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A Study on Changing Trends In Recruitment & Selection Process With Reference To Indian Infoline

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ABSTRACT: The recruitment and selection processes at Indian Infoline (IIFL) have undergone significant transformations, reflecting broader industry trends and technological advancements. Embracing digitalization, IIFL has increasingly leveraged artificial intelligence and data analytics to streamline and enhance its hiring processes. This shift has enabled the company to efficiently manage large volumes of applications, identify top talent, and reduce biases in candidate selection. Additionally, IIFL has integrated virtual assessments and remote interviews, adapting to the post-pandemic landscape where remote work has become more prevalent. There is also a growing emphasis on hiring for cultural fit and potential, rather than just immediate skills and experience. This holistic approach aims to foster a more adaptable and innovative workforce, ensuring the company remains competitive in a rapidly evolving financial sector. Overall, these changes signify IIFL's commitment to adopting modern recruitment practices that align with contemporary business needs and employee expectations.

KEY WORDS: Artificial Intelligence (AI), Virtual Assessments, Technological Advancements, Bias Reduction, Remote Work

I. INTRODUCTION

Recruitment is concerned with the process of attracting qualified and components personnel for different jobs. This includes the identification of existing sources of the labor market, the development of new sources and the need for attracting large number potential applications so that good selections may be possible. Selection process is concerned with the development of selection policies and procedure and the evaluation of potential employees in terms of job specifications. This process includes the development of application blanks, valid and reliable tests, interview techniques employee reversal systems, evaluations and selections of personnel in terms of jobs specifications the making up of final recommendations to the hire management and the sending of offers and rejection letter's. The Human Resources Management refers to the systematic approach to the problems in any organization. It is concerned with recruitment, training and Development of personnel. Human resource is the most important asset of an organization. It ensures sufficient supply, proper quantity and as well as effective utilization of human resources. In order to meet human resources needs, and organization will have to plan in advance about the requirement and the sources, etc. The organization may also have to undertake recruiting selecting and training processes. Human Resources Management includes the inventory of present manpower in the organization. In cases sufficient number of persons is not available in the organization then external sources are also identified for employing them. Human Resources Management is assigned to personnel who perform some of the staffing function. The staffing process is a flow of events, which result in a continuous managing organizational position at, all levels from the top management to the operatives' level. This process includes manpower-planning, authorization for planning; developing sources of applicant evaluation of applications employment decision (selection) offers (placement) induction and orientation, transfers, demotions, promotions and separations.

1.1 NEED OF THE STUDY

The purpose of study is to learn the practical applicability of the theoretical knowledge gained about recruitment and selection process. To gain knowledge about, the process of recruitment and selection in IIFL. To know the effectiveness or ineffectiveness of the process of recruitment and selection in IIFL. Determine the present and future requirement of the organization personnel-planning and job analysis activities. Understanding the recruitment and

selection process in organization. Analysis of manpower budget analysis of the for the recruitment in the recruitment process

1.2 SCOPE OF THE STUDY

The study was confined to territorial division of “IIFL.” Hyderabad with special reference to its Recruitment policy. This study helps to make decision in selecting the right candidates for the right job. This study helps the organization to study the area of problem and suggest ways to improve the recruitment and selection process. This study focuses on understanding recruitment and selection process.

1.3 OBJECTIVE OF THE STUDY

1. To study the present Recruitment Policies of “IIFL.”
2. To study the different methods of recruitment & selection depending on the requirements of the organization.
3. To analyse the relationship whether jobs offered based on qualification to the employees in the organization.
4. To study the level of job satisfaction in the organization.
5. To study the changes of recruitment policy in recent times in the organization.
6. To understand the average time spent for selection process.
7. To suggest new ways of improving the present recruitment procedure.

II. REVIEW OF LITERATURE

1. **Korsten (2003) and Jones et al. (2006)**, Human Resource Management theories emphasize on techniques of recruitment and selection and outline the benefits of interviews, assessment and psychometric examinations as employee selection process. They further stated that recruitment process may be internal or external or may also be conducted online. Typically, this process is bases on the levels of recruitment policies, job postings and details, advertising, job application and interviewing process, assessments, decision making, formal selection and training (Korsten 2003).

2. **Hiltrop(1996)** was successful in demonstrating the relationship between the HRM practices, HRM-organizational strategies as well as organizational performance. He conducted his research on HR managers and company officials of 319 companies in Europe regarding HR practices and policies of their respective companies and discovered that employment security, training and development programs, recruitment and selection, teamwork, employee participation and personal planning are the most essential practices.

3. **Peter A.C. Smith, First Published 1st March 2001** draws on the author’s experience in attempting to facilitate the acquisition of reflective habits by individuals undergoing leadership development in business related project environments .Notes that such communities accept only very practical interventions Highlights the links between reflection and action learning are applied in the author’s practice characterizes the actions learning methodology used and contends that this approach forms a sound setting for reflective inquiry Explains how the author informally embeds the principles of action learning in the project related tasks of individuals undergoing leadership development Describes a reflective learning framework and tools that are used by project participants for frame and facilitate the action learning approach to bundling a learning organization and the development of leaders for the such an organization

4. **Dr. Karen O’Brien**, Psychology Departmentthe purpose of the present study was to develop a scale to measure the extent to which people take into consideration future children and romantic relationships when deciding on a career (i.e. The Planning for Career and Family Scale) and to assess the psychometric properties of this instrument. Participants included 325 women. Data suggested that two subscales comprise the measure, the Incorporating Future Family Scale and the Choosing a Career Independent of Family Scale. Internal consistency estimates of subscales ranged from .78 to .83. Convergent and discriminant validity was supported for the Incorporating Future Family in Career Plans subscale and the Choosing a Career Independent of Future Family subscale. Test-retest reliability estimates were adequate, suggesting stability regarding the measurement of these constructs. Directions for future research and the limitations of this study are discussed.

III. RESEARCH METHODOLOGY

The basic principle in the research has been adopted in the overall methodology. The following methodology has been used for meeting the requirements,

3.1 Sources of data:

Primary Data:

Primary methods are those methods that provide firsthand information. The methods followed were questionnaire method.

Secondary data: The secondary data collection method includes: HR department, HR Journals, Text books.

3.2 Sample Technique: Convenience Sampling Method

3.3 Sample Size: 100

3.4 LIMITATIONS OF THE STUDY

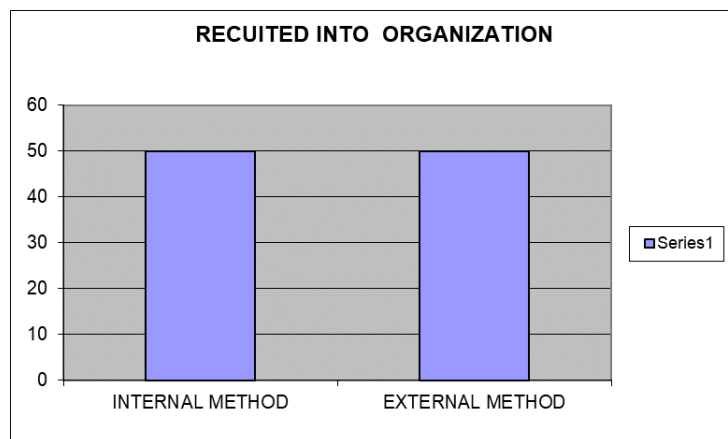
- The cost of consuming in selecting personnel, training costs and labor costs may be high
- The employee's control the resources needed to make the improvements in their job and work processes.
- Managers must also accept the fact that not all employees want to be empowered.
- Empowerment should be continuous process like quality improvement and it is like a race without a finish line

As the period of study is limited for 45 days the data collected is very limited. Due to time constraints, data is collected from limited number of employees of the Company

IV. DATA ANALYSIS AND INTERPRETATION

4.1.1. By which method did you get recruited in to the organization?

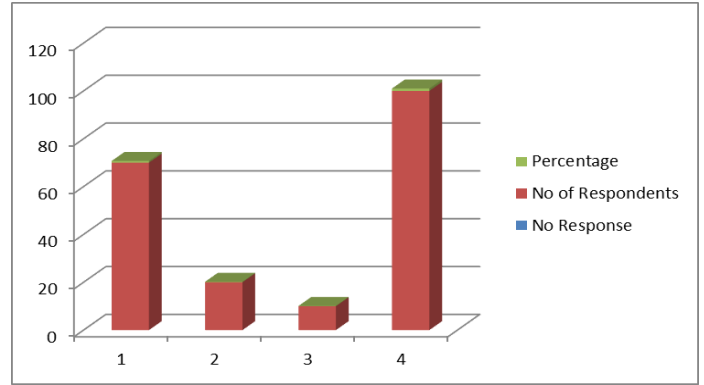
No Response	No Respondents	of
Internal method	50	
External Method	50	
	100	



Interpretation: The above table shows that 50% of respondents were recruited by internal method and remaining 50% by external method.

4.1.2. If by internal method, by which method where you recruited?

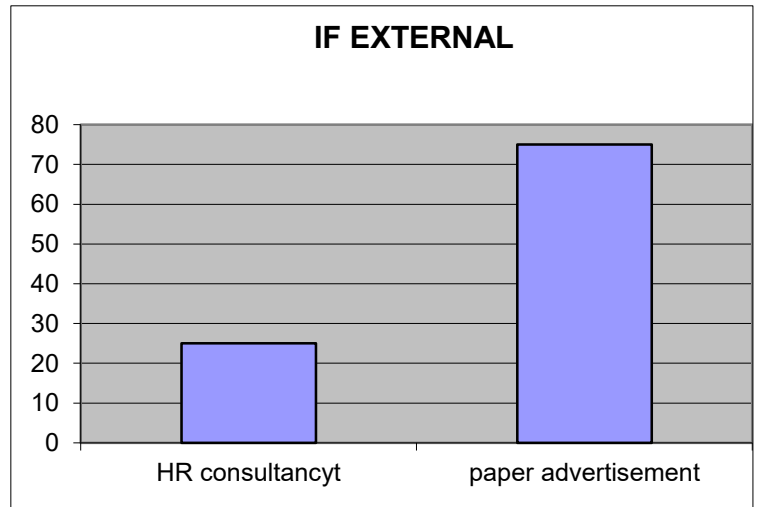
No Response	No Respondents of
Referred employees	70
Inter department transfer	20
Promotion	10
	100



Interpretation: The percentage of usage of different internal methods of recruitment like employee referrals, interdivisional and promotion followed by the organization is 70%, 20% and 10% respectively.

4.1.3. If by external method, by which method were you recruited?

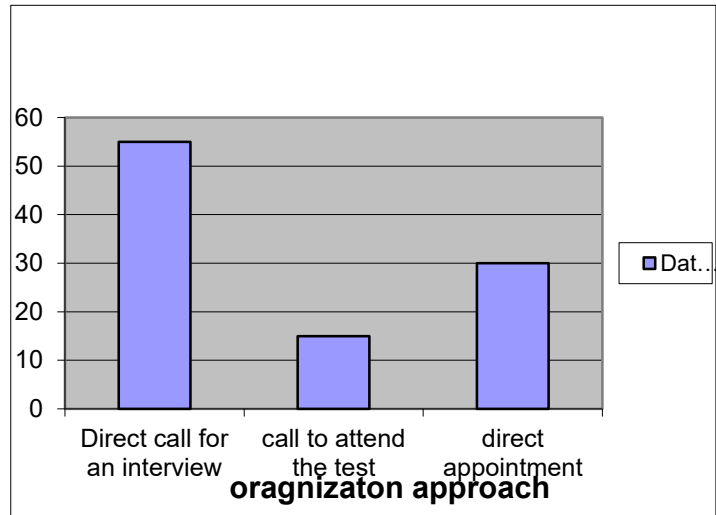
No Response	No of Respondents
HR Consultancy	25
Newspaper	75
	100



Interpretation: The information regarding the preference of the external methods of recruitment like HR consultancy; Newspaper advertisements followed by the organization are 25% and 75% respectively.

4.1.4. After screening of application how did the organization approach you?

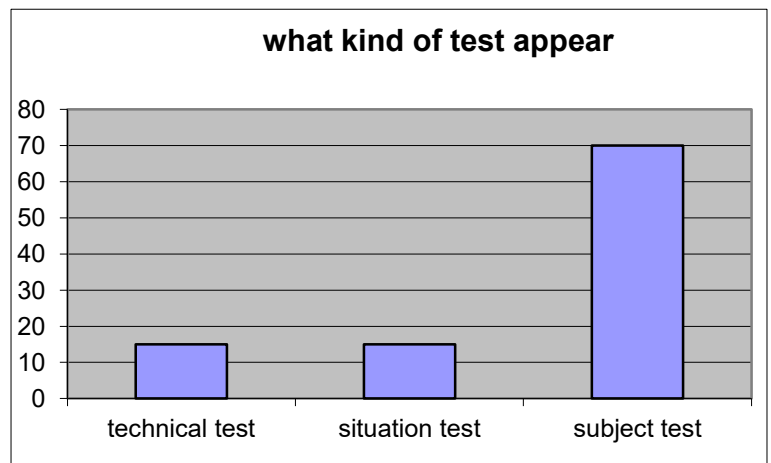
No Response	No of Respondents
Direct call for an interview	55
Call to attend the test	15
Direct appointment	30
	100



Interpretation: The above table shows that 55% of respondents agreed direct call for an interview and 15% call to attend the test and the remaining 30% by direct appointment.

4.1.5. If called for test what kind of test did you appear for?

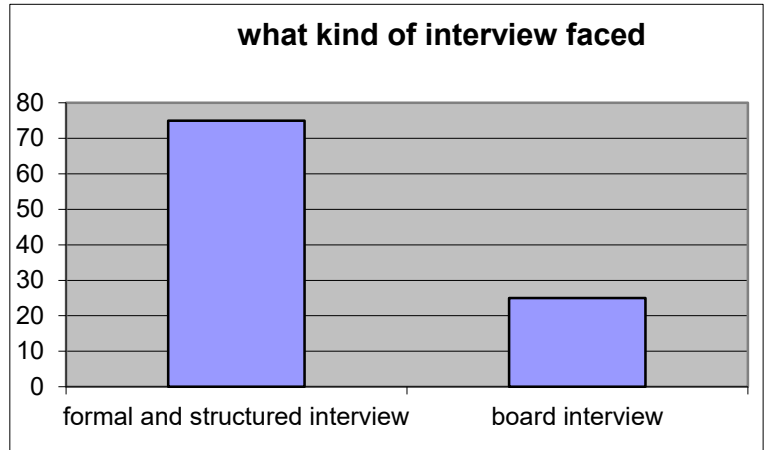
No Response	No of Respondents	Percentage
Technical Test	15	15%
Situation Test	15	15%
Subject Test	70	70%
	100	100%



Interpretation: The above table reveals that 15% of respondents attended technical test 15% of respondents attended situation test and 70% of respondents appeared for subject test.

4.1.6. If called for an interview what kind of interview did you face?

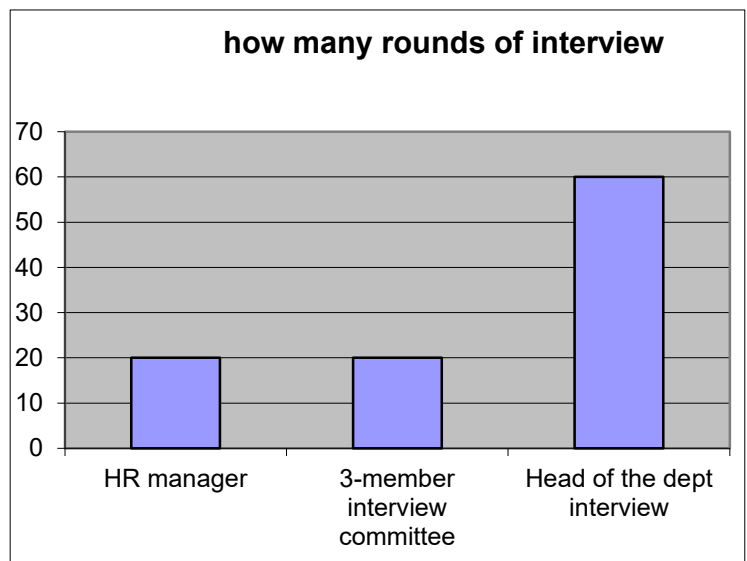
No Response	No Respondents	of	Percentage
Formal Interview	75		75%
Boar interview	25		25%
	100		100%



Interpretation: The table reveals that 75% respondents faced formal interview, and the remaining 25% stress and board interview.

4.1.7. How many rounds of interviews did you face?

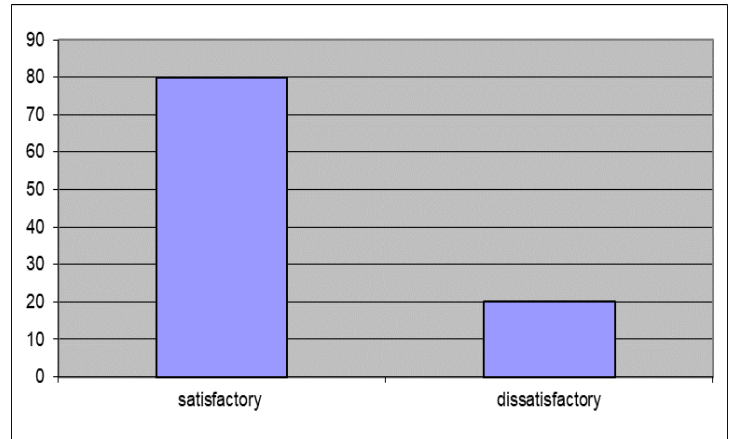
No Response	No Respondents	of	Percentage
HR Manager Round	20		20%
3Member Interview	20		20%
Head of dept	60		60%
	100		100%



Interpretation: The above table reveals that 20%of respondents faced HR manager round 20% of respondents faced 3-member committee and 60% respondents faced head of department round

4.1.8. Is the process of recruitment and selection satisfactory or dissatisfactory?

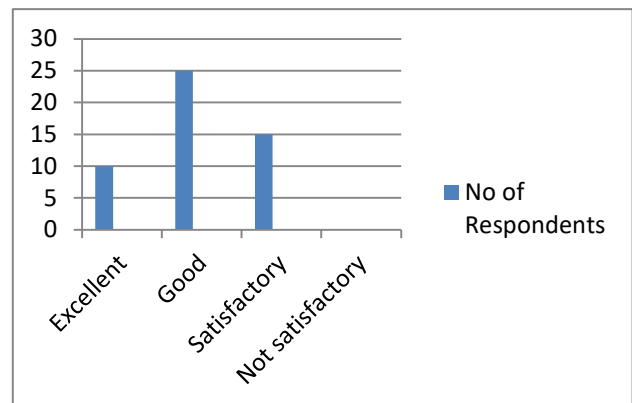
Response	No. Of Respondents	Percentage
Satisfactory	80	80%
Dissatisfactory	20	20%
	100	100



Interpretation: The above table reveals that 20% of respondents faced HR manager round, 20% of respondents faced 3-member committee, and 60% of respondents faced head of department round.

4.1.9 Rate the process of recruitment and selection in this organization?

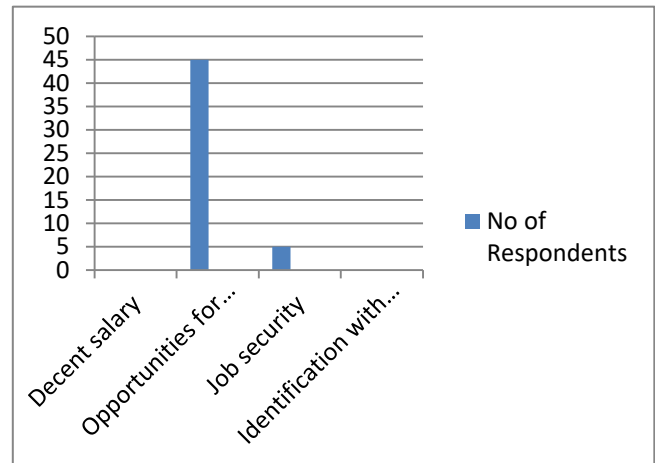
Group	Percentage (%)	No of Respondents
Excellent	20%	10
Good	50%	25
Satisfactory	30%	15
Not satisfactory	0%	0
Total	100	50



Interpretation: 20% of the employees feel that the recruitment and selection process is excellent in Lakshmi IIFL. 50% of employees feel that the recruitment and selection process is good, and 30% feel that the recruitment and selection process is satisfactory.

4.1.10 Which of the following attracted you to apply for the Job at Toyota?

Group	Percentage (%)	No of Respondents
Decent salary	0%	0
Opportunities for growth	90%	45
Job security	10%	5
Identification with the company	0%	0
Total	100	50



Interpretation: 90% of the employees feel that they are attracted to apply for the Job at Toyota for having opportunities for growth and 5% for job security.

V. FINDINGS

- 50% of respondents were recruited by internal method and remaining 50% by external methods.
- The percentage of usage of different internal methods of recruitment like employee referrals, interdivisional and promotion followed by the organization is 70%, 20% and 10% respectively
- The information regarding the preference of the external methods of recruitment like HR consultancy; Newspaper advertisements followed by the organization are 75% and 25% respectively.
- 55% of respondents agreed direct call for an interview and 15% call to attend the test and the remaining 30% by direct appointment
- 15% of respondents attended technical test 15% of respondents attended situation test and 70% of respondents appeared for subject test.
- 75% respondents faced formal interview, and the remaining 25% stress and board interview
- 20% of respondents faced HR manager round 20% of respondents faced 3-member committee and 60% respondents faced head of department round.
- 20% of respondents faced HR manager round 20% of respondents faced 3-member committee and 60% respondents faced head of department round.

5.1 SUGGESTIONS:

- While it is a fact that IIFL is deploying a good number of recruitment methods. What is important is that the traveling public should further explore and install such recruitment methods, which go to improve public handling methods especially by Marketing Executives. It is suggested a sensitivity training method tailored to enable dealing with commuters should be evolved in consultation with management experts and social psychologists.
- Employees who are on 'long sick', 'or long absent' should be included in the recruitment need analysis. They should be directed to undergo training at the training college. This is all the more important when it is realized that Work is skill oriented and time on and off the job has its impact on the effectiveness or otherwise of the working performance.
- The top management should consider giving strict instructions to the management to relieve the employees due for refresher recruitment as per the she duke drawn up.
- IIFL is one of the important public utilities, the requirements of the customers should be taken periodically and that they are factored into the training programmers. This is all the more important that the traveling public as a customer of the organization can always bank up on the assistance and guidance of the consumer protection councils.

VI. CONCLUSION

Depending on the job vacancy, job specifications and the appropriate source of recruitment is chosen. Mostly, the internal source of recruitment is through employee referrals. It is the responsibility of the recruitment personnel to conduct the needed tests, interviews etc. Most of the interviews that are conducted on the basis of depth interviews. Qualification experience and personal traits are all important and play a vital role in the selection of a candidate. Adequate manpower helps in recruitment process to fill the vacancies.

Good interpersonal relationship is maintained by the employees and HR personnel.

Satisfied working conditions in the organization. Developmental needs of the employees are considered by the organization.

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