

Human Resource Recruitment & Selection Process in Wipro

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Abstract - The analyses of valid responses obtained through a questionnaire that was administered to randomly selected respondents revealed that recruitment and selection criteria have significant effect on organizations performance. The more objectives the recruitment and selection criteria, the better the organization performance. Better recruitment and selection strategies results 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 identify general practices that Wipro use to recruit and select employees and, to determine how the recruitment and selection practices affect organizational outcomes.

By literature review the study emphasizes on the fact that the recruitment and selection process is integrated with other processes such as strategic plan of the company, training and development schemes, compensation rewarding/incentive system, performance appraisal, and lastly , industrial relations.

The study also focus its attention to determine how the recruitment and selection practices affect the organizational outcomes and provide some suggestions that can help. Data analysis has been done with statistical tools like tables ,graphs, pie charts, bar diagrams.

The main objective of this study is to know the employee recruitment and selection process and relation between them. Descriptive statistical analysis is used to study this paper, structured questionnaire by using liker five-point scale is used to collect the data snowball technique is used to distribute the questionnaire to know the relation between the employee recruitment and selection.

Index Terms – Recruitment, Organization, Selection, Human resource, Performance.

INTRODUCTION

Recruitment is the process in which people are offered selection in an organization. It is when prospective employees are searched for and are then encouraged to

apply for jobs within the organization. One of the most significant developments in Wipro in recent times is the increasing importance given to human resource. People are vital to organizations as they offer perspectives, values and attributes to organizational life; and when managed effectively, these human traits can be considerable benefits to Wipro.

The human resource management activities are considered one of the most important activities that have an impact on companies and among these activities we will review in our review these are related to recruitment and selection activities to try to clarify these activities more and to stop the most important practices used in recruitment processes and the selection to review through our review what came in many of the research papers Documented and published in publishing magazines and websites.

The recruitment process aims to provide the best elements with excellent qualifications and qualifications. The importance of the recruitment process to the Human Resources Department is to prevent hiring the wrong person, who may cost the organization very much.

Away from the salaries and incentives offered, the process of employing an inappropriate and effective component may cost larger losses based on the decisions and activities wrongly practiced. Therefore, this process is one of the most important processes for managing human resources and for the company as a whole. Whereas the selection process is the process that aims to select the best and most suitable donor for the job. Taking into consideration the conditions necessary in this process and adopting the principle of justice, equality and equal opportunities for all candidates, and that selection be made on the basis of merit and merit, and there must be a type of control when selecting employees, as the right person is in the right place.

Recruitment is a core function of the human resource department. It is a process that involves everything from identifying, attracting, screening, shortlisting, interviewing, selecting, hiring, and onboarding, employees.

The recruitment teams can be large or small depending on the size of an organization. However, in smaller organizations, recruitment is typically the responsibility of a recruiting manager.

Many organizations outsource their recruiting needs, while some companies of today, use recruitment software to make their recruitment process more effective and efficient.

The recruitment process involves finding the candidate with the best skills, experience, and personality, to fit the job interviews, and finally selecting and onboarding an employee to start working for the organization.

To increase the efficiency of hiring, it is recommended that the HR team of an organization follows the five best practices

1. recruitment planning
2. strategy development
3. Searching
4. Screening
5. Evaluation and control

REVIEW OF LITERATURE

According to Edwin B Flippo

Recruitment as the process for prospective employees and stimulating them to apply for the jobs in the organization.

According to Yoder.

Recruitment is a process to discover the source of manpower to meet the recruitment of the staffing schedule and to employee effective measures to attracting that manpower in adequate number to facilitate effective selection of an effective workforce.

According to Decenzo and Robbins

“Recruitment is a process of discovering the potential for actual or anticipated organizational vacancies”

According to William Werther and Keith Davis

Recruitment is a discovering of potential applicants for actual or anticipated organizational vacancies. Or from

another perspective, it can be looked at the linking activity bringing together those with job and those seeking jobs.

According to Korsten and Jones et al

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.

According to Alan Price

Human resource management in a business context, formally defines recruitment and selection as the process of retrieving and attracting able applications for the purpose of employment. He states that the process of recruitment is not a simple selection process, while it is management decision making and board planning in order to appoint the most appropriate manpower

According to Silzer et al

The process of recruitment does not cease with application of candidature and selection of appropriate candidates, but involves sustaining and retaining the employees that are selected, as stated by Silzer et al. According to the Business Dictionary Employee selection as the “process of interviewing and evaluating candidates for a specific job and selecting an individual for employment based on certain criteria.” Selection is defined as the process of differentiating between applicants in order to identify those with a greater likelihood of success in a job. Selection is basically picking an applicant from (a pool of applicants) who has the appropriate qualification and competency to do the job.

According to Taher et al

Taher et al carried out a study to critique the value added and non-value activates in a recruitment and selection process. The strategic manpower planning of a company, training and development program, performance appraisal, reward system and industrial relations, was also appropriately outlined in the study.

According to Tansley and watson

They observed that the organizational environments have become increasingly complex. Managers in those organizations face growing difficulties in coping up

with work forces as they are spread across a variety of countries, cultures and political systems. Managers can utilize information technology as a tool in general as well as in human resourcing functions in particular to increase the potential of the organization.

According to M.Smith

Selection procedure also should be in application to the modern techniques The literature says that the employers are doing the traditional method of recruiting rather than the modern technologies.

According to Grobler

Recruitment and selection involves choosing the best applicant to fill the vacant position.

OBJECTIVES

- To find out the recruitment and selection process handled in the organization
- To predict the sources of recruitment and selection process.
- To analyze the consequences in recruitment and selection process.
- To provide the suggestions for recruitment and selection process.

RESEARCH METHODOLOGY

The research conducted is descriptive and analytical. As each concept about employee satisfaction has been described it is descriptive and it is analytical because it is trying to know the level of satisfaction to analyze it and give suggestions and conclusion.

Sampling technique:

The sampling technique adopted is random sampling that is few employees are selected randomly and were interviewed to understand issues specific to the organization. This process is known as “discovery phase "is part of our standard methodology. Feedback from these interviews is incorporated in the questionnaire. The method of sampling adopted is random sampling.

Sample Size:

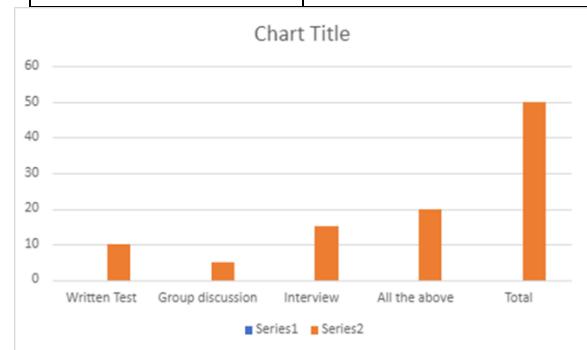
The sample size selected for the study was 50 employees and the response was obtained from all the 50 employees.

The study was conducted by personal interview with the employees . The questionnaire was distributed among the employees of the company.

DATA ANALYSIS

1Q. Analysis about the main sources of selection in wipro .

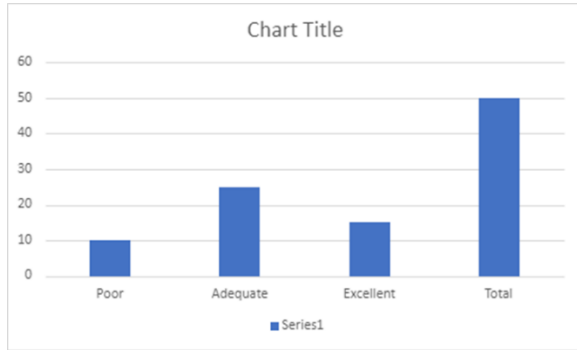
Written test	10
Group discussion	5
Interview	15
All the above	20



Interpretation:

It is observed that 10 members of the total respondents have expressed that, wipro is following written tests .5 members of the total respondents have expressed that, wipro is following group discussions,15 members of the total respondents have expressed that, wipro is following interview,20 members of the total respondents have expressed that, wipro is following all the above tests as main source of selection.

2Q. Rate how well HR finds good candidates from non-traditional sources when necessary?Poor	10
Adequate	25
Excellent	15

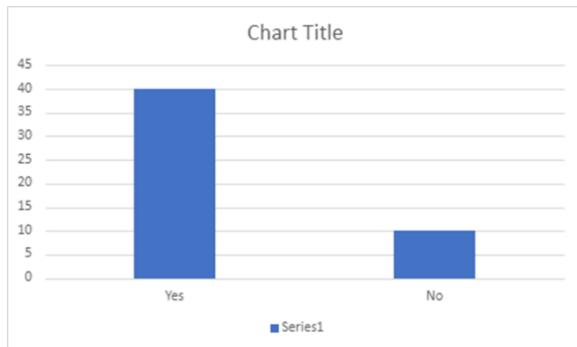


Interpretation:

It is observed that 10 members of the total respondents have expressed that HR finds good candidates from non-traditional source is poor, 25 members of the total respondents have expressed that HR finds good candidates from non-traditional source is adequate, 15 members of total respondents have expressed that HR finds goods candidates from non-traditional source is excellent.

3Q. Does Wipro clearly define the position objectives, requirements and candidate specifications in the recruitment process

yes	40
no	10



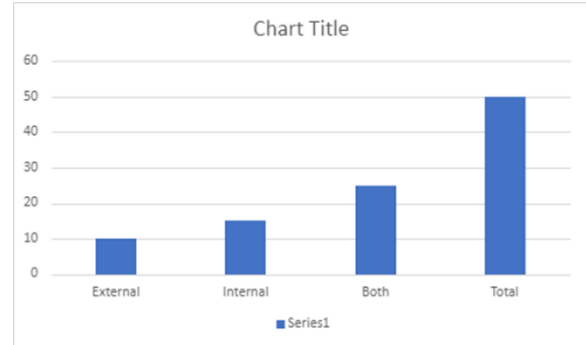
Interpretation:

It is observed that 40 members expressed that Wipro define the position objectives, requirements and candidate specifications in the recruitment process, 10 members expressed that Wipro does not define the position objectives, requirements and candidates' specification in recruitment process.

4Q. Analysis about the source of recruitment followed in the Wipro

particulars	No. of respondents
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External	10
Internal	15
Both	25
Total	50

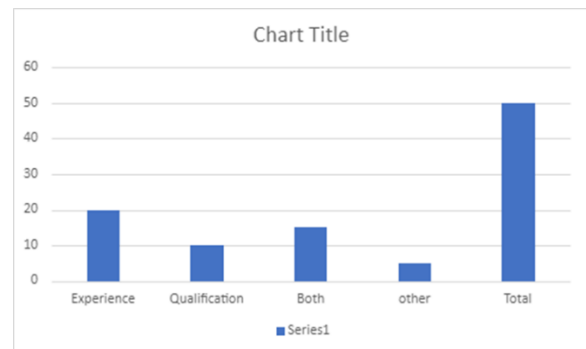


Interpretation:

From the above table and graph, it is observed that, 10 respondents have accepted that the Wipro is following external recruitment sources and 15 respondents have accepted their company is following internal recruitment sources and 25 respondents have expressed that their company is adopting both internal and external recruitment sources.

5Q. Analysis about the attributes taken in to preference for recruitment and selection procedure in Wipro

particulars	No. of respondents
Experience	20
Qualification	10
Both	15
other	5
total	50

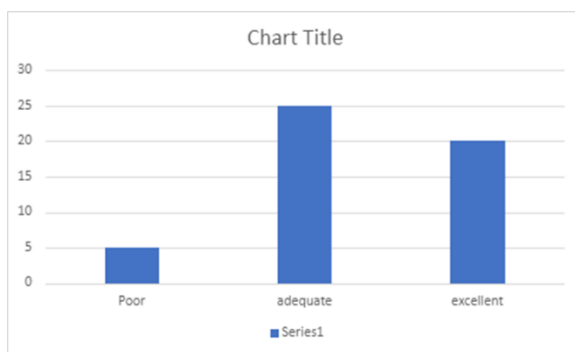


Interpretation:

It is observed that, 20 members expressed that, Wipro gives preference to experienced candidates. 10 members expressed that; Wipro gives preference to qualified candidates. 15 members expressed that, Wipro is giving preference to both experience and qualification candidates and 5 members are accepted that Wipro gives preference to other criteria.

6Q. How would you rate the Wipro HR departments performance in recruitment and selection?

Poor	5
Adequate	25
excellent	20

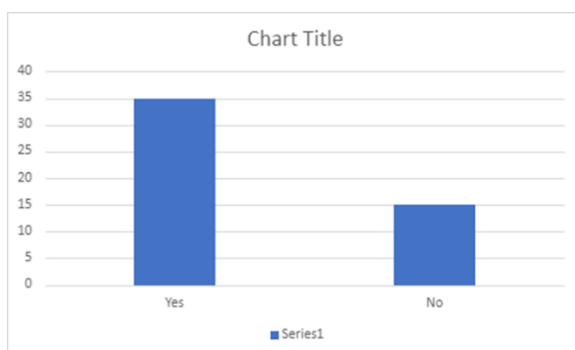


Interpretation

It is observed that 5 employees rate the HR department performance in recruitment and selection process in Wipro is poor, 25 employees rate the HR department performance in recruitment and selection process in Wipro is adequate, 20 employees rate the HR department performance in recruitment and selection process in Wipro is excellent.

7Q. Does the HR department is efficient in selection policy of the employees?

Yes	35
No	15



Interpretation:

It is observed that 35 members are satisfied with the selection policy of the employees, 15 members are not satisfied with the selection policy of the employees.

FINDINDING

- The existing recruitment process of company is good but it has some shortcomings that is being covered in recommendations and on overall the recruitment department has pressure on it.
- Using this survey, the researcher could identify the recruiting modules conducting in the organization, various factors considered for the recruitment process and the satisfaction level of the employee towards the recruiting.
- Employees are highly satisfied about the selection process and some are satisfied about the selection process.
- Employees felt preliminary interview important and some of them felt other sources are important.

SUGGESTION

- The organizations shall focus on internal recruitment too in order to promote and motivate the employees.
- Enhancing candidate experience is a good recommendation to improve recruitment and selection process.
- Well defined job posting is a good step to improve recruitment process.
- 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.

CONCLUSION

The conclusion is drawn from the study and survey of Wipro regarding the recruitment and selection process carried out there. Using this survey, the researcher could identify the recruiting modules conducted in Wipro. Further from the survey I hope Wipro will be benefited and with the help of suggestions given the organization can improve its functioning and the overall Recruitment and selection process in Wipro and its performance will increase.

Human resources are stated to be an integral part of any organization. The jobs, functions, tasks and operations can be adequately performed by proficient and skilled personnel. Therefore, within the organizational structure, it is vital to implement effective recruitment strategies and selection processes. When the members of the organization are aware of proper recruitment and selection processes, then they are able to make selection of human resources in an appropriate manner.

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