

A Study On Employee Perception Towards Recruitment And Selection Process At Indus Towers Pvt. Ltd., Chennai

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Abstract

The study is done to find out the effectiveness of recruitment and selection process carried out in the Indus towers Pvt. Ltd., Chennai. To suggest them the various advanced technologies and methods to recruit the suitable candidate for the job. The results of the study may help the recruitment team to improve their recruitment policies and process in order to improve the effectiveness and efficiency of the recruitment process.

A study of this kind helps to put theoretical aspects into the project and aims to give information to Indus towers. Nature of the study methods used, findings of the investigation, conclusion and recommendations inferred from the findings also aims to enable Indus towers to implement the recommendations made at the end of the study. The scope of the study is limited only to the Human Resource Department Aspects of Indus towers. The study is confined only to this functional area, Specifically on Recruitment and Selection Process of the company.

The main objective of project is to study the recruitment & selection process in Indus towers. The secondary objectives are to assess the perception of the employers towards the various sources of recruitment, identify the effectiveness of interview process and interviewer, analyze the effectiveness of final and HR discussion process, study the view of employees about the quality of medical test undertaken, understand the standard of technical interview conducted and to know the overall satisfaction about the various features of compensation offered.

Random method has been used in the research work. Multiple choice questions have been chosen to collect the responses from 110 employees. The data collected has been analyzed through various statistical tools like Karl Pearson's Correlation, Chi-square test and One-way Anova test. Numerous new findings have been derived from this research has helped to provide few suggestions to improve the overall recruitment & selection process of Indus towers.

1.1 INTRODUCTION

Recruitment is the way toward hunting down imminent representatives and animating them to apply for employments in the association. Determination might be characterized as the procedure by which the association looks over among the candidates, those individuals whom they feel would best meet the employment necessity, considering current natural condition. The venture title "A study on Recruitment and Selection Process" directed in Indus towers intends to discover the general assessment of the Recruitment and Selection handle gone to by the workers at Indus towers. The fundamental goal of this venture is to think about on the enrollment and determination procedure of Indus towers. The optional destinations are to distinguish whether the Recruitment is done from inner or outer sources, to dissect the adequacy of enrollment and choice process, to recognize the components of Recruitment and choice process, to recognize better approaches for enhancing the present enrollment methodology, to distinguish the normal time spent for determination handle.

For this venture the essential information has been gathered specifically from the respondents utilizing a poll while the optional information was gathered from books, articles, and the web. In this review, a poll was utilized to gather information from the specimen. In this review stratified inspecting system is utilized. The populace size is 220 and the specimen measure for the review is 145. The apparatuses that are utilized as a part of this venture are Percentage examination, Two-way Anova, Chi-Square, Weighted Average, Median and Rank Correlation.

The requirement for this venture is to decide the present and future prerequisites of the association staff arranging and occupation investigation exercises, to comprehend the Recruitment and choice process in association and to examination of the time administration in the enrollment procedure. This review settles on choice in choosing the correct contender for the correct occupation, this review helps the association to distinguish the range of issue and recommend approaches to enhance the Recruitment and determination prepare, this review concentrate on understanding enrollment and choice process this review deals with a labor spending plan for the enrollment and choice process, this review assesses the time requirement for the enrollment procedure.

The confinements of this review are the criticism is recently the agent of the whole populace; it just expresses the conclusion of a couple of respondents, time requirement was a noteworthy impediment, individuals were not extremely responsive, inaccessibility of auxiliary information, the Sample estimate utilized for the examination is less, a worker has dread to uncover the negative perspectives, the data gathered depends on the impression of the respondents, the information should be refreshed now and again with regards to have assist use of this exploration ponder report.

The issue that has been found in this review is that the greater part of the respondents require alterations in the present enrollment and choice process, the organization is utilizing just four hotspots for Recruitment and determination prepare, a significant number of the applicants don't know about the organization arrangements before participating in the organization, the majority of the workers don't know about video conferencing, non-prominence of the video conferencing and to amend this issues the recommendations that can be given to the organization are the organization need to make a few changes like utilizing new strategies for enrolling and to build the time spent for choosing the representatives, the organization can embrace some more sources like getting data from the business trade, magazines and daily papers for selecting the workers, preparing can be given to those contender to know unmistakably about the organization approaches, the organization can take more measures to enhance the enrolling and choice process, the organization ought to make utilization of video conferencing of competitors later on to decrease their time and the association can make utilization of web to vast degree to make enrollment less difficult, speedier, less expensive and viable.

Many of the representatives were fulfilled however changes are required by the changing situation as Recruitment process greatly affects the working of the organization as a new blood, new thought enters in the organization. Determination process is great however it ought to likewise be altered by the prerequisites and ought to employment profile so that fundamental goal of choosing the applicant could be accomplished. Promote from this overview I trust the association will be profited and with the assistance of the proposals given the association can enhance its working and the general Recruitment and Selection Process in the

association and its execution will increment.

1.2 NEED AND IMPORTANCE OF THE STUDY

The study is done to find out the effectiveness of recruitment and selection process carried out in the Indus towers. To suggest them the various advanced technologies and methods to recruit the suitable candidate for the job. The results of the study may help the recruitment team to improve their recruitment policies and process in order to improve the effectiveness and efficiency of the recruitment process.

1. Determine the present and future requirements of the organization on conjunction with its personnel-planning and job analysis activities.
2. Increase the pool of job candidates at minimum cost.
3. Help increase the success rate of the process by reducing the number of visibly underqualified or overqualified job applicants.
4. Help reduce the probability that job applicants, once recruited and selected, will leave the organization only after a short period of time.
5. Meet the organization's legal and social obligations regarding the composition of its workforce.

1.3 SCOPE OF STUDY

A study of this kind helps to put theoretical aspects into the project and aims to give information to Indus towers. Nature of the study methods used, findings of the investigation, conclusion and recommendations inferred from the findings also aims to enable Indus towers to implement the recommendations made at the end of the study. The scope of the study is limited only to the Human Resource Department Aspects of Indus towers. The study is confined only to this functional area, Specifically on Recruitment and Selection Process of the company.

PROBLEM DEFINITION

Recruitment is defined as, "a process to discover the sources of manpower to meet the requirements of the staffing schedule and to employ effective measures for attracting that manpower in adequate numbers to facilitate effective of an efficient workforce."

It is a difficult task for organizations to search, recruit, and select talented people. This shortage leads to essential for organizations to conduct effective recruitment, and retain quality talents. What is more is that acquiring the right talent is becoming an increasingly complex and challenging activity. Recruiting has always been a stitch in the side of company productivity. It is expensive. It is time consuming. Even though study after study shows the high cost of employee turnover in time, money, and lost productivity recruiting has continued to often be rushed and superficial. When the rubber hits the road, managers often just want a warm body. Recruiting staff is a very costly practice. It is also a mandatory part of any business to conduct this practice in order to survive in the marketplace.

1.4 OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVES

To study the recruitment & selection process at Indus towers in Chennai.

SECONDARY OBJECTIVES

- To assess employee perception towards the various sources of recruitment

- To identify the effectiveness of interview process and interviewer
- To analyze the effectiveness of HR discussion process
- To study the view of employees about the quality of medical test and technical interview undertaken

1.5 RESEARCH METHODOLOGY

RESEARCH DESIGN

In fact, descriptive 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 descriptive research work.

1.6 SAMPLING DESIGN

Sampling design is imperative in every scientific study. Hence in this study simple random sampling methods have been used to collect data.

- **POPULATION**

The pool of individuals from which a statistical sample of 110 employees drawn for this study.

- **SAMPLE SIZE**

Sample size is the act of choosing the number of respondents. Samples of 110 respondents were taken from the population by using random sampling method.

- **SAMPLING METHOD**

Simple random sampling is a type of probability sampling in which the researcher randomly selects a subset of participants from a population

1.7 SOURCE OF DATA

Primary data collection is necessary when a researcher cannot find the data needed in secondary sources. Three basic means of obtaining primary data are observation, surveys, and experiments. The choice will be influenced by the nature of the problem and by the availability of time. For this research study Questionnaire was the Primary Data source which is applied to the system.

1.8 DATA COLLECTION METHOD

There are two types of methods:

- **Primary**

- **Secondary**

PRIMARY SOURCES is those which are collected afresh and for the first period and thus happen to be original in character.

SECONDARY SOURCES on the other hand, are those which have already been collected by someone else and which have already been passed through the statistical process.

The methods of collecting primary and secondary information differ since; primary information is to be

originally collected, while in the case of secondary information, thenature of information collection work is merely that of compilation.

1.9 TOOLS FOR ANALYSIS

Primary data source was applied for the collection of the data. Data collected are edited and coded by using the tabular columns. This helps in converting the gathered data into a tabulatedgrouped data.

1. Chi – square test $I - \Psi^2$
 2. One-way anova
 3. Analysis using Karl Pearson’s correlation.
- Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.
 - Chart Analysis is applied for better understanding of the percentage analysis and it is done via pie, bar charts etc.
 - Frequency Analysis is a part of descriptive statistics. In statistics, frequency is the number of times an event occurs. Frequency Analysis is an important area of statistics that deals with the number of occurrences (frequency) and analyzes measures of centraltendency, dispersion, percentile.

1.10 LIMITATION OF STUDY

- The information provided by majority of the respondents could also be biased or inaccurate. No independent verification of the data was possible.
- Time is one major constraint, which limits the effective data collection.
- Non-availability of data collection from all employees of Indus towers
- The sample size is only 110 so the sample may not be truly representative of the total population
- Reliability and accuracy of the analysis depends on the respondents’ openness and trueness towards each question in the questionnaire.

1.11

1.12 REVIEW OF LITERATURE

THE IMPORTANCE OF RECRUITMENT AND SELECTION PROCESS FOR SUSTAINABILITY OF TOTAL QUALITY MANAGEMENT

Management literature discusses that the behavioral traits of employees can play an importantrole in the success of total quality management (TQM). However, little empirical research exists in this regard. Using an international dataset, the present study investigates: the impact of quality management practices on plant competitiveness; and the moderating effect of an employee selection process on the relationship between quality management practices and plant competitiveness. Results show that quality management practices

positively impact plantcompetitiveness.

1.13 STUDY OF THE RECRUITMENT AND SELECTION PROCESS

Better recruitment and selection strategies result in improved organizational outcomes. With reference to this context, the research paper entitled Recruitment and Selection has been prepared to put a light on Recruitment and Selection process. The main objective is to identifygeneral practices that organizations use to recruit and select employees and, to determine howthe recruitment and selection practices affect organizational outcomes at Indus towers

1.14 RESEARCH ON EMPLOYEE RECRUITMENT

We offer an organizing framework of the recruitment process. In introducing this framework, we draw upon theories from a variety of research domains and give considerable attention to process variables (e.g., applicant attention, message credibility, applicant self-insight) that mediate the relationships between recruitment activities (e.g., recruiter behavior) and recruitment outcomes (e.g., the number of applications generated). Having introduced an organizing framework, we selectively review recruitment research, giving particular attention to the topics of recruitment sources, recruiters, and realistic job previews.

1.15 STATISTICAL ANALYSIS CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared association between observed (*o*) and the expected (*e*)data (or the deviation, *d*), divided by the expected data in all possible categories.

1.16 NULL HYPOTHESIS (Ho):

There is no significant association between the years of experience and sources through which you got placed into Indus towers

1.17 ALTERNATE HYPOTHESIS (H1):

There is a significant association between the years of experience and sources through which you got placed into Indus towers

1.18 CHI-SQUARE TEST

the years of experience and sources through which you got placed into Indus towers

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	214.765 ^a	16	.000
Likelihood Ratio	166.038	16	.000
Linear-by-Linear Association	88.526	1	.000
N of Valid Cases	110		
a. 19 cells (76.0%) have expected count less than 5. The minimum expected count is .25.			

1.19 RESULT

Degree of Freedom= (r-1) *(c-1) = (5-1) *(5-1)

=4*4=16

Calculated value = 214.765Tabulated value = 7.815

Z = Z cal >Z tab Z=214.765>7.815

Hence, the Alternate hypothesis [H1] is accepted

1.20 INFERENCE

Since the calculated value is greater than the tabulated value, we reject the null hypothesis and hence there is a significance association between the years of experience and sources through which you got placed into Indus towers.

1.21 ONE-WAY ANOVA CLASSIFICATION

NULL HYPOTHESIS (H₀):

There is no significance association between age of the employee and how clear was employee on their job profile during the interview process.

1.22 ALTERNATE HYPOTHESIS (H₁):

There is a significance association between age of the employee and how clear was employee on their job profile during the interview process.

1.23 ANOVA

Age of the employee and how clear was employee on their job profile during the interview process.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	122.784	4	30.696	176.404	.000
Within Groups	18.271	105	.174		
Total	141.055	109			

1.24 RESULT:

Hence, the Alternate hypothesis [H₁] is accepted.

1.25 INFERENCE:

The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is a significance association between age of the employee and how clear was employee on their job profile during the interview process.

1.26 ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

1.27 NULL HYPOTHESIS (H₀):

There is positive relationship association between myself professionally growing in this company and I have a meticulously drafted career plan at Indus towers.

1.28 ALTERNATE HYPOTHESIS (H₁):

There is negative relationship association between myself professionally growing in this company and I have a meticulously drafted career plan at Indus towers.

1.29 CORRELATION

$r=0.698$

Correlations			
		The Interviewer gave enough time to answer for his questions	The Interviewer was empathetic and kind throughout the process
The Interviewer gave enough time to answer for his questions	Pearson Correlation	1	.698**
	Sig. (2-tailed)		.000
	N	110	110
The Interviewer was empathetic and kind throughout the process	Pearson Correlation	.698**	1
	Sig. (2-tailed)	.000	
	N	110	110
**. Correlation is significant at the 0.01 level (2-tailed).			

1.30 RESULT:

Since the value is lesser than $r=1$, the significant value is 0.698.

1.31 INFERENCE:

Since r is positive, there is a positive relationship between the interviewers gave enough time to answer for the questions and the Interviewer was empathetic and kind throughout the process.

1.32 SUMMARY AND CONCLUSION

FINDINGS:

1. Most of the respondents are between 18 to 25 years old.
2. Most of the respondents in the company are Male.
3. Most of the respondents have completed UG.
4. Most of the respondents have less than 2-year experience.
5. Most of the respondents got placement through Naukri.
6. Most of the respondents agree that the direct interview is time consuming.
7. Most of the respondents partially agree with the statement that the employee referral plays key role in more successful recruitment and retention of top talent.
8. Most of the respondents agrees that the company uses location specific job portals for E-recruitment.
9. Most of the respondents strongly agrees that the advertisement gives sufficient information about the vacancy.
10. Most of the respondents disagree that the ex-employees are considered for any candidature.

when that had less expected number of applicants.

11. Most of the respondents strongly agree that the first-hand information on the Job vacancy was seen from Indus towers Job Portal.
12. Most of the respondents agree that the recruitment through Job Consultancy is mostly preferred by the organization.
13. Most of the respondents agreeing that recruitment of fresh graduates is done through campus interview on nationally acclaimed Tier 1 and Tier 2 colleges.
14. Most of the respondents agree that the Internal Job posting provide career development opportunities in different teams within the organization.
15. Most of the respondents strongly agree that they received all Information about the recruitment process during the Initial discussion.
16. Most of the respondents agree that they are clear on their job profile during the interview process.
17. Most of the respondents agree that the interviewer was making notes, though actively listening during the discussion.
18. Most of the respondents agree that their interview environment was comfortable.
19. Most of the respondents agree that the interviewer probed and clarified answers to the doubts he had
20. Most of the respondents agree that the interviewer gave enough time to answer for the questions.
21. The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is a significance difference between the first-hand information on the Job vacancy was seen from Indus towers Job Portal and the Interview environment was comfortable
22. Since the calculated value is greater than the tabulated value, we reject the null hypothesis and hence there is a significance difference between the management monitor and approve the write-offs of obsolete and inactive inventories and often dodepartments compare quantities received against receiving reports.
23. Since r is positive, there is a positive relationship between the interviewers gave enough time to answer for the questions and the Interviewer was empathetic and kindthroughout the process.

SUGGESTIONS

Employee perceptions regarding the effectiveness and reliability of different recruitment sources, including job portals, consultancies, internal referrals, and traditional methods like newspaper advertisements.

Analyze the efficiency and adequacy of the interview process, including interviewer competence, structure, and consistency, to identify areas for improvement in candidate evaluation and selection.

Investigate the efficacy of HR discussions in conveying company policies, culture, and benefits to potential hires, and identify any discrepancies between employee expectations and actual experiences.

Study employee perceptions of the quality and relevance of medical tests and technical interviews conducted during the recruitment process, aiming to identify potential areas of improvement or concerns regarding fairness and transparency

1.33 CONCLUSION

It was a great experience to understand the process of Human Resource Acquisition and the systematic way the Recruitment and Selection takes place. It also gave me an insight into the working of such a reputed company, where the need for skilled manpower is so high since a lot of demand for experienced persons in this hydraulics industry and it is really a challenging task for the company's HR department to spot the best fish from the pond.

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.

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