Review Paper - Recruitment and Selection Process at HDFC Bank

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ABSTRACT-

This research explores the complexities of the recruiting and selection process at HDFC Bank, a prominent financial organization in India. The main goal is to provide a thorough understanding of the techniques, processes, and difficulties associated with acquiring, evaluating, and selecting skilled individuals inside the bank. Data was collected using a mixed-methods approach that included qualitative and quantitative research approaches. The data was received from several sources, including HR professionals, existing workers, and relevant paperwork. The study emphasizes the significance of efficient recruiting and selection methods in preserving a competitive advantage in the banking industry. The analysis focuses on the congruence between HDFC Bank's recruiting tactics and its organizational goals, highlighting the significance of talent acquisition in propelling corporate performance and attaining long-term expansion. Moreover, the research investigates the use of technology and advanced approaches to make the recruiting process more efficient and improve the experience of candidates. The key results highlight the importance of cultural compatibility, alignment of talents, and inclusion of diversity in the selection process, demonstrating HDFC Bank's dedication to creating an inclusive work environment. In addition, the report highlights obstacles such as a shortage of skilled workers, growing competition, and changing market conditions, which compel the bank to constantly adjust and improve its recruiting methods. In summary, this study adds to the current understanding of recruiting and selection techniques in the banking industry. It provides valuable insights and suggestions for HR professionals and organizational leaders who want to improve their talent acquisition methods. The statement highlights the essential significance of recruiting and selection in influencing the achievement of an organization and promoting a culture of exceptional performance within HDFC Bank.

INTRODUCTION-

Nowadays, every organization necessitates personnel planning as one of the most vital activities. Planning for the organization's human resources is by far the most important factor in determining how successful a company will be throughout the course of its existence. Every organisation needs to adhere to a number of specific procedures in order to ensure that it possesses the appropriate quantity and quality of people at the appropriate time and location. This is necessary in order for the organisation to be able to accomplish the goals that it has set for itself. The Human Resource Planning department's goals often include, but are not limited to, the following: resource planning; recruiting and selection; career planning; training and development; promotions; risk management; and performance evaluation. Each of these goals requires a unique level of focus, as well as careful preparation and precise implementation. Employing the best qualified individual for the job at hand is of the highest significance for any company or business. In times like this, recruiting and selection play an essential part in the whole process. It is recommended that a step-by-step strategic analysis of recruitment and selection processes be carried out because of the significant amount of pressure that is being exerted on the way in which employers perform recruitment and selection activities as a result of a shortage of skills and the rapid spread of new technology. This work gives an insightful overview of prior literature on the recruitment and selection process, making reference to the context in which it is now being read. This study is mostly

predicated on an examination of six different pieces of literature that were performed by scholars and practitioners working in the subject of human resource management. Many researchers have made important contributions to the field of human resource management (HRM), and they have provided extensive and in-depth knowledge on the various branches of HRM, such as scientific recruitment and selection, manpower management, job analysis, and the need and purpose of recruitment, amongst others.

Keywords- Sourcing, Recruitment

1} Identifying the Hiring needs - Whether a job vacancy is brand new or just abandoned, we won't be able to locate what we're looking for if you don't know what we're looking for in the first place. As a result, our hiring process should begin with finding open positions and then reviewing job descriptions, including the knowledge, abilities, and experience required for the position.

2} Preparing the Job Description - It's time to figure out the job's duties and responsibilities after you know exactly what you need in terms of education, abilities, and experience. Preparing a detailed job description (JD) can assist you in determining what qualifications your potential workers must possess in order to satisfy the role's requirements. More significantly, it gives your prospects a checklist or a list to compare and contrast before applying for the job.

3} Sourcing and Attracting Client - This stage requires resourcefulness as well as a focus on the applicant experience. Don't irritate applicants by failing to reply to and communicate with them, taking too long to make a choice, requiring them to jump through too many hoops, or setting excessive expectations. Invest in a contemporary Applicant Tracking System to create a process that is efficient, communicative, consistent, and reportable.

4} Selection: Screening and Short listing of the candidates - It's critical to be diversified and set expectations when it comes to the selecting process. Explain the whole recruiting process to each applicant you talk with so they know what to anticipate, what steps to take, who they will talk with, how long it will take, and what they should do to prepare. Respect their time as you would want them to respect yours.

5} The Interviewing Procedure - Before getting an offer letter or a rejection notice, the selected applicants will go through an interview procedure. Several interviews may be planned for each candidate, depending on the size of the recruiting team and their specific recruitment needs. The focus should be on efficient and convenient time scheduling. Offering time slots is a good practice outside normal working hours to avoid congestion with the working employees.

6} Reference Check - Top candidates should not be dismissed until you have an accepted offer with all requirements satisfied and a start date (salary/schedule accepted, references reviewed, background check/drug screen completed). Recognize that anything may, and frequently does, happen. Candidates may reconsider their decision, accept a counter-offer, or flunk pre-employment testing. You'll want to have your backup prospects warmed up and ready to go if this happens. Keep in touch with them, even if it's simply to let them know you haven't heard anything yet but they're still being considered. It's more difficult to get them back once you've rejected them.

7} Onboarding - Finally, there's onboarding! This is an area that is commonly disregarded, and it is your best chance for all of your hard work to go to waste. The handoff between Recruiting and Operations is a little like a murky grey region. If you don't have a solid onboarding program in place that includes training, mentoring, knowledge, and the essential tools, you're setting yourself up for failure and will end up with new workers that don't feel welcomed, aren't properly taught, and are working in a position that isn't what they were promised. I propose automating every aspect of onboarding, especially since that the majority of us work from home

What is Effective Recruitment:- Effective recruitment is more than simply finding the best candidate for the position. A quick and effective recruiting process may save money, improve a company's market and candidate reputations, and guarantee that the best talent is found, engaged, and brought into the organization. We can easily ensure the effectiveness of a candidate's recruitment. The factors that determine the effective recruitment of an organization can be summed up.

RESEARCH METHODLOGY-

The methodology section is the blue print of researcher activity and tells how the researcher has to study the people or describe social settings of respondents. We can also say that the methodology section make easy for the researcher to know the desire study and how to do it.

Research Design

A research design is the arrangement of condition for collection and analysis of data in a manner which may result in an economy in procedure. It stands for advance planning for collection of the relevant data and the techniques to be used in analysis, keeping in view the objective of the research availability of time. There are three types of research designs. They are,

- ➢ Exploratory research design.
- ➢ Conclusive research design.
  1. Descriptive research design.
  2. Causal research design.
- ➢ Performance monitoring research.
- • **Primary Data Collection:** Source of primary data:
  1. Experimentation
  2. Observation
  3. Questionnaire schedule

Primary data has been collected through structured questionnaire. The questionnaire consisted of a variety of questions that lay consistent with the objective of the research. It helps us to recognize customer attributes and assess technical features as well.

- • **Questionnaire -** The questionnaire was prepared keeping in view the objectives of study. Different questions were so arranged to know satisfaction level of customers towards services provided by company.

The questionnaire not only focused gathering information on the above-mentioned areas but also about the service suggestions to be envisaged under support, update and engage.

- • **Study Conducted-** The primary data was gathered through personal interaction. The information was gathered from the structured questionnaire. The set of replies from the respondents led to the formulation of our data analysis and findings.

- • **Simple Percentage Analysis:-** Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100- percent) for better understanding of collected data.

- • **Graphs:-** Graphical representations are used to show the results in simple form. The graphs are prepared on the basis of data that is received from the percentage analysis.

- • **Secondary Data Collection: -** Secondary data whatever have been used has been collected from the Company Website, Internet etc. The secondary data has been used in the report to obtain various statistics regarding the impact of the study. The following

  - ❑ Physical examination and measurement of final product and process.
  - ❑ Companies website and web resources.
  - ❑ Review from industry expert.
  - ❑ Various private and Government report.
  - ❑ Books
  - ❑ Journals & Magazines.

DATA INTERPRETATION AND ANALYSIS-
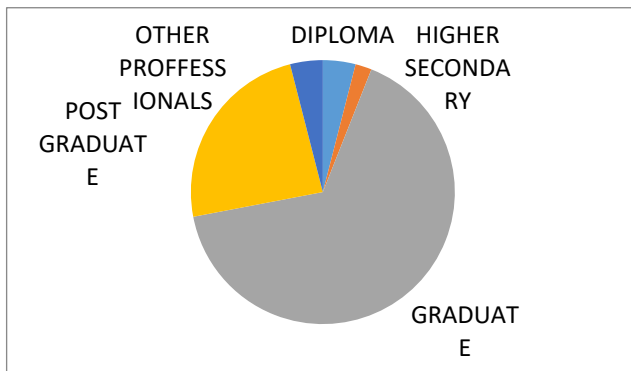
Q.1) Gender ?
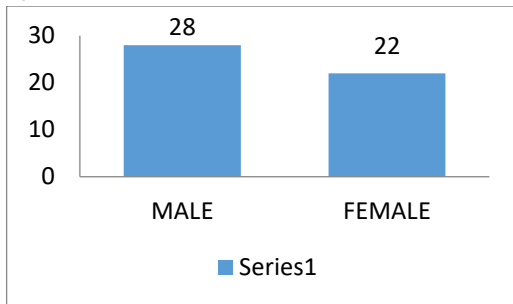
Ans:- Male or Female

Interpretation:

From the above graphical representation we see that 28 respondents (56%) were male whereas 22 respondents (44%) were female.

2)Educational Qualification ?

 - ➢ Higher secondary
 - ➢ Diploma
 - ➢ Graduate
 - ➢ Post Graduate
 - ➢ Other Professionals

Interpretation:

From the above graphical representation we see that 2 respondents (4%) were higher secondary qualified, 1 respondent (2%) was a diploma holder, 33 respondents (66%) were graduates, 12 respondents (24%) were post graduates and 2 respondents (4%) were other professionals.

### 3).What is the most effective source of selection that is performed by the HR team?

 - ➢ Written Test
 - ➢ Personal Interview
 - ➢ Telephonic Interview
 - ➢ Video Conferencing
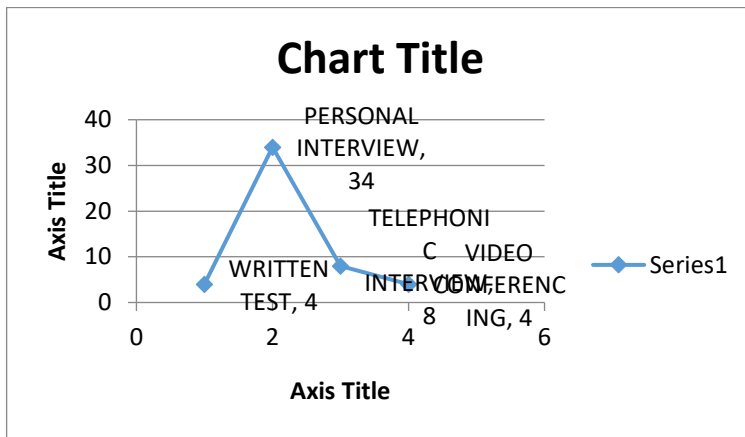
Interpretation:

From the above graphical representation we see that 4 respondents (8%) feel written test, 34 respondents (68%) feel personal interview, 8 respondents (16%) feel telephonic interview and 4 respondents (8%) feel that video conferencing is the most effective method of recruitment and selection followed by the HR team.

4).Are you in the lookout for a better prospective, if possible?

- Yes
- No
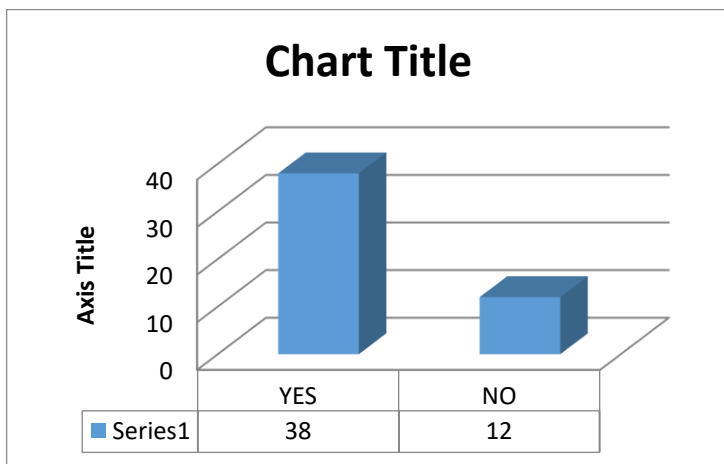
Interpretation:

From the above graphical representation we see that 38 respondents (76%) said yes and 12 respondents (24%) said no on being asked whether they were in the lookout for a better prospective, if possible.

5).Does the organization follow any specialized skill set for recruitment policy of the newly appointed candidates?
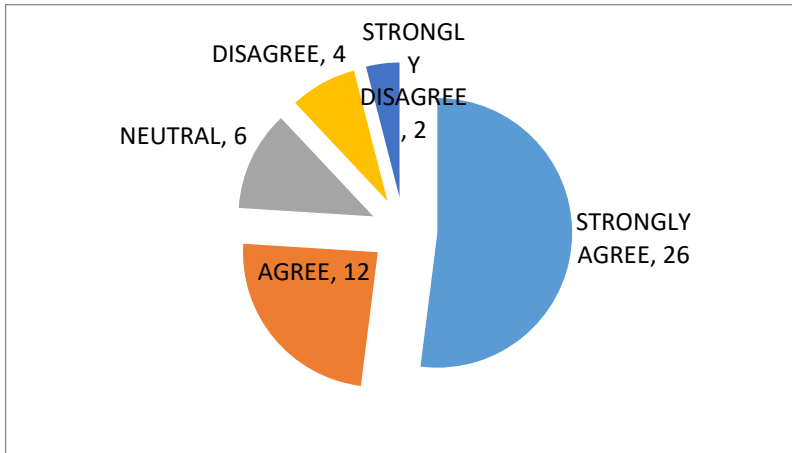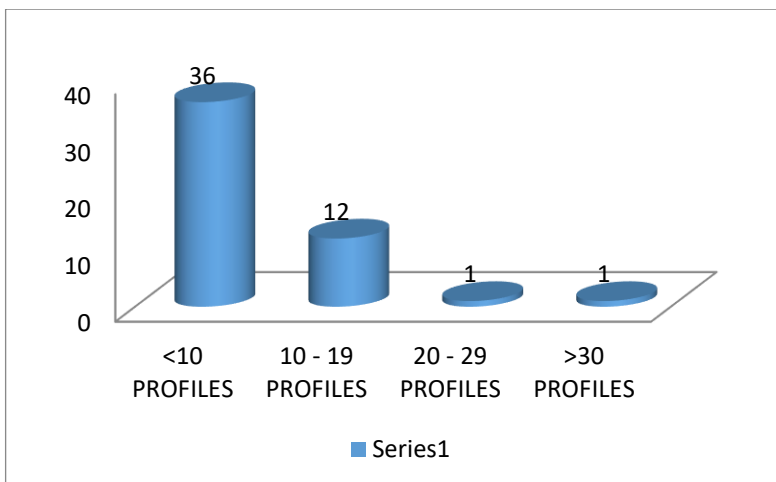

Interpretation:

From the above graphical representation we see that on being asked whether the organization follows any specialized skill set for recruitment policy of the newly appointed candidates, 26 respondents (52%) strongly agreed, 12 respondents (24%) agreed, 6 respondents (12%) were neutral in their opinion, 4 respondents (8%) disagreed while 2 respondents (4%) strongly disagreed.

6).How many candidate profiles are screened per day on an average?
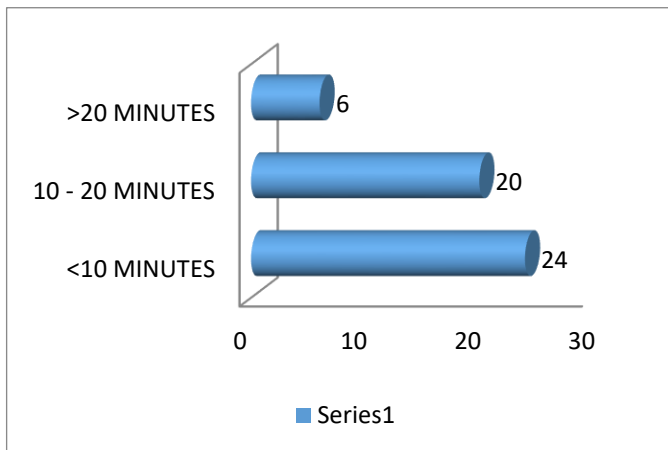
> ➤ <10
> ➤ 10-20
> ➤ 21-30
> ➤ >30

Interpretation:

From the above graphical representation we see that 36 respondents (72%) said <10 profiles, 12 respondents (24%) said 10-19 profiles while 1 respondent (2%) each said that 20-29 and >30 profiles were screened on an average in a day.

7).How much time on an average is spent for interviewing a new candidate?

➢ <10 minutes
➢ 10-20 minutes
➢ >20 minutes

Interpretation:

From the above graphical representation we see that 24 respondents (48%) said <10 minutes, 20 respondents (40%) said 10-20 minutes while 6 respondents (12%) said >20 minutes were spent on average for interview per candidate.

FINDINGS AND DISCUSSION-

- From the above graphical representation we see that 28 respondents (56%) were male whereas 22 respondents (44%) were female.
- From the above graphical representation we see that 28 respondents (56%) belonged to age 18-25 years, 10 respondents (20%) belonged to age 26-35 years, 6 respondents (12%) belonged to age 36-45 years, 4 respondents (8%) belonged to age 46-55 years and 2 respondents (4%) were above the age of 55 years.
- From the above graphical representation we see that 2 respondents (4%) were higher secondary qualified, 1 respondent (2%) was a diploma holder, 33 respondents (66%) were graduates, 12 respondents (24%) were post graduates and 2 respondents (4%) were other professionals.
- From the above graphical representation we see that 46 respondents (92%) replied yes while 4 of the respondents (8%) said no about whether there is any significant impact of the recruitment and selection channels on the organization.

CONCLUSION- The recruiting landscape is shifting, and we need to adapt our marketing methods to keep up. We can no longer pick and select from a pool of active applicants; instead, applicants choose us when they're ready. So, in any contemporary recruitment process, whatever you can do to ensure you're in the appropriate locations, increasing your credibility, and offering value to the appropriate individuals is crucial. These questions continue to linger in the minds of the management.

Following an effective procedure involving the correct recruitment channel is the only solution to these problems. It is not that only one recruitment channel is always true, sometimes a combination of >1 of the channels may be effective for the purpose of the organization.

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