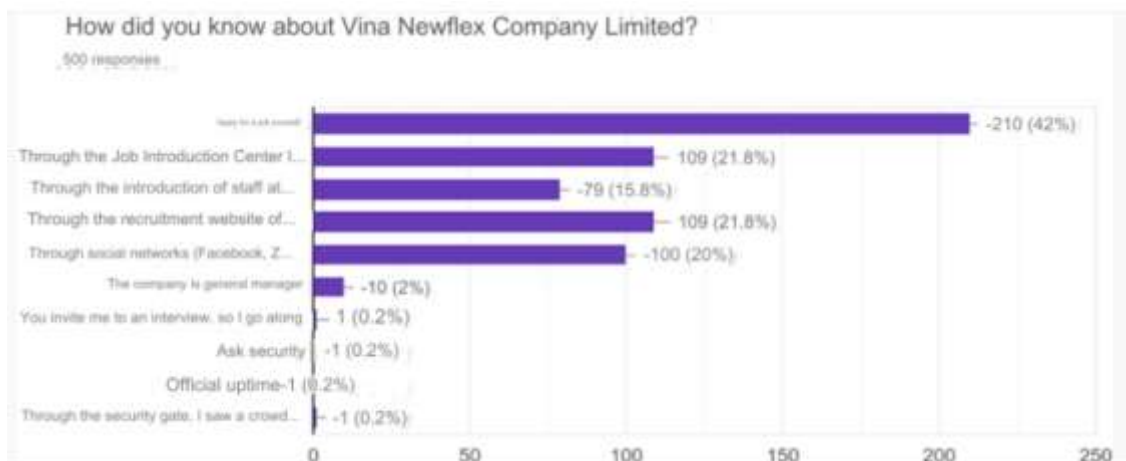
However, the HR department bases on the production and business plan to re-plan human resources for the present and plan recruitment for the future. However, recruitment needs at Viet An Co., Ltd. are mostly based on recruitment demand forms sent from departments and divisions. Implementing demand-based recruitment can help businesses avoid surplus labor, but if they cannot recruit on time as planned, it will hinder the business's business operations. It can be seen that the company has not proactively planned to clearly and specifically identify the company's current human resource needs and market fluctuations, and expected human resources to be recruited in the future. hybrid.

Step 2: Approval and recruitment

After receiving the "Recruitment Needs" form from the departments, the Human Resources Department will proceed to submit to the Board of Directors "NFT-01-11-01 Personnel Needs Form" of the relevant department. If the Board of Directors agrees to approve, the HR department will post the recruitment advertisement. In case the Board of Directors does not agree, the application will be returned to the relevant department.

In this step, once the information and requirements about the position to be filled, the time and location of the recruitment have been determined, the recruitment specialist will publicly announce the recruitment content. Depending on the position and source of candidates needed, the company will have different ways of attracting. Viet An Co., Ltd. posts information about recruitment positions on the official website (Korean version), on the internet, and through Facebook.

Recruitment sources: To have a successful recruitment process, the company also needs to focus on attracting human resources and finding the right recruitment sources. From there, the opportunity for the company to receive an increased number of applications and the rate of selecting good people also increases. The company has also chosen two recruitment sources: internal and external. Surveying the number of people who know the company through recruitment channels on a group of 500 samples in the company, the following results were obtained:

Figure 3: survey results of employees who know the company through recruitment channels at Viet An Co., Ltd.

(Source: Author's survey results)

Through the investigation, we see that the number and percentage of employees who know the company through self-application is up to 210 votes, accounting for 42% and the largest percentage. Next, the number of employees who know the company through the company website and Facebook is 21.8% and 20%, respectively. Besides, the number of workers who know the company through job introduction centers also reached 21.8%. This is quite reasonable, because in the current technological age, workers can easily find information on it. In this survey question, which is also a multiple choice question, employees can know the company through many different sources. However, the majority of people who know the company through self-

application, shows that the company's recruitment information is not known to many people. Companies need to pay attention to recruitment announcements, should choose recruitment sources, and can combine many sources to bring high efficiency.

Step 3: Register

After reviewing the "Recruitment Needs" form, the Human Resources Department will post recruitment information, allowing candidates to register to apply and the Human Resources Department will begin organizing and implementing the next steps in the human resources recruitment process.

For employee positions, candidates will submit their CV via company email or directly through the job search site. The recruitment specialist will then check your mail and email on the company website and job search website. Make a list and check the number of documents collected. Filter qualified CVs, in accordance with the company's application standards. After that, we will contact the candidate by phone or send email or text message to notify the candidate of the interview time. Below is an interview contact notice for the position of Korean interpreter.

For worker positions, specific interview schedules will be updated for them. The company always interviews workers every Monday, Wednesday, and Friday. If there are any changes, they will be posted on the company's website and recruiting Fanpage.

When candidates come for an interview, they must register at the security book to control access to the company. Recruitment location: Viet An Co., Ltd., recruitment time will be directly notified to candidates.

Step 4: Record the interview form

When candidates participate in the interview, they will write down information on "NFT-01- 11-02 interview form" and return it to the HR department.

Candidates need to write down complete and accurate information on the interview form. Information includes: Full name, date of birth, desired department, ID card or CCCD number, permanent address, hometown, phone number, educational level, year of graduation, field of study, School name, work history, family relationship, aptitude, desired salary, height, weight, etc. Recording the interview form will help businesses capture the basic information of the candidate, confirm receive back the information in their CVs and job applications.

Step 5: Interview

At Viet An Company Limited, there is usually only one interview for regular positions. However, depending on the importance of each position, the candidate may have 2 interviews. Through this, the candidate and the company will officially meet for the first time. For staff positions, the department head will be the one conducting the direct interview. For example, the human resources and accounting departments only need to go through a round of personal interviews with the head of that department or department. For direct labor positions, the recruitment staff of the HR department will conduct interviews.

Step 6: Announce results

After the interview, the human resources department will notify the successful candidates of the results. The human resources department can call, email or text to notify candidates of admission. Prepare a list and request approval for candidates to work.

Step 7: Train new employees and complete entry procedures

The Human Resources Department provides training on labor regulations: introduction to the company, regulatory policies, salaries, bonuses, social security, environmental training, conditions and some other issues. Take fingerprints of new employees. In this step, employees will sign a commitment to comply with company regulations, receive uniforms and sign a probationary contract.

After training, the company has a post-training assessment for candidates, so that the company can accurately evaluate the effectiveness of training new employees. Below are the results of the investigation of training participation and the level of post-training questions at Viet An company.

Step 8: Deliver to department

After completing training and completing entry procedures, the relevant department receives new employees. After that, the relevant departments will bring the employees back to the department, briefly introduce the work to be done, give instructions and reorganize.

Employees will get acquainted and simply learn about the upcoming job and the working conditions in which they will be working. Contact with everyone in the department to integrate and serve work performance after work.

Step 9: Evaluate the probationary process

After completing the probationary period, the employee must have a copy of "NFT-01-11-04 Evaluation of the end of fixed-term contract" of the probationary process to know whether the employee can renew the labor contract with the company. ty. In cases where the evaluation does not pass probation, the contract will be terminated; in cases where evaluation passes probation, a labor contract will be signed.

Trained unskilled workers have a probationary period of 1 month (30 days) and the evaluation of the end of the probationary period must be 10 days before the end of the labor contract.

For employees, the probationary period is 2 months (60 days) and the evaluation of the end of the probationary period must be 15 days before the end of the labor contract.

For probationary evaluation: The company will get opinions on evaluating the employee's probationary process from many different people to be able to make decisions in recruiting employees, whether to sign a contract or not. Are not.

Evaluator's opinion 1: For workers, it will be the evaluation department manager, and for employees, the evaluator will be the department head.

Reviewer's opinion 2: The Department Head will be the reviewer for worker positions and the Department Director will be the reviewer for employee positions.

Next will be the evaluation opinion of the Administration - Human Resources Department, which is the Head of Administration - Human Resources Department.

The final evaluator is the Director of administrative personnel.

Step 10: Sign the labor contract

If the department sends "NFT-01-11-04 Evaluation of probationary contract after completion" is approved, the HR department will make the contract and guide the employee to sign the contract. The labor contract is made into two copies, with equal legal value, of which the employee keeps one copy and the HR department keeps one copy.

At this step, the employee and employer have agreed, come to a final agreement and signed the contract. After signing the contract, they will officially become official employees of the company

The company's human resource recruitment is always paid attention to, invested in, and recruitment processes are taken very seriously. The results are shown through the quantity and quality of newly recruited employees working at the company. When there are fluctuations and changes, the company promptly supplements and arranges labor quickly and promptly, meeting the needs of the production and business process.

Table 3. summary of recruitment results of Viet An Company Limited from 2021- 2023

Targets	2021	2022	2023
Number of human resources needed	45	60	255
Total number of records obtained	218	408	769
Number of documents that meet the requirements	196	388	708
Number of interview participants	139	385	648
Number of employees admitted and working	42	58	252
Selection rate	1 : 5	1 : 7	1 : 3

(Source: Viet An Administration and Human Resources Department)

Look at the table above. Reflecting the recruitment results of the last 3 years, we found that the number of human resources needed over the years has changed a lot. In 2021, the number of human resources needed to recruit 60 workers, the company received a total of 218 applications with 139 candidates participating in interviews, the number of workers accepted to work was 55 people, and reached 91.7% only. target quantity. The company's recruitment ratio for the year is quite high at 1:5. It can be seen most clearly that in 2021, the company's recruitment needs are very high, the number of human resources the company needs to recruit is 255 people, the number of applications is very high. Up to 769 resumes were received and the number of interview participants was 648, proving that the company is increasingly receiving interest from candidates and applying for jobs.

Number of applications / Number of qualified applications

Table 4: number of applications compared to the total number of qualified applications at Viet An Co., Ltd. from 2021 - 2023

Targets	2021	2022	2023
Total number of records obtained	218	408	769
Number of documents that meet the requirements	166	388	708
Application number/Application number	1.31	1.05	1.09

(Source: Viet An Administration and Human Resources Department)

Looking at the table, we can see that in 2019, the number of applications the company received was 218, of which 166 qualified candidates were obtained, and 52 applications were filtered that did not meet the company's requirements. . The ratio of applications to qualified applications in 2019 is 1.31. In

2021, the number of qualified applications is up to 708 people, eliminating 61 unsatisfactory applications. The ratio of the number of applications to the number of qualified applications is 1.09. This proves that the company has carefully screened and selected the candidates' profiles.

Number of employees quitting after recruitment

Table 5: number of new employees leaving jobs compared to number of new hires at Viet An Co., Ltd. from 2021 - 2023

Year	2021	2022	2023
Number of people quitting their jobs	3	27	5
Number of new recruits	45	60	252
Rate of people quitting/number of new hires (%)	6.7	45	2

(Source: Viet An Administration and Human Resources Department)

In 2021, the number of new hires was 45 people, 3 people quit and the turnover rate was 6.7%. In 2022, there were 60 recruits, 27 people quit, accounting for 45%. In 2023, the number of new hires is 252 people, 5 people quit. It can be seen that in 2022, the largest number of new employees quit their jobs, nearly double the number of new hires. Proves that, at Viet An Co., Ltd., there were employees quitting their jobs, leading to the company having to plan to re-recruit a number of new workers, production being stopped and a plan to recruit employees. seasonal in 2022.

Table 6: reasons for quitting jobs of new employees at Viet An Company Limited in 2022

Reason	Number of resignations	Ratio (%)
Personal reasons	12	44.4
Salary, bonus and welfare regime	5	18.5
Job requirements	10	37.1
total	27	100

(Source: Administration - Human Resources Department - Viet An)

The main reason is that in 2020, the number of new people quitting work is high for personal reasons due to the covid epidemic. People stay at home to treat covid, quarantine for a long time, and they ask for time off work, always accounting for 44.4%. % with 12. Employees who cannot work, quit their jobs, or do not meet job requirements also account for 37.1%. Besides, salary, bonus and welfare are the next reasons leading to employees quitting their jobs.

The ratio of post-recruited workers needing retraining compared to the total number of recruited workers

Table 7: Number of post-recruited workers needing retraining compared to the total number of recruited workers at Viet An Co., Ltd.

Targets	2021	2022	2023
Number of employees admitted and working	42	58	252
Number of workers needing retraining	12	12	50
Number of workers needing retraining/Number of workers admitted and working (%)	28.6	20.7	19.8

(Source: Viet An Administration and Human Resources Department)

In general, the number of post-recruited workers needing retraining at the Company is decreasing. In 2021, the rate needing retraining will be 28.6%, in 2023 it will decrease to 19.8%.

Number of actual recruited workers compared to recruitment needs

Table 8: actual number of recruited workers compared to recruitment needs at Viet An Company Limited

Targets	2021	2022	2023
Number of human resources needed (demand)	45	60	255
Number of actually recruited workers	42	58	252

Number of actual recruited workers/ Recruitment demand (%)	93.33	96.67	98.82
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(Source: Newflex Administration and Human Resources Department)

Realizing that the company selects candidates very carefully, however, the company still cannot complete the recruitment plan according to the quantity needs that the company needs to recruit.

Transparency and openness in recruitment:

Viet An Co., Ltd. always ensures openness and transparency in recruitment, publishing recruitment information on the company's fanpage, on employee groups and on the company's bulletin board.

Coordination ability of departments in human resource recruitment at the company

All recruitment activities at Viet An Co., Ltd. are updated, and there is close coordination between departments throughout the process. From the first step in the process, the recruitment demand form from each department, with confirmation from the preparer and the consensus of the manager and head of that department, will then be forwarded to the Department. Administration - Personnel review from the Head of Administration - Personnel Department, Director of Administration - Personnel Department, then proceed with the next steps. During the interview process, relevant departments always coordinate closely with each other, participate in interviews and monitor the effectiveness of the process.

❖ **General assessment of the recruitment process of Viet An Company Limited**

In general, the implementation of human resource recruitment in recent years has been carried out relatively well. However, the recruitment of human resources at the company also has certain limitations. Below are the achieved and unachieved aspects in recruitment work at Viet An Co., Ltd.

Aspects achieved:

Viet An Co., Ltd. has built a professional, separate, quite complete, strict and unified recruitment process for the entire enterprise.

The company's human resource recruitment has very close coordination and connection between stages and departments.

Clearly defining the rights and responsibilities of those involved in the human resources recruitment process to avoid overlapping work, helps recruitment take place quickly and scientifically.

When there were market fluctuations as well as changes in labor, the company promptly supplemented and deployed labor quickly.

Training and evaluating candidates after training with tests, evaluating candidates after the probationary period with candidate evaluations that managers and team leaders send to the HR department also play an important part in recruitment.

Building equal labor relationships and engaging employees is the company's motto and goal in the production process.

Limit:

Recruitment sources and recruitment methods at the company have not been focused and expanded. Although the company takes advantage of its old human resources in adjusting and arranging job transfers for employees, there are still unreasonable cases that cause employees to be unable to do new jobs and quit their jobs.

Job analysis is not effective, job performance standards at Viet An have not been used much, it can be seen that the work of building specific standards for each job position that needs to recruit workers is not good.

The recruitment process is not complete: First, recruitment occurs when there is actually a labor shortage, from demand requests sent from departments, the company has not yet researched and monitored personnel fluctuations. to have accurate forecasts. Second, in the recruitment process there is no step to check the health of candidates, the company only bases on the candidate's health certificate in the file, that information may not accurately reflect the health status of the candidate. the candidate's health condition, leading to a situation where the new employee does not have enough health conditions to perform the job in the best way.

Submitting the evaluation to the human resources department and office managers still faces many shortcomings. That is, submitting late or late, even though you have been reminded very carefully.

This also affects the search for candidate profiles when storing additional contracts, evaluations, etc.

All candidate profiles are only stored manually in the files of the HR department, which makes it difficult to control the number of applicants and admitted employees.

The storage of necessary records and documents for new employees after signing the company's labor contract is also not good.

The social security and welfare benefits and policies developed by the construction company are not appropriate, so the recruitment results are not as expected.

Causes of limitations

Subjective reasons

The company's pre-recruitment activities are not really good and are not really effective in recruiting human resources at the company.

The company's current recruitment process is also not completely reasonable. Although the company has built its own independent recruitment process, it still lacks other necessary steps such as medical examination for candidates, etc.

The company is not really effective in attracting human resources and has not diversified its recruitment sources and recruitment methods.

The staff still lacks experience. Although managers of department heads also have a lot of work to do and train new employees, so it is difficult to avoid errors, but they also need to pay more attention when reminded.

In addition, the company has not asked employees' opinions about transferring to another department. Do they find it suitable and capable of working?

Objective reasons

The competition in attracting human resources of electronic component manufacturing companies is currently very high in Ba Thien 2 industrial park in particular and Vinh Phuc province in general.

Employee awareness: Employees often have higher desires and needs than what they can do. Even though they know the company's content and regulations, they still do not comply and follow them, causing obstacles in labor management and recruitment.

CONCLUDE

Human resource recruitment is the most important factor to help businesses survive and develop in today's fiercely competitive market. Effective human resource recruitment will provide businesses with a quality, dynamic and creative workforce, supplementing human resources in accordance with the organization's requirements. Good human resource recruitment is the money needed to effectively carry out human resource management. Therefore, perfecting the recruitment process always requires proper attention from the organization's leadership.

With the topic "Improving human resource recruitment at Viet An Co., Ltd.", to be able to see more clearly the role of recruitment in businesses in general and Viet An Co., Ltd. in particular, based on Based on the theoretical basis of human resources and human resource recruitment, I have researched and analyzed the current situation to see the strengths and weaknesses in the recruitment process at the company, thereby proposing solutions. Recommendations to improve this work at the company.

Some solutions I offer to improve human resource recruitment at Viet An Co., Ltd

- Improve the recruitment process: Propose a new recruitment process consisting of 10 steps, compared to the company's recruitment process, which is an additional step of health check, step one is replaced by determining recruitment needs and step Registration and interview forms are put together.
- Diversify recruitment sources and recruitment methods: Choose for yourself appropriate recruitment sources and recruitment methods. Depending on each position and job, recruitment sources will be offered and many sources can be combined together to bring high efficiency.
- Complete pre-recruitment work: Firstly, develop a clear and specific human resource plan for each stage. Second, complete job analysis.
- Complete and control human resource recruitment
- Complete salary, bonus and welfare policies for employees
- Complete the evaluation of performance results after the probationary round to arrange and use human resources appropriately
- Improve the quality of advertisements and recruitment notices
- Fostering and training skills for recruitment staff and management staff at all levels

Recommendations to the state:

The state must pay more attention to the education and training system to improve qualifications, people's will and social awareness, contributing to providing companies with truly skilled workers.

It is necessary to review job search centers during the approval and licensing process to ensure that the centers become a bridge between workers and companies, bringing high efficiency.

Pay more attention to building human resources, have policies to support the training and development of human resources' qualifications and skills.

Continue to improve the Labor Law, decrees, documents, and circulars to protect the interests of subjects in labor relations.

Strictly control the situation of fake degrees, buying degrees, buying certificates to ensure a healthy competitive environment.

Recommendations to company leaders:

Promote the company's image based on advertising activities, organizing events at training schools, vocational schools, intermediate schools, colleges and universities, and competitions to help attract and find talents.

The company needs to complete, develop and establish a salary system, remuneration policies, social benefits, and clear promotion regimes to create good conditions and peace of mind for employees working at the company. company and attract highly qualified workers.

Implement training programs and courses and develop development orientation for employees after signing the contract. Equip the fishing team with professional

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