

## Review Paper – Recruitment and Selection at ACE Human Capital Ltd

Richa Pandey <sup>1</sup>, Dr. Ashwini Kshirsagar <sup>2</sup>

<sup>1</sup> PG Student, ARMIET, Mumbai University, [richa.pandey1928@gmail.com](mailto:richa.pandey1928@gmail.com)

HOD, MMS Department, ARMIET, [ashwinikshirsagar217@gmail.com](mailto:ashwinikshirsagar217@gmail.com)

### **ABSTRACT –**

Better Recruitment and Selection strategies result in Improved Organizational Outcomes. Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization. Selection may be defined as the process by which the organization chooses from among the applicants, those people whom they feel would be best meeting the Job requirements, considering current environmental condition. In Today's Competitive business world environment, organizations have to respond to the requirements of the people. It is important for an Organization to adopt well-structured recruitment policy, which can be implemented effectively to get the desired best Results.

Keywords: Recruitment, Selection, Employees.

### **INTRODUCTION-**

Human resource management (HRM or HR) is the strategic and coherent approach to the effective and efficient management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives. Human resource management is primarily concerned with the management of people within organizations, focusing on policies and systems. HR departments are responsible overseeing employee benefits design, employee recruitment, training and development, performance appraisal, and management, such as managing pay and employee benefits systems. HR also concerns itself with organizational change and industrial relations, or the balancing of organizational practices with requirements arising from collective bargaining and governmental laws.

The overall purpose of human resources (HR) is to ensure that the organization can achieve success through people. HR professionals manage the human capital of an organization and focus on implementing

policies and processes. They can specialize in finding, recruiting, selecting, training, and developing employees, as well as maintaining employee relations or benefits. Training and development professionals ensure that employees are trained and have continuous development. This is done through training programs, performance evaluations, and reward programs. Employee relations deals with the concerns of employees when policies are broken, such as in cases involving harassment or discrimination. Managing employee benefits includes developing compensation structures, parental leave programs, discounts, and other benefits. On the other side of the field are HR generalists or business partners. These HR professionals could work in all areas or be labour relations representatives working with unionized employees.

### **AIMS AND OBJECTIVES OF THE STUDY**

- To understand the internal recruitment and selection process in organization.
- To identify areas where there can be scope of improvement.
- To develop practical knowledge with theoretical aspects.
- To know about the importance of recruitment and selection.
- To identified different methods in recruitment and selection process.
- To know the selection process of employees and its impact on job satisfaction.
- To know the job satisfaction levels of the employees of recruited.
- To know the recruitment policy followed by organization.

### **RECRUITMENT:**

Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring and On Boarding of the employees. In other words, It involves everything from the identification of a staffing needs to filling it. Depending on the size of an Organizations may have entire teams of recruiters, while others only a single recruiter. In small Outfits, the hiring manager may be responsible for recruiting. In addition, many organizations outsource recruiting to outside firms. Companies almost always recruit candidates for new positions via advertisements, job boards, social media sites, and few others. Many companies regardless, recruitment typically works in conjunction with, or as a part of Human Resources.

Human Resource management, otherwise known as HRM or HR for a shirt, is a function of people management within or in an organization. HR is responsible for facilitating the overall goals of the organization through effective administration of a human capital. Focusing on employees as the company's most important asset.

### **Types of Recruitment:**

There are several types of recruiting

- ❖ **Internal Recruiting:** Involves in filling up the vacancies with existing employees from within an organization.
- ❖ **Retained Recruiting:** When an organization hires a recruiting firm, there are several ways to do so, Retained recruiting is a common one. When an organization retains a recruiting firm to fill a vacancy, they pay an upfront fee to fill the position. The firm is responsible for finding candidates until the position is filled. The organization also agrees to work exclusively with the firm. Companies cannot, in other words, hire multiple recruiting firms to fill the same position.
- ❖ **Contingency Recruiting:** Like retained recruiting requires an outside firm. Unlike retained recruiting, there is no upfront fee with the contingency. Instead, the recruitment company receives payment only when the clients they represent are hired by an organization.
- ❖ **Staffing Recruiting:** Staffing Recruiting works for staffing agencies. Staffing Recruiting Matches Qualified applicants with qualified job openings. Moreover, staffing agencies typically focus on short term or temporary basis employment positions.
- ❖ **Outplacement recruiting:** Outplacement is typically an employer – sponsored benefit which helps former employees transition into a new job. Out placement recruiting is designed to provide displaced employees with the resources to find new positions or careers.
- ❖ **Reverse Recruiting:** Refers to the process whereby an employee is encouraged to seek employment with a different organization that offers a better fit for their skill set. We offer reverse recruiting days to help workers with this process. At our reverse recruiting days we review resumes, conduct mock interviews, and offer deep dives into the specific job Roles.

## **SELECTION:**

The selection process in organizations is directed towards finding the right talent for vacancies within the organization. Typically, it is akin to filtering through a series of funnels to find the solution via elimination.

More than 84% of the organizations in India have reported ill effects of wrong hiring! A core function of Human Resource Management, the selection process, is crucial to creating a holistic work environment. Did you know that just one bad hire could cost your company up to 29 Lakhs?

The recruitment and selection process varies by industry, organization, and department. Positions differ on the grounds of responsibility and criteria. In this article, we've explained the key steps in the selection process.

### **Key Steps in Selection Process?**

#### **1. Preliminary Interview**

Once a requirement is posted, a company may receive hundreds of thousands of applications. In a granular pre-process, the preliminary interview is conducted to weed out all candidates who do not meet the essential eligibility criteria – educational qualifications, required skill sets, proven certifications, and experience. Candidates may also be assessed based on their background and level of interest.

Some companies employ innovative techniques to bring the right candidates to the table right from the get-go. For example, User deployed “Code on the road,” an in-app coding game that took candidates straight to the next stage of the selection process if they passed the challenge! Gratifying recruitment selection is among the latest trends in HRM.

#### **2. Receiving Applications**

Once candidates pass the preliminary interview, organizations must aim to standardize the application process. Here, candidates must fill out a standard application form that collects bio-data, qualification, experience, background, and educational information. The application could gather a broader understanding of the candidate, such as hobbies and interests. A comprehensive application form will come in handy during the final selection process when decisions are to be made between similar candidates.

### **3. Screening Applications**

This stage includes shortlisting potential candidates from the pool of applicants who applied. The screening committee constitutes various team leads, department members, inter-department associates, and coordinators who would be working closely with the selected candidates. Screening can include multiple criteria, including educational prowess, relevancy in terms of experience, etc. The interview details and requirements are shared with potential candidates via a call or email.

### **4. Preliminary Tests**

Preliminary tests are an essential part of the job selection process. They assess the aptitude, IQ, emotional intelligence, proficiency, and personality of candidates. While some organizations hold these tests remotely, many prefer to arrange a test venue generally within organizational premises. Should they be held at the premises, the candidates are informed of the itinerary.

### **5. Employment Interview**

The selection interview is the crux of the entire process. It could be defined as an in-person conversation that puts candidates on their feet. This step signals how well he/she fits into the company ethos. During this stage, companies provide a detailed brief of the job profile, including the roles and responsibilities that the candidate is expected to shoulder. Likewise, the candidate is encouraged to share his/her concerns or queries with the employer.

### **6. Checking References**

Although in-person interviews provide a fair idea about the candidate, contacting references allows employers to verify their understanding. Through discussions with references who vouch for the candidates' professionalism and work ethics, they may discover other qualities about him/her. For this stage of the recruitment process in HRM, organizations may reach out to previous employers or the concerned educational institutions.

## **RESEARCH METHODOLOGY-**

Research is defined as human activity based on intellectual application in the investigation of matter. The Primary purpose for applied research is discovering, interpreting, and development of methods and systems for the advancement of human knowledge on a wide variety of scientific matters of our world and the universe. Research can use the scientific method, but need not to do so.

Scientific Research relies on the application of scientific method, a harnessing of curiosity. This Research provides scientific information and theories for the explanation of the nature and the properties of the world around us. It makes practical applications possible. Historical research is embodied in the historical method. Scientific research can be subdivided into different classifications according to their academic and application disciplines.

### **Methods of Data Collection:**

- **Primary Data:**

Primary data may be described as those data that have been observed and recorded by the researcher for the very first time to their knowledge is called Primary Data.

- **Secondary Data:**

Secondary data are statistics not gathered for the immediate study at hand but for some other purpose. They can be described as those data that have been compiled by some other agencies other than the user. The secondary data are those which have already been collected by someone else and which have been passed through the statistical processes.

Collection of Secondary data – (1) Libraries, (2) Newspapers and Journals, (3) Websites, (4) Gov. Records.

## **RESEARCH DESIGN-**

A Research design is a simply the framework or a plan for the study that is used as a guide in collecting and analyzing the data. It is the blue print that is followed in completing a study.

### **SCOPE OF THE STUDY**

- The present study on recruitment and selection process helps to get clear picture about the employee Recruitment and Selection.
- It helps the management to formulate suitable policy to recruit the employees which help for developing organization.
- It increases their productivity level.
- It helps the employees to get more interested towards their work by improving their self-development.

### **SUGGESTIONS-**

- ❖ Time management is very essential and it should not be ignored at any level of process.
- ❖ The recruitment policy can be better than current policy.
- ❖ Walk ins should be entertained
- ❖ Communication, personal and technical skills needs to be tested well for candidates
- ❖ Telephonic interviews are usually biased.
- ❖ Employees should be more active towards follow ups of candidates.

### **CONCLUSION-**

Recruitment is the process of searching for prospective employers and stimulating and encouraging them to apply for jobs in an organization and selection is selecting the right candidate at the right place for the right time. Employees of Ace are satisfied with the current recruitment and selection process. ACEs is a consulting company recruiting their employees through Job Portals and references for their Clients as per their specified needs and requirements. Recruitment firms are the best and cheapest form of recruiting for a company. And also considered as time saving procedure. Candidates also prefer consultancies for finding the right jobs where they are quite satisfied with the recruitment services provided by ACE consultancy. Ace consultants is achieving their goal of providing best services to its clients and candidates and growing with a rapid speed in their sector.

## **REFERENCES-**

- ✓ Billsberry, J. (2000) Finding and keeping the Right People, 2nd edn, London, Prentice-Hall
- ✓ Cowling, A.G. and Mailer, C.J.B (1981) Managing Human Resources, London, Edward Arnold.
- ✓ Ludlow, R. and Panton, F. (1991) The Essence of Successful Staff Selection, London, Prentice-Hall.
- ✓ Amin, R. (2003) Harnessing Workforce Diversity to Raise the Bottom Line, [www.create-research.co.uk](http://www.create-research.co.uk)
- ✓ Armstrong, M. (2000) 'Feel the width', People Management, 3rd February, CIPD, 38
- ✓ Bardwell, I. and Holden, L. (1997) 2nd edition, Human Resource Management, Pitman Publishing
- ✓ Bliss, W. (2000) Cost of turnover, [www.ers.infomartusa.com/turnoverarticle.htm](http://www.ers.infomartusa.com/turnoverarticle.htm)
- ✓ Boyatzis, R. E. (1982) The competent manager: a model for effective performance, John Wiley and Sons
- ✓ Chartered Institute of Personnel and Development (2004) Recruitment, retention and turnover survey 2004, CIPD
- ✓ Clements, P. and Spinks, T. (2000) 3rd edition, The Equal Opportunities Guide, Kogan Page
- ✓ Commission for Racial Equality (2001) 'Post Office condemned for discriminatory recruitment ...