

A STUDY ON RECRUITMENT AND IT'S CHALLENGES WITH REFERENCE OF SOPRA STERIA

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

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40740218



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

Accredited with Grade "A" by NAAC

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119

APRIL - 2023



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY
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DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of MRITHUL J (40740218) who carried out the Project Training at "SOPRA STERIA" under our supervision for a period of 3 months from January 2023 to March 2023.

DR. MATHAN
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DECLARATION

MRITHUL J (40740218) hereby declare that the Project work done by me under the guidance of DR.MATHAN (Internal) and (External) at SOPRA STERIA , is submitted in partial fulfillment of the requirements for the award of Bachelor of Commerce.

DATE: 29.04.2023

A handwritten signature in black ink that reads "Mrithul". The signature is written in a cursive style with a large initial 'M'.

PLACE:

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of SATHYABAMA for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my thanks to Dr.G. Bhuvaneswari, MBA., Ph.D., Dean, School of Management Studies and Dr. A. Palani, M.Com., M.Phil., M.B.A., Ph.D., Head of the School of management studies, Sathyabama Institute of Science and Technology, Chennai for providing me necessary support and details at the right time during the progressive reviews.

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I wish to express my thanks to all Teaching and Non-teaching staff members of the Department of Business Administration who were helpful in many ways for the completion of the project.

MRITHUL J

ABSTRACT

The study is undergone at SOPRA STERIA. it enhance the knowledge of the student , which can be practically applied in the further course of action . This internship report contains four chapters in the following order: information about the organization, Management of the internship exercise, Findings/Observations during internship, Conclusions, Recommendations and way forward of the internship attachment.

The Human Resource Department is the most important asset of an organization. The success and failure of an organization largely depends on the caliber of the employees working in without a positive and creative contribution from the employee, an organization can't not progress and prosper.

In order to achieve the goals of an organization, therefore we need to recruit people with requisite skills, qualification and experience. While, doing so we have to keep the present as well as the future requirement of the organization in mind. Recruitment is define as a process to discover the sources of manpower to meet the requirement of staffing schedule and to employ effective measure for attracting that manpower in adequate numbers to facilitate effective selection of an efficient workforce. In order to attract people, an organization communicates the positions in such a way that job seekers respond. To be cost effective, the recruitment process should attract qualified applicants.

Recruiters work on resumes by actively soliciting qualified individuals for positions. A recruiter's job includes reviewing candidates job experiences, negotiating salaries and placing candidates in agreeable employment positions. Recruiters typically receive a fee from client side.

My research project deals with recruitments and its challenges carried out in Sopra Stereia which is an IT company. During the execution of project and research I have studied and evaluated the sourcing and recruitment process which was practical in the organization. This exposure gave me opportunity to have an insight to their practical application. I was working under the guidance of HR and was assisting her with the work.

It was a great experience for me to learn and get a real experience of working in a corporate environment. I learnt the following skills during field attachment , recruitment basics , how to use job portals, sourcing candidate through job portal , introduction about HR operations , candidate onboarding , how to use ESIC and EPF web portal , PF portal and ESIC portals workings

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CHAPTER 1

INTRODUCTION

HUMAN RESOURCES DEPARTMENT

THE RECRUITING PROCESS

The process of recruiting is a creative one, as it involves using both traditional and non-traditional resources and a network of established contacts to identify and attract talent. Resources often include community networking events, job fairs, online sources, career fairs, and advertising/marketing programs. Recruiting may also involve headhunting, a term used to describe finding candidates who are currently employed and convincing them to change employers. The process of headhunting is usually reserved for recruiter seeking to fill professional and executive-level positions.

However, a recruiter's role does not end with the discovery of potential candidates. In fact, these HR professionals must then engage in a number of subsequent activities:

- **Candidate Screening:** Recruiter are responsible for screening resumes to determine which candidates meet the minimum requirement. Recruiters then move chosen candidates on to the next step in the hiring process.
- **Interviewing:** In some organization, recruiters are responsible for conducting initial interviews, which are then used to narrow the number of potential candidates who will be interviewed by the hiring manager. Often times, recruiters will set up interview appointment between the chosen candidates and the hiring manager.
- **Reference and Background Checks:** After interviews have taken place and the hiring manager expresses an interest to hire a candidate, the recruiter is often called upon to coordinate the reference and background checks. Recruiters are often responsible for conducting reference checks by verifying employment information and contacting the professional and personal contacts provided by the candidate.

STEPS INVOLVED IN RECRUITMENT:

- Step 1: Identify the hiring needs
- Step 2: Prepare job descriptions
- Step 3: Devise your recruitment strategy
- Step 4: Screen and shortlist candidates
- Step 5: Interview Process
- Step 6: Make the offer
- Step 7: Employee Onboarding

1.2 COMPANY PROFILE

Sopra Steria

Sopra Steria, a European leader in the field of technology, renowned for its consulting, digital services and software development, helps its clients drive their digital transformation and obtain tangible and sustainable benefits. It provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a fully collaborative approach.

SECTORS IN WHICH SOPRA STERIA WORKS

- Financial Services
- Defence and Security
- Energy and utilities
- Telecommunication
- Media
- Entertainment
- Insurance
- Aerospace
- Retail
- Transport
- Public sectors



Fig 1.1

1.3 NEEDS OF THE STUDY:

The primary aim of a recruitment and selection policy is to ensure a transparent and fair hiring process that can assist the HR personnel to select the right candidate on the basis of merit and relevance with the job.

1.4 STATEMENT OF PROBLEM

PROBLEM IDENTIFICATION:

the problem identification of this research is how the company faces various challenges in the aspect of recruitment as there would be a lot of miscreants who would try to forge the system in many different ways.

1.4.1 Attracting the right candidates

If you've ever tried to discover the right candidate in a pool full of unqualified talent, you'll know that your options are limited. You'll choose the best person you can find at the time—not the best fit for the job. But it's not always about the number of candidates who apply; the best way to hire the right people is often from a smaller pipeline of more qualified talent.

1.4.2 Engaging qualified candidates

Good candidates are often contacted regularly by recruiters, making it harder for your own email to stand out. In addition, candidates with hard-to-find skills are often considering several job offers at the same time. You need to put extra effort into persuading passive candidates to choose your company over your competitors.

1.4.3 Hiring fast

Hiring teams want to hire as fast as possible, because vacant positions cost money and delay operations. Yet, depending on your industry, making a hire can take several months putting pressure on recruiters and frustrating hiring teams. A long time to hire may be a byproduct of a shortage of qualified candidates. The hiring process may be too long or hiring teams might struggle to reach a consensus, resulting in the best candidates finding jobs elsewhere.

1.5 OBJECTIVES OF STUDY

- To ensure high-quality candidates who are culturally fit and work toward shared organizational goals and vision.
- To analyse and determine the most efficient candidates fit for the job title.
- To determine the required recruitment criteria for the company.

1.6 SCOPE OF STUDY:

- Dealing with the excess or shortage of resources
- Preparing the recruitment policy for different categories of employment
- Analysing the recruitment policies, processes, and procedures of the organisation
- Identifying the areas, where there could be a scope of improvement
- Streamlining the hiring process with suitable recommendation
- Choosing the best suitable process of recruitment for effective hiring of resources

7. LIMITATIONS OF THE STUDY

- Formulation of research aims and objectives.
- Implementation of data collection method
- Sample size
- Lack of previous studies in the research area
- Scope of discussion

CHAPTER 2

2.1 REVIEW OF LITERATURE

1) Work by Korsten (2003) and Jones et al. (2006):

According to 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 based on the levels of recruitment policies, job postings and details, advertising, job application and interviewing process, assessment, decision making, formal selection and training (Korsten 2003).

Jones et al. (2006) suggested that examples of recruitment policies in the healthcare, business or industrial sector may offer insights into the processes involved in establishing recruitment policies and defining managerial objectives.

Successful recruitment techniques involve an incisive analysis of the job, the labour market scenario/ conditions and interviews, and psychometric tests in order to find out the potentialities of job seekers. Furthermore, small and medium sized enterprises lay their hands on interviews and assessment with main concern related to job analysis, emotional intelligence in inexperienced job seekers, and corporate social responsibility. Other approaches to selection outlined by Jones et al. (2006) include several types of interviews, role play, group discussions and group tasks, and so on.

Any management process revolves around recruitment and failure in recruitment may lead to difficulties and unwanted barriers for any company, including untoward effects on its profitability and inappropriate degrees of staffing or employee skills (Jones et al. 2006). In addition, insufficient recruitment may result into lack of labour or hindrances in management decision making, and the overall recruitment process can itself be advanced and amended by complying with management theories. According to these theories, the recruitment process can be largely enhanced by means of Rodgers seven point plan, Munro-Frasers five-fold grading system, personal interviews, as well as psychological tests (Jones et al. 2006). According to **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 based on the levels of recruitment policies, job postings and details, advertising, job application and interviewing process, assessment, decision making, formal selection and training (Korsten 2003).

2) Work by Alan Price (2007):

Price (2007), in his work 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 needs management decision making and broad planning in order to appoint the most appropriate manpower. There existing competition among business enterprises for recruiting the most potential workers in on the pathway towards creating innovations, with management decision making and employers attempting to hire only the best applicants who would be the best fit for the corporate culture and ethics specific to the company (Price 2007). This would reflect the fact that the management would particularly shortlist able candidates who are well equipped with the requirements of the position they are applying for, including team work. Since possessing qualities of being a team player would be essential in any management position (Price 2007).

3) Work by Hiltrop (1996):

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 manager 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 lastly, personnel planning are the most essential practices (Hiltrop 1999). As a matter of fact, the primary role of HR is to develop, control, manage, incite, and achieve the commitment of the employees. The findings of Hiltrop's (1996) work also showed that selectively hiring has a positive impact on organizational performance, and in turn provides a substantial practical insight for executives and officials involved. Furthermore, staffing and selection remains to be an area of substantial interest. With recruitment and selection

techniques for efficient hiring decisions, high performing companies are most likely to spend more time in giving training particularly on communication and team-work skills (Hiltrop 1999). Moreover the finding that there is a positive connection existing between firm performances and training is coherent with the human capital standpoint. Hence, Hiltrop (1996) suggests the managers need to develop HR practices that are more focused on training in order to achieve competitive benefits.

4) Work by Jackson et al. (2009) and Bratton and Gold (1999):

As discussed by Jackson et al. (2009), Human resource management approaches in any business organization are developed to meet corporate objectives and materialization of strategic plans via training and development of personnel to attain the ultimate goal of improving organizational performance as well as profits. The nature of recruitment and selection for a company that is pursuing HRM approach is influenced by the state of the labour market and their strength within it. Furthermore, it is necessary for such companies to monitor how the state of labour market connects with potential recruits via the projection of an image which will have an effect on and reinforce applicant expectations. Work of Bratton & Gold (1999) suggest that organizations are now developing models of the kind of employees they desire to recruit, and to recognize how far applicants correspond to their models by means of reliable and valid techniques of selection. Nonetheless, the researchers have also seen that such models, largely derived from competency frameworks, foster strength in companies by generating the appropriate knowledge against which the job seekers can be assessed. However, recruitment and selection are also the initial stages of a dialogue among applications and the company that shapes the employment relationship (Bratton & Gold 1999). This relationship being the essence of a company's manpower development, failure to acknowledge the importance of determining expectation during recruitment and selection can lead to the loss of high quality job seekers and take the initial stage of the employment relationship so down as to make the accomplishment of desirable HRM outcomes extremely difficult. In the opinion of Bratton and Gold (1999), recruitment and selection practices are

essential characteristics of a dialogue driven by the idea of “front-end” loading processes to develop the social relationship among applicants and an organization. In this relationship, both parties make decisions throughout the recruitment and selection and it would be crucial for a company to realize that high-quality job seekers, pulled by their view of the organization, might be lost at any level unless applications are provided for realistic organization as well as work description. In view of Jackson et al. (2009) and Bratton & Gold (1999) applicants have a specific view of expectations about how the company is going to treat them; recruitment and selection acts as an opportunity to clarify this view. Furthermore, one technique of developing the view, suggested by Bratton and Gold (1999), are realistic job previews or RJPs that may take the form of case studies of employees and their overall work and experiences, the opportunity to “cover” someone at work, job samples and videos. The main objective of RJPs is to allow for the expectations of job seekers to become more realistic and practical. RJPs tend to lower initial expectations regarding work and a company, thereby causing some applications to select themselves; however RJPs also increase the degree of organization commitment, job satisfaction, employee performance, appraisal and job survival among job seekers who can continue into employment (Bratton & Gold 1999) Jackson et al. (2009).

5) Work by Silzer et al (2010):

However, the process of recruitment does not cease with application of candidature and selection of the appropriate candidates, but involves sustaining and retaining the employees that are selected, as stated by Silzer et al. (2010). Work of Silzer et al. (2010) was largely concerned with Talent management, and through their work they were successful in resolving issues like whether or not talent is something one can be born with or is it something that can be acquired through development. According to Silzer et al (2010), that was a core challenge in designing talent systems, facing the organization and among the senior management. The only solution to resolve the concern of attaining efficient talent management was by adopting fully-executable recruitment techniques. Regardless of a well-drawn practical plan on recruitment and selection as well as involvement of highly qualified management team, companies following recruitment processes may face significant obstacles in implementation. As such, theories of HRM can give insights in the most effective approaches to recruitment even though companies will have to employ their in house management skills for applying generic theories across particular organizational contexts. Work conducted by Silzer et al

(2010) described that the primary objective of successful talent strategies is to create both a case as well as a blueprint for developing the talent strategies within a dynamic and highly intensive economy wherein acquisition, deployment and preservation of human capital-talent that matter,, shapes the competitive advantages and success of many companies (Silzer et al. 2010).

6) Work by Taher et al. (2000):

Toward that end Taher et al. (2000) carried out a study to critique the value-added and non-value activities in a recruitment and selection process. The strategic manpower planning of a company, training and development programme, performance appraisal, reward system and industrial relations, was also appropriately outlined in the study. This study was based on the fact that efficient HR planning is an essence of organization success, which flows naturally into employee recruitment and selection (Taher et al. 2000). Therefore, demand rather than supply must be the prime focus of the recruitment and selection process and a greater emphasis must be put on planning, supervising and control rather than mediation. Extending this principle, a realistic approach to recruitment and selection process was demonstrated, and the study found that an organization is efficient only when the value it commands exceeds the price involved in determining the process of decision making or product. In other words, value-added and non-value added activities associated with a company's recruitment and selection process impacts its role in creating motivated and skilled workforce in the country (Taher et al. 2000). Thus, the study identified the waiting time, inspection time and filing time as non value added tasks and the cost of advertisement as the only value added activity in the overall process. Taher et al. (2000) investigated the recruitment and selection section of Bangladesh Open University. It was found that whenever the recruitment and selection department of BOU received a recruitment request of new applicants from other sections, the officials failed to instantly advertise the vacancy in various media. The university had to follow some long sequential steps prior to doing so. After the vacancy is publicly advertised, what followed were the bureaucratic formalities and complications together with inspection and supervision by two departments thereby causing unnecessary waiting in the recruitment and selection process that eventually increases the cost of recruitment by keeping the organization's image at stake. The study also witnessed some amount of repetition taking place at every step of recruitment where the applications of applicants circulating around too

many departments for verifications. This repetitive work tends to engage unnecessary persons for a single task that results in unnecessary delay in the decision and unjust wastage of manpower.

After careful consideration of similar problems in the BOU, Taher et al. (2006) recommended for amending the recruitment process by stating that firstly processes like job analysis and searching internal and external sources must be followed by direct advertisement of the post as the HR's own responsibility, and not by any intermediate officials. This will eliminate the non-value activities. Secondly, Taher et al (2000) suggested a 'system' to be introduced to ease the respective department to study the shortlisted candidates, which can be done only by the request of the HR department. A medical assistance must be sought by BOU in regards to the physical or mental abilities of applicants for the job function as well as their workers compensation and risk. A procedure needs to be devised pertaining to the privacy and confidentiality of medical reports. Thus, this privacy and decrease in non-value added activity of the medical exam can be sustained effectively by testing the applicants via contracted medical advisors, or in-house doctors. Use of a computer based HR system should be installed in BOU to manage the pool of information about employees and to make the organization to take just-in-time HR recruitment and selection decisions.

CHAPTER 3

RESEARCH METHODOLOGY

INTRODUCTION

Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives. It encompasses what data they're going to collect and where from, as well as how it's being collected and analysed

Types of research methodology :

- Qualitative research
- Quantitative research.

3.1 RESEARCH DESIGN

Research design is the framework of research methods and techniques chosen by a researcher to conduct a study. The design allows researchers to sharpen the research methods suitable for the subject matter and set up their studies for success.

3.2 SOURCE OF DATA

Primary data :

Questionnaire is used as the primary data collection tool and respondents were chosen on convenient basis. The questionnaire was designed to the objectives of the study.

Secondary data :

It is a data which is already collected or exists in the organization in the form of past records, websites and related journals and the data was collected from websites , google and other related records.

3.3 SAMPLE SIZE

- ❖ Sample size is a count the of individual samples or observations in any statistical setting, such as a scientific experiment or a public opinion survey. Though a relatively straightforward concept, choice of sample size is a critical determination for a project. Too small a sample yields unreliable results, while an overly large sample demands a good deal of time and resources.
- ❖ And for this study , I have collected 102 respondents from the candidates one who concerned INTERGRATED PERSONNEL SERVICES Ltd.

3.4 SAMPLING TECHNIQUE

I have used the convenience sampling in non-probability sampling technique for this study.

NON PROBABILITY SAMPLING

Non-probability sampling is a method of selecting units from a population using a subjective (i.e. non-random) method. Since non-probability sampling does not require a complete survey frame, it is a fast, easy and inexpensive way of obtaining data.

Judgemental/ Purposive sampling

This type of sampling, also known as judgement sampling, involves the researcher using their expertise to select a sample that is most useful to the purposes of the research.

It is often used in qualitative research, where the researcher wants to gain detailed knowledge about a specific phenomenon rather than make statistical inferences, or where the population is very small and specific. An effective purposive sample must have clear criteria and rationale for inclusion. Example You want to know more about the opinions and experiences of disabled students at your

university, so you purposefully select a number of students with different support needs in order to gather a varied range of data on their experiences with student services.

3.5 PERIOD OF STUDY

The period of study is from January 2023 to march 2023.

3.6 ANALYTICAL TOOL

Data analysis tools help researchers make sense of the data collected. It enables them to report results and make interpretations. How the data is analyzed depends on the goals of the project and the type of data collected. Some studies focus on qualitative data, others on quantitative data, and many on both. The Analytical Tool collection includes examples in these areas, as well as special types of analytical tool used for data specific applications and data visualizations. Quantitative and Qualitative methods both use deductive, inductive, and adductive processes to understand a process or phenomenon, just in different ways using different data.

And for this study, I have used the pie chart.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

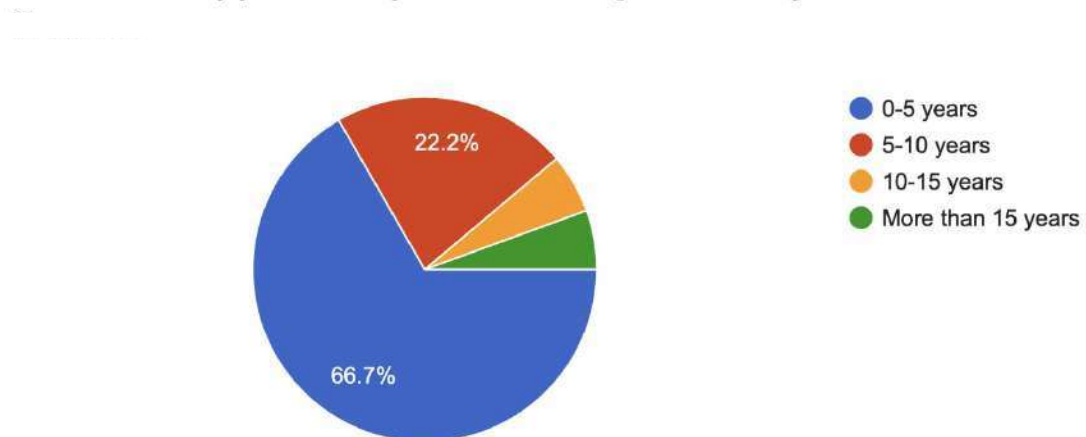
4.1 PERCENTAGE ANALYSIS

The process of data analysis helps in gaining insight from data. It is the process of inspecting, narrowing, transforming, and modelling data from a huge amount of information or data. The percentage is one of the essential components of data analysis, which helps find a value from a huge amount of data and information.

4.1.1 Table showing experience wise classification of respondents

S.NO	AGE	FREQUENCY	PERCENTAGE%
1	0-5	67	66.7%
2	5-10	23	22.2%
3	10-15	6	5.6%
4	15	6	5.6%
	TOTAL	102	100%

Since how many years have you been working with this organization?



4.1.1 Chart showing experience wise classification of respondents

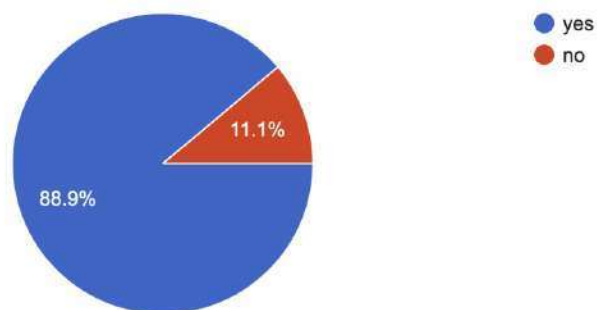
INTERPRETATION

The above table 1.1 Represents the demographic variable of experience of the employees, and most of the respondent(users) ranked from 0-5 years and least is 10-15 & 15+.

4.1.2 Table showing clarity of respondents over position objectives, requirements and candidate specifications in the recruitment process

S.NO	OPINIONS	PERCENTAGE%
1	YES	88.9%
2	NO	11.1%
	TOTAL	100%

Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process ?



4.1.2 Table showing clarity of respondents over position objectives, requirements and candidate specifications in the recruitment process

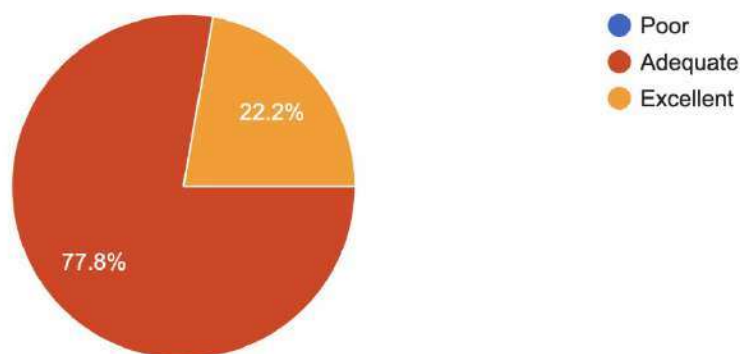
INTERPRETATION

The above table 1.2 represents the percentage of candidates agreeing and disagreeing with the position objectives, requirements and candidate specifications in the recruitment process being well defined . It shows that people are very well informed on the topics.

4.1.3 Table showing the clarity of respondents over organisation's affirmative needs in the selection process.

S.NO	RESPONSES	FREQUENCY	PERCENTAGE%
1	POOR	0	0%
2	ADEQUATE	78	77.8%
3	EXCELLENT	24	22.2%
	TOTAL	100	100%

How well are the organization's affirmative action needs clarified and supported in the selection process?



4.1.3 Chart showing the clarity of respondents over organisation's affirmative needs in the selection process.

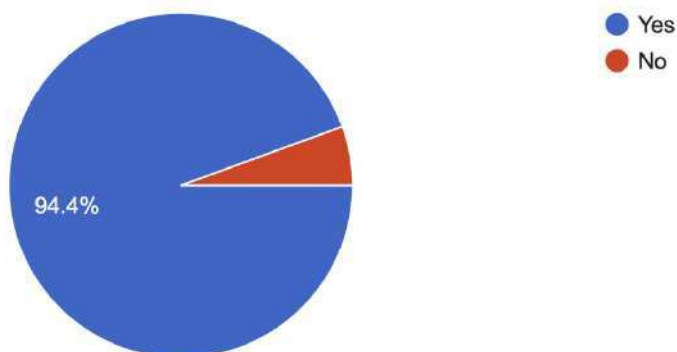
INTERPRETATION

The above table 1.3 represents the percentage of candidates sharing their views on organisation's affirmative action needs clarified and supported in the selection process. It shows that people are very well informed on the topics.

4.1.4 Table showing the organisation doing timeliness recruitment and selection process

S.NO	OPINIONS	PERCENTAGE%
1	YES	94.4%
2	NO	5.6%
	TOTAL	100%

Is the organization doing timeliness recruitment and Selection process.



4.1.4 Chart showing the organisation doing timeliness recruitment and selection process

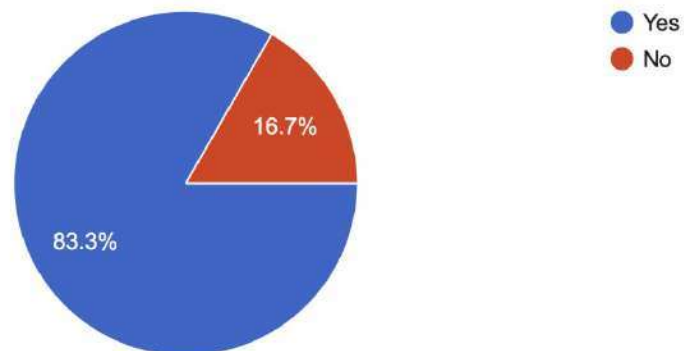
INTERPRETATION

The above table 1.4 represents the percentage of candidates agreeing and disagreeing with if the organisation is doing timeliness recruitment and selection processes. It shows that people are agreeing with the most.

4.1.5 Table showing the acceptance of the respondents over HR providing adequate pool of quality applicants

S.NO	OPINIONS	PERCENTAGE%
1	YES	83.3%
2	NO	16.7%
	TOTAL	100%

Does the HR provide an adequate pool of quality applicants



4.1.5 Chart showing the acceptance of the respondents over HR providing adequate pool of quality applicants

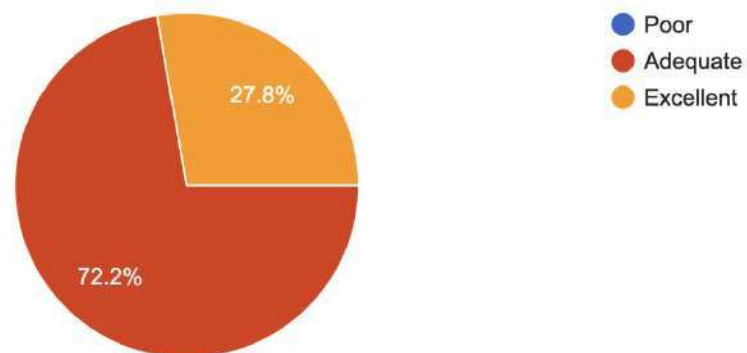
INTERPRETATION

The above table 1.5 represents the percentage of candidates agreeing and disagreeing with if the HR is providing an adequate pool of quality applicants. It shows that people are agreeing with the most.

4.1.6 Table showing the effectiveness of the interviewing process and other selection instruments

S.NO	RESPONSES	FREQUENCY	PERCENTAGE%
1	POOR	0	0%
2	ADEQUATE	73	72.2%
3	EXCELLENT	29	27.8%
	TOTAL	100	100%

Rate the effectiveness of the interviewing process and other selection instruments



4.1.6 Chart showing the effectiveness of the interviewing process and other selection instruments

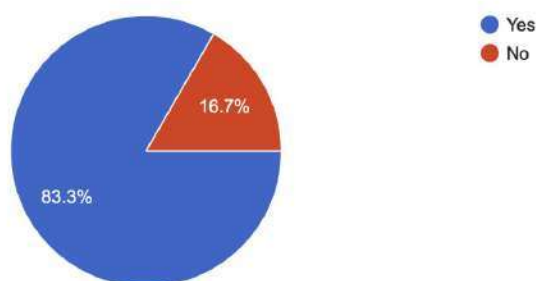
INTERPRETATION

The above table 1.6 represents the percentage of candidates sharing the effectiveness of the interviewing process and other selection instruments. It shows that people are agreeing with it being effective.

4.1.7 Table showing the acceptance of the respondents over the HR team acting as a consultant to enhance the quality of the applicant pre-screening process

S.NO	OPINIONS	PERCENTAGE%
1	YES	83.3%
2	NO	16.7%
	TOTAL	100%

Does the HR team act as a consultant to enhance the quality of the applicant pre-screening process ?



4.1.7 Chart showing the acceptance of the respondents over the HR team acting as a consultant to enhance the quality of the applicant pre-screening process

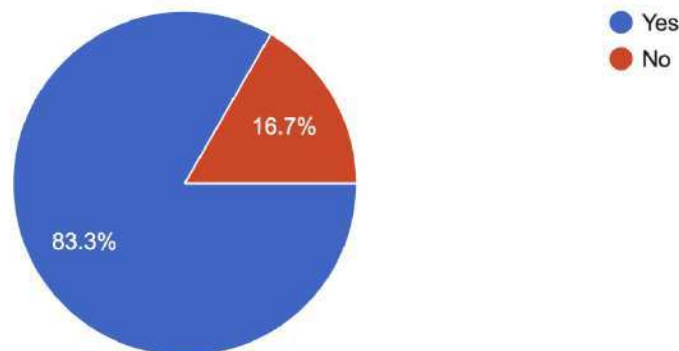
INTERPRETATION

The above table 1.7 represents the percentage of candidates agreeing and disagreeing with if the HR team acting as a consultant to enhance the quality of the applicant pre-screening process. It shows that people are agreeing with the most.

4.1.8 Table showing the acceptance of the respondents over HR training the hiring employees to make best hiring decisions

S.NO	OPINIONS	PERCENTAGE%
1	YES	83.3%
2	NO	16.7%
	TOTAL	100%

Does HR train hiring employees to make the best hiring decisions?



4.1.8 Table showing the acceptance of the respondents over HR training the hiring employees to make best hiring decisions

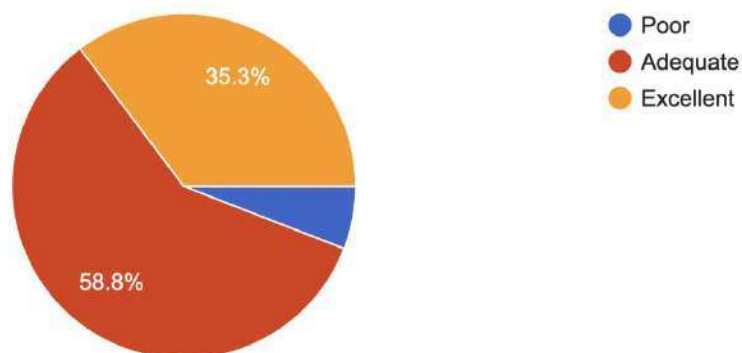
INTERPRETATION

The above table 1.8 represents the percentage of candidates agreeing and disagreeing with if the HR are training the hiring employees to make the best hiring decisions. It shows that people are agreeing with the most.

4.1.9 Table showing the satisfaction level of respondents over HR finding good candidates from non-traditional sources

S.NO	RESPONSES	FREQUENCY	PERCENTAGE%
1	POOR	6	5.9%
2	ADEQUATE	60	58.8%
3	EXCELLENT	36	35.3%
	TOTAL	100	100%

Rate how well HR finds good candidates from non-traditional sources when Necessary?



4.1.9 Chart showing the satisfaction level of respondents over HR finding good candidates from non-traditional sources

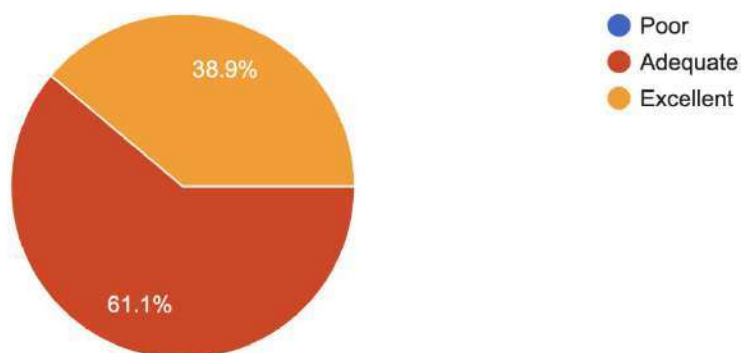
INTERPRETATIONS

The above table 1.9 represents the percentage of candidates sharing on how well HR finds good candidates from non-traditional sources when Necessary. It shows that people are agreeing with it being adequate.

4.1.10 Table showing satisfaction level of the respondents over the HR department's performance in recruitment and selection

S.NO	RESPONSES	FREQUENCY	PERCENTAGE%
1	POOR	0	0%
2	ADEQUATE	62	61.1%
3	EXCELLENT	40	38.9%
	TOTAL	100	100%

How would you rate the HR department's performance in recruitment and selection?



4.1.10 Chart showing satisfaction level of the respondents over the HR department's performance in recruitment and selection

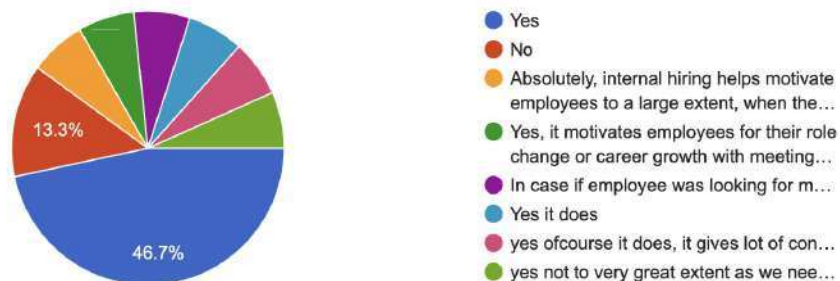
INTERPRETATION

The above table 1.10 represents the percentage of candidates sharing on how well the HR department performs in recruitment and selection. It shows that people are agreeing with it being adequate.

4.1.11 Table showing the acceptance of respondents over internal hiring in helping the employees getting motivated

S.NO	OPINIONS	PERCENTAGE%
1	YES	86.7%
2	NO	13.3%
	TOTAL	100%

Does internal hiring help in motivating the employees ?



4.1.11 Chart showing the acceptance of respondents over internal hiring in helping the employees getting motivated

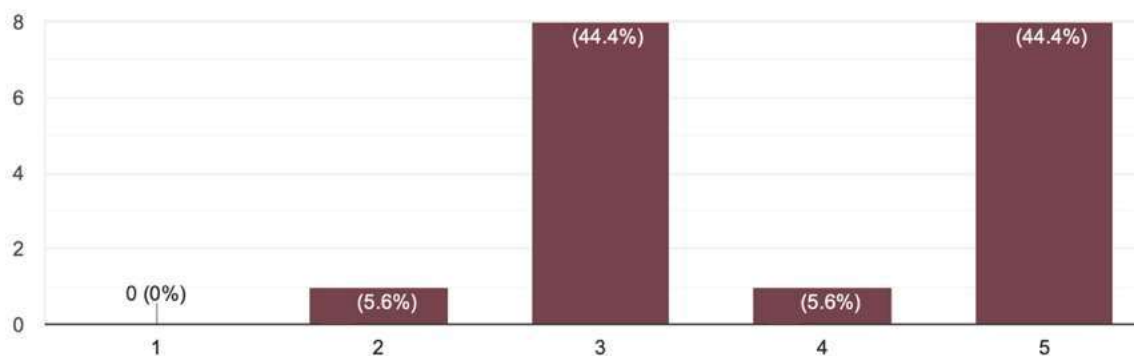
INTERPRETATION

The above table 1.11 represents the percentage of candidates agreeing and disagreeing with if internal hiring help in motivating the employees. It shows that people are agreeing with the most.

4.1.12 Table showing the Satisfaction level of the salary package

1	unsatisfied	0	0%
2	Somewhat Satisfied	6	5.6%
3	Neutral	45	44.4%
4	Satisfied	6	5.6%
5	Very satisfied	45	44.4%
	Total	102	100

Are you satisfied with the salary package



4.1.12 Chart showing the Satisfaction level of the salary package

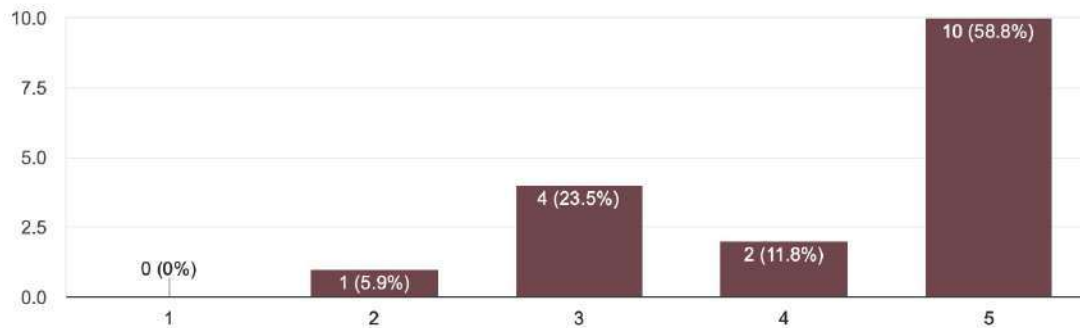
INTERPRETATION

The above table 1.12 represents the percentage of candidates Sharing their satisfaction with their salary packages . It shows that people are neutral and very satisfied with their salary packages.

4.1.13 Table showing the Satisfaction level of the job

1	unsatisfied	0	0%
2	Somewhat Satisfied	6	5.9%
3	Neutral	24	23.5%
4	Satisfied	12	11.8%
5	Very satisfied	60	58.8%
	Total	102	100

Are you satisfied with the job ?



4.1.13 Chart showing the Satisfaction level of the job

INTERPRETATIONS

The above table 1.13 represents the percentage of candidates sharing their job satisfaction. It shows that people are very satisfied with their job.

CHAPTER 5

5.1 FINDINGS OF THE STUDY

- Majority (66.7%) are working in the firm for 0-5 years
- Majority (88.9%) have a clear view on the the position objectives, requirements and candidate specifications in the recruitment process
- Majority (77.8%) are well informed
- Majority (94.4%) agree that the organisation is doing a timeliness recruitment and selection process
- Majority (83.3%) agree with the HR providing an adequate pool of quality applicants
- Majority (72.2%) agree with the interviewing process and other selection process being adequately effective
- Majority (83.3%) thinks that the HR team acting as a consultant to enhance the quality of the applicant pre-screening process is adequate.
- Majority (83.3%) agree with the HR training the hiring employees to make the best hiring decisions
- Majority (58.8%) thinks that the HR department's performance in recruitment and selection is adequate
- Majority (86.7%) agree with internal hiring helping in motivating the employees
- Majority (86.8%) agree that innovative techniques (like stress level test, psychometrics test) should be adopted in the selection process
- Majority (44.4%) are satisfied and neutral with their salary packages
- Majority (58.8%) are satisfied with their job.

5.2 SUGGESTIONS & RECOMMENDATIONS

- The clarification of the organization's affirmative action needs in the selection process could be improved
- The effectiveness of the interviewing process and other selection instruments can be a little more effective
- The recruitment of the candidates from non traditional sources could be improved a bit
- Although most of the people were satisfied with their salaries there were an equal set of people who were neutral when asked about their satisfaction with their salaries. So the salary package could be improved.

5.3 CONCLUSION

Overall the people working at Sopra Steria are well satisfied with their salary packages and the people working there actually enjoy what their doing which is a good sign as positive energy brings in effectiveness and efficiency in completing the organisation goals.

The people working there also think that the HR department is doing a fine job with its recruitment and selection processes and are actually recruiting good employees to the company.

BIBLIOGRAPHY

There was extensive need and flow of information while conducting the analysis as well as writing report, which was gathered through various sources, listed below.

- € [www. Wikipedia.com](http://www.Wikipedia.com)
- € www.slideshare.com
- € www.google.com

ANNEXURE (Questionnaire)

1. Name _____

2. Email address _____

3. Since how many years have you been working in this organisation

- a) 0-5 years
- b) 5-10 years
- c) 10-15 years
- d) More than 15 years

4. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process ?

- a) Yes
- b) No

5. How well are the organization's affirmative action needs clarified and supported in the selection process?

- a) Poor
- b) Adequate
- c) Excellent

6. Is the organization doing timeliness recruitment and Selection process.

a) Yes

b) No

7. Does the HR provide an adequate pool of quality applicants

a) Yes

b) No

8. Rate the effectiveness of the interviewing process and other selection instruments

a) Poor

b) Adequate

c) Excellent

9. Does the HR team act as a consultant to enhance the quality of the applicant pre-screening process ?

a) Yes

b) No

10. Does HR train hiring employees to make the best hiring decisions?

a) Yes

b) No

11. Rate how well HR finds good candidates from non-traditional sources when Necessary?

a) Poor

- b) Adequate
- c) Excellent

12. How would you rate the HR department's performance in recruitment and selection?

- a) Poor
- b) Adequate
- c) Excellent

13. Does internal hiring help in motivating the employees ?

- a) Yes
- b) No

14. On what factors the candidate is assessed fit for a job. _____

15. In selection process, do you think innovative techniques (like stress level test, psychometrics test) should be adopted.

- a) Yes
- b) No

16. Are you satisfied with the salary package ?⁵⁴

- a) 1
- b) 2
- c) 3
- d) 4
- e) 5

17. Are you satisfied with the job ?

- a) 1
- b) 2
- c) 3
- d) 4
- e) 5