A STUDY ON RECRUITMENT AND SELECTION PROCEDURE AT INFINITE COMPUTER SOLUTIONS

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INTRODUCTION

RECRUITMENT AND SELECTION

MEANING OF RECRUITMENT

The process of identification of different sources of personnel is known as Recruitment. According to Edwin B. Flippo “recruitment is the process of searching for prospective employees and stimulating and encouraging them to apply for the jobs in an organization”. It is a linking activity that brings together those with jobs and those seeking jobs. Recruitment refers to the attempt of getting interested applications & providing a pool of prospective employees so that the management can select the right person for the right job from this pool. Recruitment precedes the selection process, i.e., selection of right candidates for various positions in the organization.

Recruitment is a positive process as it attracts suitable applicants to apply for available jobs. The process of recruitment:

i) identifies the different sources of labor supply

ii) Assesses their validity

iii) Chooses the most suitable sources

iv) Invites applications from the prospective candidates for the vacant jobs.
MEANING OF SELECTION

Selection is the process of choosing the most suitable persons out of all the applicants. In this process, relevant information about applicants is collected through a series of steps so as to evaluate their suitability for the job to be filled.

Selection is a process of matching the qualifications of the applicants with the job requirements. It is a process of weeding out unsuitable candidates and finally identifies the most suitable candidate. Selection is frequently described as a negative process in contrast with the positive nature of recruitment as it rejects a large no. of applicants to identify the few who are suitable for the job.

SOURCES OF RECRUITMENT

The various sources of recruitment may be grouped into the following two categories:

1. Internal sources (recruitment from within the enterprise)

2. External sources (recruitment from outside)

1. INTERNAL SOURCES

Internal source is one of the important sources of recruitment. The employees already working in the organization may be more suitable for higher jobs than those recruited from outside. The present employees may help in the recruitment of new persons also. Internal sources are discussed as follows:

✧ TRANSFERS

It involves the shifting of an employee from one job to another, one department to another or from one shift to another. Transfer is a good source of filling vacancies with employees from overstaffed departments or shifts. At the time of transfer, it should be ensured that the employee to be transferred to another job is capable of performing it. In fact, transfer does not involve any drastic change in the responsibilities, pay & status of the employee. Transfers or job rotations are also used for training of employees in learning different jobs.

✧ PROMOTIONS

It leads to shifting an employee to a higher position, carrying higher responsibilities, facilities, status & pay. Many companies follow the practice of filling higher jobs by promoting employees who are considered fit for such positions. Filling vacancies in higher jobs from within the organization has the benefit of motivating the existing employees. It has a great psychological impact over the employees because a promotion at the higher level may lead to a chain of promotions at lower levels in the organization.
2. EXTERNAL SOURCES

Every enterprise has to tap external sources for various positions. Running enterprises have to recruit employees from outside for filling the positions whose applications cannot be met by the present employees, & for meeting the additional requirements of manpower. The following external sources of recruitment are commonly used by the big enterprises:

✧ ADVERTISEMENT

Advertisement is the best method of recruiting people for higher & experienced jobs. The advertisements are given in local or national press, trade or professional journals, newspapers & magazines. The requirements of jobs are given in the advertisement. The prospective candidates evaluate themselves against the requirements of jobs before sending their applications. Management gets a wider range of candidates for selection.

✧ EMPLOYMENT EXCHANGES

Employment exchanges run by government are also a good source of recruitment. Unemployed persons get themselves registered with these exchanges. The vacancies may be notified with the exchanges, whenever there is a need. The exchange supplies a list of candidates fulfilling required qualifications. Exchanges are a suitable source of recruitment for filling unskilled, semi-skilled and operative posts. The job seekers and job givers are brought into contact by the employment exchanges.

✧ MANAGEMENT CONSULTANTS

Management consultancy firms help the organizations to recruit technical, professional and managerial personnel. They specialize in middle level and top level executive placements. They maintain data bank of persons with different qualifications, skills and even advertise the jobs on behalf of their clients to recruit right type of personnel. These days, professional bodies of accountants, engineers, etc. also help their members to get suitable placements in industrial organizations.

✧ CAMPUS RECRUITMENT

The job in trade & industry are becoming technical & complex. These jobs require certain amount of technical & educational qualifications. The employees maintain close liaisons with universities & technical & other educational institutions. The students are spotted during the course of their studies. Junior level executives or managerial trainees may be recruited in this way.

✧ CASUAL CALLERS

Management may appoint persons who casually call on them for meeting short-term demands. This will avoid following a regular procedure of selection. These people are appointed for short period only. They need not be paid retrenchment or lay off allowance. This method of
recruitment is economical because management does not incur a liability in pensions, insurance & fringe benefits.

◊ LABOUR CONTRACTORS

It is quite common to engage contractors for the supply of labour, when labours are required for short periods & are hired without going through the full procedure of selection etc. Contractors or jobbers are the best source of getting them. The contractors maintain regular contracts with workers at their places & also bring them to the cities at their own expense.

◊ RECOMMENDATIONS

Applicants introduced by friends & relatives may prove to be a good source of recruitment. In fact many employers prefer to take such persons because something about their background is known. Some organizations have agreements with the trade unions to give preference to blood relations of existing or retired employees if their qualifications & experience are suited to fill the vacant jobs.

RESEARCH METHODOLOGY

This refers to the way you choose to collect information from people or observe your surroundings - interviews, questionnaires, observations, participations, or reports.

Research Methodology is where you describe the how you are going to gather information (methods) this can be survey interview, literature review etc. And then you explain each method what are they, what you will do in each method.

Research Methodology includes:

◊ Objectives of the study

◊ Methods of Data Collection

◊ Significance of Study

◊ Limitations of the Study

OBJECTIVES OF THE STUDY

◊ To identify general practices or sources that Infinite Computer Solutions Pvt. Ltd. use for recruiting and selecting employees.

◊ To know that either the manpower planning is given due consideration or not.

◊ To know that the present selection process is feasible for selecting the employees.

◊ To know that what type of interview is taken by the company for selecting the candidate.
To have knowledge about the parameters on which candidates are evaluated here.

METHOD OF DATA COLLECTION

- PRIMARY DATA

Primary data is collected through Questionnaire & Personal interaction with the asst. Manager HRD with the employees. The questionnaire, which was drafted, was the structured questionnaire in which question was asked were predetermined and through personal interaction other questions were asked from the employees to get the extra information.

- SECONDARY DATA

The sources of Secondary data which are used:

- Company’s Manual
- Website of INFINITE
- Some HRM Books
- From Internet

SAMPLE SIZE

The survey included twenty employees working for INFINITE COMPUTER SOLUTIONS in GURGAON BRANCH in H.R. Team.

SIGNIFICANCE OF THE STUDY

- The study provides a complete knowledge of various fundamental concept related to manpower planning, recruitment & selection process.
- The study helps in finding the weaknesses if any in the organization and the steps taken to avoid them.
- The suggestions from the employees will help management to make changes in the desired field.

FINDINGS AND RECOMMENDATIONS

Manpower power planning for each unit is prepared in consulting with their respective head officers and finally the corporate officer.

1. Manpower planning is done for 2 years and 2 years preparation of manpower planning results - Accurate data
-Inflated and deflated requirements are met.

2. Manpower planning being done very systematically and manpower budgeting is raised as per the requirements.

Managers are still asking upon manpower budgeting which is a clear indicator that all actions are checked, revised and all is kept under control.

3. Surplus executives are identified in many disciplines like quality control, human resource, finance etc.

4. Job specification and job description are well defined to all employees and they know what is expected of them. Everything is properly documented and gives in black and white.

5. There is a relaxation for departmental candidates. They need not get first class or 60% marks or aggregate. They need not to pay application fees but they just have to clear the final interview. This is a good method for employees which motivate them.

6. Majority of the respondents i.e., 73% are in the favors of any other method like advertisement, newspaper etc, to fill the vacant position in any department.

**LIMITATIONS OF THE STUDY**

Although the project was carried out with the motive of ensuring most exhaustive & comprehensive coverage of facts & figures but still it suffers from some limitations these are the following:

**CONSULTANT’S DIVISION**

The data are mostly provided by consultant’s appointment for the project work. So the dependence is on the consultants.

**TIME AVAILABLE**

The study was carried out in the prescribed time frame of 6 weeks which is a short time span to carry out the extensive study in such a large organization.

**CONFIDENTIALITY OF INFORMATION**

Certain details about the company & about the project have not been provided as the officials feel that information was confidential.

**ERRORS IN THE SECONDARY DATA**

The errors in the facts & figures taken from the data given have preprinted errors, which are unavoidable.
Employees at the head office are quite busy, so it was difficult to interact with each one of them.

It is difficult to retrieve correct and full information from employees due to their reluctances in sharing thoughts with a learner

CONCLUSION

For every company, employees are the lifeline and a very huge asset. So each company tries to recruit and select a potential force because employees are assets of the company which generates profit for the company.

In INFINITE COMPUTER SOLUTIONS, Recruitment and Selection procedure is really very impressive. By the help of this process, company recruits a very good class of employees. A detailed study is done before starting the Recruitment and Selection Procedure that help the company to select the best candidates.

From the detailed study of Recruitment and Selection Procedure of INFINITE COMPUTER SOLUTIONS, I came to the conclusion that it is a very impressive process carried out by the company. This study helps us to understand all the possible aspects related to Recruitment and Selection Procedure and helps us to understand that what all skills are required and when is the need of hiring new employee occurs.

✧ Proper Recruitment and Selection Process is very necessary as it forecasts the future growth of the organization.

✧ It ensures that there are right types of employees at right place and in right time.

As I have observed during my study of this company is, that the company is performing well in Recruitment and Selection of right kind of people. The policies of the company are good indicator of satisfaction of its employees to a large extent and overall development of the company as a whole.

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