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## An Analytical Study on the Interview Framework at Omega Healthcare Coimbatore

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### Abstract:

This study provides an analytical review of the interview framework at Omega Healthcare, focusing on candidate experiences, process transparency, and the relevance of interview assessments. The findings show that most respondents had a positive and professional experience, appreciating the structured approach, clear communication, and role-specific questions. However, concerns were raised regarding evaluation fairness and response time, suggesting a need for improved standardization and communication. Recommendations include implementing clear assessment criteria, enhancing HR responsiveness, and investing in interviewer training. These improvements aim to increase candidate satisfaction, build trust, and further strengthen Omega Healthcare's reputation as an employer of choice.

**Keywords:** Interview process, candidate experience, recruitment, Omega Healthcare, interviewer training, communication, evaluation fairness, hiring efficiency

### I. INTRODUCTION

The interview process is a critical component of hiring and talent acquisition, serving as a key mechanism for evaluating candidates' skills, experience, and cultural fit. A well-designed interview framework significantly influences the quality of new hires, directly impacting organizational productivity and success. To ensure its effectiveness, it is essential to examine factors such as candidate experience, selection criteria, hiring efficiency, and interviewer effectiveness. By focusing on these areas, Omega Healthcare can enhance its recruitment strategy, improve candidate satisfaction, and attract top-tier healthcare professionals. Strengthening the interview process will not only improve immediate hiring outcomes but also support the company's long-term growth and commitment to service excellence.

### II. STATEMENT OF THE PROBLEM

Despite the critical role of interviews in selecting top talent, Omega Healthcare lacks a formal evaluation of its interview process, which may impact hiring effectiveness and candidate experience. Inefficiencies such as unclear communication, biased assessments, and lack of timely feedback can hinder recruitment outcomes. This study aims to identify these gaps, assess the impact on candidate satisfaction, and explore how improvements in the interview process can enhance overall hiring quality. Addressing these issues will support better talent acquisition, employee retention, and organizational growth.

### III. SCOPE OF THE STUDY

This study examines Omega Healthcare's interview process to identify strengths and areas for improvement. It explores interview types, evaluation criteria, and candidate and interviewer experiences. The study also assesses the link between interview effectiveness and new hire quality. Data from surveys and observations will guide actionable recommendations.

### IV. OBJECTIVES OF THE STUDY

- To assess how well the interview process at Omega Healthcare helps in selecting top talent.
- To examine interviewer competencies and how well candidate qualifications match job roles.
- To understand the impact of interview clarity, transparency, and communication on candidate satisfaction.
- To highlight gaps and recommend strategies for enhancing recruitment and retention efforts.

## RESEARCH METHODOLOGY

The study uses a descriptive research method to systematically collect and analyze data about the interview process at Omega Healthcare. It involves gathering first-hand information from candidates through surveys and observations. This method helps identify patterns, perceptions, and areas for improvement without altering any variables.

## RESEARCH DESIGN

The research design is **descriptive**, aimed at understanding and evaluating the current interview process at Omega Healthcare. It focuses on collecting and analyzing data to present a clear picture of candidate experiences and recruitment practices.

## SAMPLING TECHNIQUE

The sampling technique used in this study is convenience sampling, selecting participants who were readily available and had recently undergone the interview process at Omega Healthcare.

## DATA COLLECTION

There are two methods of data collection, such as

**Primary Data:** It was collected through a structured questionnaire designed based on the study's objectives. It included relevant questions to gather firsthand information directly from respondents.

**Secondary Data:** It was obtained from various published sources such as journals, books, and magazines.

Additionally, online sources and internet-based research were also used to support the study.

## STATISTICAL TOOLS:

The data collected from the respondents in Coimbatore district are analyzed using the following statistical tools

- Percentage Analysis
- Chi-square Analysis
- ANOVA

## ANALYSIS AND INTERPRETATION CHI-SQUARE TEST

### AN ANALYTICAL STUDY ON THE INTERVIEW FRAMEWORK AT OMEGA HEALTHCARE

#### AIM:

To Study the association between age and were the questions relevant to the role applied for.

**NULL HYPOTHESIS ( $H_0$ ):** There is no significant association between age and were the questions relevant to the role applied for.

**ALTERNATE HYPOTHESIS ( $H_1$ ):** There is a significant association between age and were the questions relevant to the role applied for.

**Table showing the relationship age and were the questions relevant to the role applied for Processing Summary**

**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Relevanttotheapplied	104	100.0%	0	.0%	104	100.0%

**Age \* were the questions relevant to the role applied for Cross tabulation**

		were the questions relevant to the role applied for						
Count		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Were the questions relevant to the role applied for?	Total
Age		0	0	0	0	0	0	4
	20-25	8	4	6	28	8	0	54
	26-30	0	2	11	22	4	0	39
	31-35	0	0	0	6	0	0	6
	Age	0	0	0	0	0	1	1
Total		8	6	17	56	12	1	104

Chi Square

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.244E2 <sup>a</sup>	24	.000
Likelihood Ratio	65.156	24	.000
N of Valid Cases	104		

a. 30 cells (85.7%) have expected count less than 5. The minimum expected count is .01.

## INTERPRETATION

The Chi-Square test was conducted to examine the relationship between **age** and **perception of whether interview questions were relevant to the role applied for**. The Pearson Chi-Square value is **224.4** with a **p-value of 0.000**, which is less than the standard significance level of 0.05. This indicates a **statistically significant association** between age and candidates' opinions on the relevance of interview questions.

Hence, the null hypothesis ( $H_0$ ), which states there is no relationship between age and question relevance, is rejected, and the alternative hypothesis ( $H_1$ ), stating that a relationship exists, is accepted.

## FINDINGS

The survey findings provide a comprehensive overview of the interview process at Omega Healthcare, highlighting key strengths and areas for improvement. The majority of respondents were young female professionals aged 20–25, predominantly HR Analysts, with many learning about opportunities through HR outreach. Most candidates experienced multiple interview rounds, which were clearly explained in advance, and felt that the interview process was well-organized and punctual. Positive aspects included good communication, relevant and appropriate technical and behavioral questions, a comfortable interview environment, and sufficient response time. Transparency and feedback were generally appreciated, and most candidates received a job description beforehand and felt well-prepared. However, some concerns were raised, particularly around fairness in evaluations and delays in response time. Despite these issues, the majority expressed satisfaction with the process and indicated they would recommend Omega Healthcare to others, reflecting overall confidence in the company's hiring practices.

## SUGGESTION

A key suggestion for Omega Healthcare is to enhance the fairness and consistency of candidate evaluations by implementing a standardized interview assessment framework. This includes clear scoring rubrics, structured interview questions aligned with job roles, and mandatory interviewer training to reduce bias. Additionally, improving response time and communication post-interview can significantly boost candidate satisfaction and strengthen the company's employer brand.

## CONCLUSION

The study highlights that while Omega Healthcare's interview process is generally well-structured and positively received by most candidates, there are notable areas for improvement—particularly in ensuring fair evaluations, timely communication, and consistent interview standards. Addressing these gaps will enhance the overall candidate experience, strengthen the organization's recruitment effectiveness, and support its goal of attracting and retaining top talent in the competitive healthcare industry.

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