

# Recruitment And Selection Process of TCS in Distt: Mandi Himachal Pradesh

Dr. Divya Rai<sup>1</sup>, Dr. Jyoti Sondhi<sup>2</sup>, Dr. Avinash Rana<sup>3</sup>, Mr.Hemant Kapoor<sup>4</sup>, Poshali<sup>5</sup>

<sup>1,3,4</sup> *Assistant Professor in Management, Abhilashi University Mandi H.P.*

<sup>2</sup> *Associate Professor in Management, Abhilashi University Mandi H.P.*

<sup>5</sup> *Student in Management, Abhilashi University Mandi H.P.*

**Abstract-** This study is founded on the basic and real-world facts that HR staff members encounter on a daily basis, whether they are related to personal or salary worries, changes to employee contracts, or anything else pertaining to job and organizational requirements. The primary goal is to determine the standard procedures that businesses follow when hiring and choosing staff members. Organizational outcomes are enhanced by more effective recruitment and selection practices. In order to shed light on the recruitment and selection process, a study paper titled "Recruitment and Selection" was developed. The main objective of this paper is to identify general practices that organizations use to recruit and select employees. 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 to offer the greatest research and information available on the many recruitment and selection practices used by companies, as well as to examine their expectations and the results of those practices. Findings from the questionnaire's comments are derived from primary and secondary research. This research study incorporates my own investigations and findings from earlier and main reports as well as input from the organization's HR staff. Finding the best candidate for an organization is the representation of this practice. In addition to implementing the newest technology, taking into account the expatriate factor would result in an efficient method of recruitment practices that would find the right candidate for the right job and, consequently, create a healthier work environment. Highlighting the significance of various recruitment practices results in the selection of the right person in the right job, which enhances a healthier working environment in organizations, in turn rendering high quality products and services to the society Employee recommendations are regarded by current employees as one of the most trustworthy sources for hiring new staff. The cost-benefit ratio is always taken into account by the company.

**Keywords:** Recruitment, selection, hiring, performance.

## I. INTRODUCTION

To better comprehend the intricacy of such a situation, an analysis of HRM necessitates the definition of some sort of generic conceptual framework. Therefore, rather than using specially designed instruments HRM activities in businesses can be viewed as a synthesis of foreign methodologies and techniques. This was previously an illustration of the both advantages and disadvantages of the nation's pragmatism. It is necessary to examine the personnel function's operations as well as the many organizational structures that support it. Over time, the personnel function has evolved and followed a specific "chronology," which can be explained by internal conflicts that management must address as well as external limitations that affect a business. Regardless of whether you want to work for a company or independently, you must observe how HR departments are used by businesses to find, hire, and manage their most valuable asset—people, or employees. Businesses need to plan for their human resources if they want to accomplish their goals. Capabilities to enable them to have the appropriate amount of workers with the appropriate training and credentials to satisfy the demands of the company, To create a study based on the knowledge that people chosen or hired using both conventional and innovative techniques are suitable for the company and the analysis of the HRM group that takes on the duty of completing this assignment. The primary goal of research is to analyze the organization's financial gains and losses from hiring and selecting personnel as well as the results that have been obtained for the organization. Finding the primary flaws in the hiring and selection procedures used by the HRM division of any company is the goal of the study. The primary goal was to collect data regarding my previously mentioned study project and identify the most effective solutions. Targeting

the organization and obtaining the necessary data and information pertaining to the hiring and selection processes completed questionnaires and conducted interviews to collect enough data for my study. The research's other goal was to identify any unfavorable or unsolved situations that might arise in the department alone because the hiring and selection processes did not meet the organization's standards, but the work is still being done. The purpose and goal of the study are explained and analyzed in detail. A vital, intricate, and dynamic aspect of handling human resources in businesses is the hiring and selecting procedure. More importantly, individuals who are responsible for choosing the chosen candidate should have enough information to support their decisions. Over the past century, it has drawn the interest of researchers and practitioners alike because of the aforementioned characteristics, leading to efforts to continuously improve and research into best practices in the interview and selection processes. The selection process can be studied, analyzed, and understood from a variety of angles. Among them are: Research to examine the relationship between the chosen candidate and their performance rate on the job, as well as the effectiveness of using technology to aid in the selection process. While these studies have contributed to the body of knowledge in understanding the selection process to greater depths, not much research or practical headway has been made with regards to establishing a common measurable and objective interview structure focusing on standardised constructs and consistent labelling. Nonetheless, researchers have identified this knowledge gap in theory and practise and have recommended immediate further research on this front. Effective human resource management should determine the organization's human resource needs. The hiring or acquisition process begins as soon as the needs are determined. Finding suitable applicants for current or planned organizational positions is known as recruitment or to put it another way, it is a connecting activity that brings together job seekers and those who have positions to fill. A successful hiring campaign will draw in a lot of competent candidates who will accept an offer of employment. Additionally, it should offer information that allows unqualified candidates to remove themselves from consideration for the position; in other words, a successful hiring program should draw in qualified candidates rather than unqualified ones. The cost of screening unqualified

candidates will be reduced thanks to these two goals.

## II. OBJECTIVES OF THE STUDY

1. To understand the recruitment and selection process at TCS, Mandi.
2. To examine the key steps required to ensure that the right person is assigned to the right role.
3. To study the satisfaction levels of employees at TCS.

## III. SCOPE OF THE STUDY

All of the actions taken to draw in, find, and hire competent people to fill the organization's labor shortage are included in the recruitment and selection process. This procedure is applicable to full-time, contract, internship, and part-time positions in all departments. To ascertain present and future employment requirements, the process starts with workforce planning and job analysis. Job descriptions are then revised or established to reflect the necessary responsibilities, experience, and skills. Internal job postings, external job boards, social media, recruiting firms, employee recommendations, and campus placements are some of the sources of hiring.

## IV. RESEARCH METHODOLOGY

Research methodology is the systematic approach used to collect, analyze, and interpret data to answer a research question or solve a problem.

### RESEARCH DESIGN

The type of research design used in the Descriptive research because it helps to describe the particular situation prevailing in private university with special reference with Dist. Mandi in Himachal Pradesh.

## V. METHOD OF DATA COLLECTION

### PRIMARY DATA

Primary data refers to the pure and the fresh data which are collected for the first time. The primary data are collected from the Interview Schedule for this study.

### SAMPLE UNIT

The sample unit for the study is the employees of TCS with special reference with Dist. Mandi in Himachal Pradesh

**SAMPLE SIZE**

The sample size of the study is 100.

**TOOLS FOR DATA ANALYSIS**

The tools used for Data Analysis is Percentage Analysis.

**DATA ANALYSIS**

The descriptive and statistical analysis of the primary data collected from the staff. Statistical methods are used to validate the study's concepts and draw results. Percentage analysis is a simple

statistical method for evaluating and analyzing primary data. It is interested in the proportion of the general population chosen for the study that answers a questionnaire. It is a straightforward kind of analysis that helps the researcher draw conclusions from the study. It is typically applied to the data in order to get quantitative results. The percentage of employees who met the demographic profile of those who participated in the survey on different aspects of service quality dimensions was ascertained in this study using proportion analysis.

Table 1: Demographic Profile of the Respondents

Profile	Variable	Count	Column N %
Age	20-30	63	91.8%
	30-40	6	4.9%
	40-50	2	3.3%
Gender	Male	36	36%
	Female	64	64%
Qualification	+2	24	24%
	Graduation	66	66%
	Post Graduation	10	10%

INTERPRETATION: The demographic data reveals that the majority of respondents are young adults aged 20–30 (91.8%), with a higher proportion of females (64%) compared to males (36%). Most participants are graduates (66%), while 24% have

completed higher secondary education and 10% hold postgraduate degrees. Overall, the sample is largely composed of well-educated young females, suggesting insights drawn may reflect the views and experiences of early-career individuals or students.

Table 2: Employee Engagement

Organization affirmative action needs clarified and supported in the selection process.	Poor	Adequate	Excellent
	48	18	5
	67.6%	25.4%	7%
How well HR finds good candidates from nontraditional sources when necessary	5	50	18
	6.8%	24.7%	68.5%
	4	26	43
Rate the effectiveness of the interviewing process and other selection instruments, such as testing	5.5%	35.6%	58.9%

INTERPRETATION: The data indicates that affirmative action in the selection process is a concern, with 67.6% of respondents rating it as poor, suggesting a need for clearer and stronger implementation. In contrast, the ability of HR to find good candidates from nontraditional sources is viewed positively, with 68.5% rating it as excellent, indicating effectiveness in broadening recruitment

channels. Additionally, the interviewing and selection tools are generally seen as effective, with 58.9% rating them excellent and only 5.5% rating them poor. Overall, while the selection tools and sourcing strategies are strong, there is a clear need to improve and clarify affirmative action efforts in the hiring process

Table 3: Employee Engagement

Does the organization clearly define the position objective, recruitment and candidate specification in the recruitment process	Yes	No
	66	6
	90.2%	8.3%
Is the organization doing timeliness recruitment and selection process	67	3
	95.7%	4.3%

Does hr provide an adequate pool of quality applicants	61	9
	87.1%	12.9%
Does the hr team act as a consultant to enhance the quality of the applicant prescreening process	62	10
	86.1%	13.9%
Does hr train hiring employees to make the best hiring decision	60	12
	83.3%	16.7%
Does the hr department is efficient in selection policy of the employee	5	68
	6.8%	93.2%

INTERPRETATION: The data indicates that the organization performs well in defining job roles, timely recruitment, and providing quality applicants, with over 85% of respondents expressing satisfaction in these areas. HR is also seen as supportive in prescreening and training hiring managers. However, a major concern lies in the efficiency of the selection policy, where 93.2% rated it as poor. This highlights the need for the organization to focus on improving its selection policy to align with the strengths in other areas of the recruitment process.

#### VI. CONCLUSION

The data analysis indicates that the respondent group primarily comprises young, well-educated individuals who are relatively new to the organization. A majority of the respondents are female, and most hold at least a graduate-level qualification. There is a notably positive perception of the recruitment process, along with overall satisfaction with the organization’s practices and systems. Performance-related elements generally received high ratings, frequently described as "Excellent." However, one particular system or process stood out for its low evaluation by most respondents, highlighting an area that requires immediate review and improvement. In summary, the findings reflect a generally satisfied workforce, but they also underscore the importance of addressing specific shortcomings. Targeted enhancements in the underperforming areas could further improve employee satisfaction and organizational effectiveness.

#### REFERENCES

[1] Kamran, A., Dawood, J., & Hilal, S. B. (2015). Analysis of the recruitment and selection process. In *Proceedings of the ninth international conference on management science and engineering management* (pp. 1357-1375). Springer Berlin Heidelberg.

[2] Kanagavalli, G., Seethalakshmi, R., & Sowdamini, T. (2019). A systematic review of literature on recruitment and selection process. *Humanities & Social Sciences Reviews*, 7(2), 01-09.

[3] Kumar, S., & Gupta, A. K. (2014). A study on recruitment & selection process with reference. *Int J Res*, 1, 1661-1666.

[4] Kumari, N., & Malhotra, R. (2013). A Study of the Recruitment and Selection process: SMC Global. *ZENITH International Journal of Multidisciplinary Research*, 3(2), 244-254.

[5] Rozario, S. D., Venkatraman, S., & Abbas, A. (2019). Challenges in recruitment and selection process: An empirical study. *Challenges*, 10(2), 35.

[6] Shih, H. S., Huang, L. C., & Shyr, H. J. (2005). Recruitment and selection processes through an effective GDSS. *Computers & Mathematics with Applications*, 50(10-12), 1543-1558.

[7] Thebe, T. P., & Van der Waldt, G. (2014). A recruitment and selection process model. *Administratio Publica*, 22(3), 6-29.