

A STUDY ON RECRUITMENT AND SELECTION PROCESS OF BANKING INDUSTRY

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

YAMINI.D

REGISTER NO. 40410203



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

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

**ACCREDITED WITH GRADE "A" BY NAAC | 12B STATUS BY UGC | APPROVED BY AICTE
Jeppiaar NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **YAMINI. D 40410203** who carried out the project entitled "**A Study on recruitment and selection process of banking industry**" under my supervision from January 2022 to March 2022.

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Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **YAMINI D (40410203)** hereby declare that the Project Report entitled “**A study on recruitment and selection process of banking industry**” done by me under the guidance of **DR. THAMILSELVAN R., M.com., MBA., M.Phil., Ph.D.**, Associate professor, Department of management studies at SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY CHENNAI is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

YAMINI.D

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ABSTRACT:

Better recruitment and selection strategies result in improved organizational outcomes. With reference to this context, the book entitled Recruitment and Selection Process of Banking industry: An In depth Analysis has been prepared to put a light on recruitment and selection process of Banking sector. The main objective of this study is to assess and evaluate the recruitment and selection strategy of Bank and make constructive recommendations for the improvement of the banks' recruitment and selection process. The study also provides some suggestions that can help Banking in future for utilizing human resources as a distinctive competency. Banking industry is one of the significant private sector employers in India, which needs a large number of qualified, high potential and committed staff to attain the organizations' goals effectively. The back bone of this study is the secondary data comprised of comprehensive literature review. This research study found that the bank have an extensive selection process consisting of CV screening, employment tests, interviews and background checks. At the end of the study some suggestions are made to review the recruitment and selection policies of the bank that will lead to higher employee retention and improved organizational performance

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CHAPTER 1

1.1 INTRODUCTION

Recruitment and selection process play an important role to attracting and appointing qualified personnel. Getting the right people in the right place at the right time doing the right job is an essential element of recruitment and selection process in any organization. An effective approach to recruitment and selection process can help an organization to maximize the competitive advantages by choosing the best pool of candidates quickly and cost efficiently Recruitment and selection of human resources is expensive both in terms of time and money, and it is therefore important that the process is carried out smoothly and efficiently and results in the appointment of a person who fits the job. Attracting highly qualified and skilled employees is important for an organization to compete effectively both in national and global markets. But mismatch between the candidate and job can cost an organization a great deal of money, time and energy. That's why it is vital that organizations select people with the quality essential for continued success in this competitive global village of today. The only means of achieving this success is through proper recruitment and selection practices Human resource practitioners and academics worldwide hold the belief that, survival, growth and development of an organization grossly depend on an effective and efficient culture of recruitment and selection of people endowed with broader and deeper range of core competencies, preferred attitudes, knowledge, skills and experiences. The ultimate goal of recruitment and selection of human resource is to bring to bear on organizations, preferred attitudes, behavior and culture to elicit better performance

1.2 INDUSTRY PROFILE

1.2.1 HISTORY OF BANKING IN INDIA

The first bank in India, though conservative, was established in 1786. From 1786 till today, the journey of Indian Banking System can be segregated into three distinct phases. They are as mentioned below:

- Early phase from 1786 to 1969 of Indian Banks
- Nationalization of Indian Banks and up to 1991
- Indian Financial & Banking Sector Reforms after 1991.
- The General Bank of India was set up in the year 1786. Next came Bank of Hindustan and Bengal Bank. The East India Company established Bank of Bengal (1809), Bank of Bombay (1840) and Bank of Madras (1843) as independent units and called it Presidency Banks

Government took major steps in this Indian Banking Sector Reform after independence. In 1955, it nationalized Imperial Bank of India with extensive banking facilities on a large scale especially in rural and semi-urban areas. Second phase of nationalization Indian Banking Sector Reform was carried out in 1980 with seven more banks. This step brought 80% of the banking segment in India under Government ownership.

The following are the steps taken by the Government of India to Regulate Banking Institutions in the Country:

- 1949: Enactment of Banking Regulation Act.
- 1955: Nationalization of State Bank of India
- 1959: Nationalization of SBI subsidiaries.
- 1961: Insurance cover extended to deposits.
- 1969: Nationalization of 14 major banks.
- 1971: Creation of credit guarantee corporation.
- 1975: Creation of regional rural banks.
- 1980: Nationalization of seven banks with deposits over 200 crores.

After the nationalization of banks, the branches of the public sector bank India raised to approximately 800% in deposits and advances took a huge jump by 11,000%. Banking in the sunshine of Government ownership gave the public implicit faith and

immense confidence about the sustainability of these institution This phase has introduced many more products and facilities in the banking sector in its reforms measure. In 1991, under the chairmanship of M. Narasimham, a committee was set up by his name which worked for the liberalization of banking practices.

The country is flooded with foreign banks and their ATM stations. Efforts are being put to give a satisfactory service to customers. Phone banking and net banking is introduced. The entire system became more convenient and swift. The financial system of India has shown a great deal of resilience. It is sheltered from any crisis triggered by any external macroeconomics shock as other East Asian Countries suffered. This is all due to a flexible exchange rate regime, the Foreign Reserves are high, the capital account is not yet fully convertible, and banks and their customers have limited foreign exchange exposure

1.2.2 NATIONALISED BANKS IN INDIA

Banking System in India is dominated by nationalized banks. The nationalization of banks in India took place in 1969 by Mrs. Indira Gandhi the then prime minister. The major objective behind nationalization was to spread banking infrastructure in rural areas and make available cheap finance to Indian farmers. Fourteen banks were nationalized in 1969. Before 1969, State of India (SBI) was only public sector bank in India. SBI was nationalized in 1955 under the SBI Act of 1955. The second phase of nationalization of Indian banks took place in the year 1980. Seven more banks were nationalized with deposits over 200 crores.

1.2.3 PRIVATE BANKS

All the banks in India were earlier private banks. They were founded in the pre-independence era to cater to the banking needs of the people. But after nationalization of banks in 1969 public sector banks came to occupy dominant role in the banking structure. Private sector banking in India received a fillip in 1994 when Reserve Bank of India encouraged setting up to private banks as part of its policy of liberalization of the Indian Banking Industry. Housing Development Finance Corporation Limited (HDFC) was amongst the first to receive an 'In principle' approval from the Reserve Bank of India (RBI) to set up a bank in the private sector. Private Banks have played a major role in the development of Indian banking industry. They have made banking more efficient and customer friendly. In the process they have jolted public sector banks out of complacency and forced them to become more competitive

1.3 NEED FOR STUDY

Recruitment is an important part of an organization's human resource planning and their competitive strength. Competent human resources at the right positions in the organization are a vital resource and can be a core competency or a strategic advantage for it. The objective of the recruitment process is to obtain the number and the quality of employees, that can be selected in order to help the organization to achieve its goals and objectives. With the same objective, recruitment helps to create a pool of prospective employees for the organization so that, the management can select the right candidate for the right job from this pool. Recruitment acts as a link between the employers and the job seekers and ensures the placement of right candidate at the right place and at the right time.

1.4 STATEMENT OF PROBLEM

The success of the organisation in the modern business environment depends on the calibre of the manpower the steers the day to day affairs of the organisation. The process of recruitment and selection all categories of employees in bank has been a matter of concern to many and needs attain on. Even though it is the wish of every banks to attract the best human resource in order to channel their collective effort into excellent performance unconventional selection practice can many banks related plans. Every organisation of substance understands that the right recruitment and the right induction and training process can help the employees hit the ground running. The next steps of recruitment & selection to and out the right candidate for banks with the right skills and at the right time. Hence new employees are required to join the bank. "recruitment &selection is the set of activities and banks uses it to attract potential job candidates possessing appropriate characteristics to help the organisation reach its objectives. In bank recruitment process is must for seeking &attracting a pool of people from which qualified candidates for job vacancies can be

chosen and selection process where to select the suitable candidate of his bank. with the adoption of this policy recruitment into the bank was therefore suspended and one of the sectors that were affected is the penitentiary department in which recruitment of prison officials was suspended. for almost sixteen years workers were not recruited into this department. This therefore resulted in low workers output. bank should ensure that recruitment and selection processes effectively match applicant skills and interests with entity staffing needs, job requirements assignments and tasks in a manner which complies with both entity goal and objectives and applicable legislation. personnel are the most valuable resource of an organization. An adequate human resource management ensures the success of an enterprise, regardless of its size. A lot of research carried out on specific features of the recruitment and selection processes in bank have relied on human resources as a source of competitive advantage and more and more entrepreneurs are becoming aware that the recruitment and selection processes play a major role in obtaining adequate staff. The following are challenges facing recruitment and selection among in the banks use of different recruitment methods like suggestions from current employee word of mouth, government job services, college replacement offices, posting job, announcements on bulletin boards, Executive search firms and the Internet; identification of labour pools, application of variety of selection tools namely, application forms, interviews, Reference checks, pre-employment tests and trial period. Selection bias and discrimination based on age, sex, marital status, ethnic origin, religious preference are also challenges facing organizations like NGOs in obtaining adequate and trained staff.

1.5 OBJECTIVES OF THE STUDY

1.5.1 PRIMARY OBJECTIVES

- A study on recruitment and selection process of banking industry

1.5.2 SECONDARY OBJECTIVES

- To study the profile of the employees inducted through the recruitment process.
- To know the effective media that disseminates vacancy information.
- To study the effectiveness of interview technique in recruitment and selection process

1.6 SCOPE OF THE STUDY

- This study provides opportunity for research and survey on recruitment process for employees in solving troublesome structure of HRM
- An effective approach to recruitment can help a company successfully complete for limited human resources
- Recruitment lends itself as a potential source of competitive advantage to a firm
- The study will play a vital role in identifying typical responses when recruitment fails to meet organizational needs for talent. The response will be like raise entry-level pay scales
- The effectiveness of the recruitment process can play a major role in determining the resources that must be expended on other HR activities and their ultimate success.

1.7 LIMITATION OF THE STUDY

- The time of study is comparatively less.
- Workers are very busy, especially the top-level management personnel as they are busy, they didn't responded for investigation.
- The responds of study is collected from 100 respondents accurate
- The majority questions in the questionnaire were limited to the executives only.
- Time constraint is another limitation of the study

1.8 CHAPTER FRAMEWORK

CHAPTER 1: INTRODUCTION

This chapter consists of recruitment and selection process, History of banking in india, nationalised of bank, private bank, statement of the problem, need for the study, scope of the study, limitations of the study.

CHAPTER 2: REVIEW OF LITERATURE

This chapter consists of research paper of authors who had been conducted the research study on recruitment and selection process of banking.

CHAPTER 3: RESEARCH METHODOLOGY

This chapter consists of research design, methods of data collection, sample size, sample method, period of the study, statistical tools and hypothesis of the study.

CHAPTER 4: DATA ANALYSIS AND INTERPRETATION

This chapter consists of analyses of data which is collected through questionnaire and chisquare is used as a tool to analyses the study.

CHAPTER 5: FINDINGS, SUGGESTIONS, AND CONCLUSION

This chapter consists of findings, suggestions and conclusion for the study

CHAPTER-2

2.1 REVIEW OF LITERATURE

Alka, R (2014) states that recruitment and selection is the important function of HRM. Proper recruitment and selection provide a strong basic structure/ foundation to an organization. Its basic objective is to attract and appoint a person with proper and adequate skills and qualification at the appropriate/ best fitted job. Modern era is techno savvy. Online recruitment and selection process help the organization to attract and manage the competent workforce. The main objective of this article is to understand the meaning and process of online recruitment and selection process. Many online recruitment agencies are also emerging as a popular and reliable source of recruitment. Some of them are discussed in the article. Special focus is given on the online recruitment and selection process adopted by IBPS. Use of information technology in recruitment and selection process provides benefits to both the recruiter and the job seekers in many ways.

Bagul, D B (2014) is states that research little attempt is made to see its satisfactory level. The recruitment activity is analyzed internally, that means from the view of the departmental heads, which are, involved in the process itself and externally that means from the candidates perspective. From the study of Recruitment and Selection at Rathi, and by analyzing the process conclusion is drawn. The candidates are satisfied with the policy of Rathi, but there is little scope to improve the satisfactory level of Recruitment and Selection process from the internal point of view that means among the departmental head. Recruitment activity is one of the prime activities of any growing organization; therefore, it is very necessary for any organization to check whether this process is going on smoothly or requires some change. As performance of the whole group is ultimately depends on the efficiency of the employees of the group. Therefore, to make sure the recruited candidate is a right candidate is the prime responsibility of the HR people.

Rathore, N.S (2014) states that human resource management is the management of employee's skill, knowledge abilities, talent, aptitude, creativity, ability etc. different terms are used for denoting Human Resource Management. They are labor management, labor administration, labor management relationship, employee employer relationship, industrial relationship, human capital management, human assent management etc. In simple sense, human resource management means employing people, developing their resources, utilizing, maintaining and compensating their services in tune with the job and organizational requirements Human Resource Management is also a strategic and comprehensive approach to managing people and the workplace culture and environment

Zaharie, M (2013) states that job recruitment and selection practices represent a prerequisite for companies aiming for competitive and skilled employees. The purpose of this paper is to empirically explore and compare the employee recruitment and selection practices in small and medium organizations. An online quantitative survey was applied on 92 Romanian organizations (25 of small and 67 of medium size), based on a questionnaire which explored the recruitment methods, the employee selection practices and job screening criteria. The results show that while differences exist between these two categories of organizations, these are not that intense. When recruiting, small organizations focus on recommendation based methods. Medium organizations use more selection steps when hiring and render greater importance to the job selection criteria, especially to candidates' attitude, motivation and dedication to work, generic skills, lifelong learning, resistance to stress, and computer skills.

Ofori and Aryeetey (2011) Recruitment and selection is a regular function in the organization. These functions need to be performed by the HR department of the organization effectively for hiring the best candidates so that these candidates can be able to accomplish the activities of the organization with skill at hand. Otherwise, the organization cannot reach the desired destination.

Ongori (2010) The process of recruitment starts with the human resource department receiving requisitions for recruitment from various departments of the organization. There are two sources of recruitment such as internal and external sources. The internal sources of recruitment include job posting and bidding, friends and relatives of existing employees, promotion and transfer. The external sources of recruitment include job advertisement, employment agencies, employee referrals and campus recruitment. Every organization has the option to choose the best candidates either from internal sources or from external sources.

Ume-Amen (2010) has done research on the factors which benefits organizations in outsourcing their recruitment and selection process. Based on the literature survey the factors were identified. These factors were cost savings; improve quality, time pressure, lack of internal staff, increased capacity, manpower availability, easy replacements, and pool of applicants and competence of applicants. The questionnaire designed for the study was based on the above factors. The sample size of the study was 10 organizations. The objective of this study was to determine different factors of outsourcing recruitment and selection process at workplace in banking sector.

Lavigna, R. J, (2004) states that governments around the globe are facing unprecedented staffing challenges. At the time when governments need to be most adept at luring talent to public service, their ability to do so has rarely been so constrained and complicated by economic, social and organizational pressures. This article provides an overview of the types of recruitment and selection initiatives already in place in many nations that can help the world's governments attract and retain talent. Relying heavily upon examples from the United States and Western Europe, but also integrating experiences from a variety of both developed and less developed countries (LDCs), we describe a series of recruitment and selection "best practices."

Dora, S (2003) states that recruitment and selection experiences are part of a process of pre-entry organizational socialization, also known as anticipatory socialization. Graduates are susceptible to such effects as their socialization through exposure to professional employers begins during training. Employers' practices are thought to contribute to the formation of realistic career expectations and the initial psychological contract between graduates and employers. The present study found that students in traditional professions reported greater exposure to employers than students in an emerging profession through work activities, more proactive engagement in recruitment events, and more extensive experience of selection processes at similar stages of study. Greater activity, in turn, was related to career expectations, including varying levels of commitment to and interest in the profession and career clarity.

Rod, D (1995) is of the opinion that many factors combine to make selection and recruitment practice and research a lively area and at the forefront now of the drive towards management excellence. As a body of knowledge, it has been strengthened by having to prove its usefulness during the 1960s and 1970s and now there is more realization that both excellence in recruitment and selection, along with training, appraisal systems, and organizational design/reengineering, together can contribute to strong organizations in the future.

CHAPTER 3

3.1 RESEARCH METHODOLOGY

Research work follow the vast reading of literature, which is already available about the topic, which help to form a clear idea before the research starts, before starting the progress “Recruitment and Selection” reference were done to collect the information about the topic which helped immensely while doing the study. The details of what are discussed under the following heads namely.

- Purpose;
- Methodology;

Purpose: The first step of the research is literature survey. In literature survey the specific areas and

issues upon what data has to be collected is decided based on the objectives of the study.

- To know the recent happening and trends in field of recruitment.
- To get more information from the previous studies

3.2 RESEARCH DESIGN

The type of research adopted is Descriptive Research. Descriptive study is a fact-finding investigation with adequate interpretation. It has focus on particular as peels or dimensions of the problem studied. It is designed to gather description, information and provides information for formulating more sophisticated studies

3.3 SOURCES OF DATA

- Primary data – Questionnaire given to 100 respondents
- Secondary data – Websites and online journals, published reports & Review of literature from published articles

3.4 QUESTIONNAIRE DEVELOPMENT

Research topic and reasons of research place in introduction. Questionnaire was divided into two sections. Totally 21 questions are taken for this research. First part was designed to know the respondents general information and the second part contained the respondent's opinions about recruitment and selection process.

3.5 SAMPLE SIZE

The sample size is 100

3.6 STATISTICAL TOOL

- Chi-square
- ANOVA
- Correlation

3.7 PERIOD OF STUDY

The research study was conducted for 3 months.

3.8 HYPOTHESIS OF THE STUDY

Null hypothesis (Ho): There is no significant difference with their opinion about the way of interview

Alternative hypothesis (H1): There is significant difference with their opinion about the way of interview

Null hypothesis (Ho): There is no negative influence in means of communication

Alternative hypothesis (H1): There is negative influence in means of communication

Null hypothesis(H0): There is no significant difference between the interview and selection process

Alternative hypothesis(H1): There is significant difference between the interview and selection process

CHAPTER-4

4.1 DATA ANALYSIS AND INTERPRETATION

TABLE 4.1.1 SHOWS GENDER OF THE RESPONDENT

GENDER	NO OF RESPONDENTS	PERCENTAGE
Male	35	35%
Female	65	65%
Others	0	0
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table, it is interpreted that 35% of respondents are of Male category and 65% of them belong to Female category. It is also to be noted that none of them have opted for the option other.

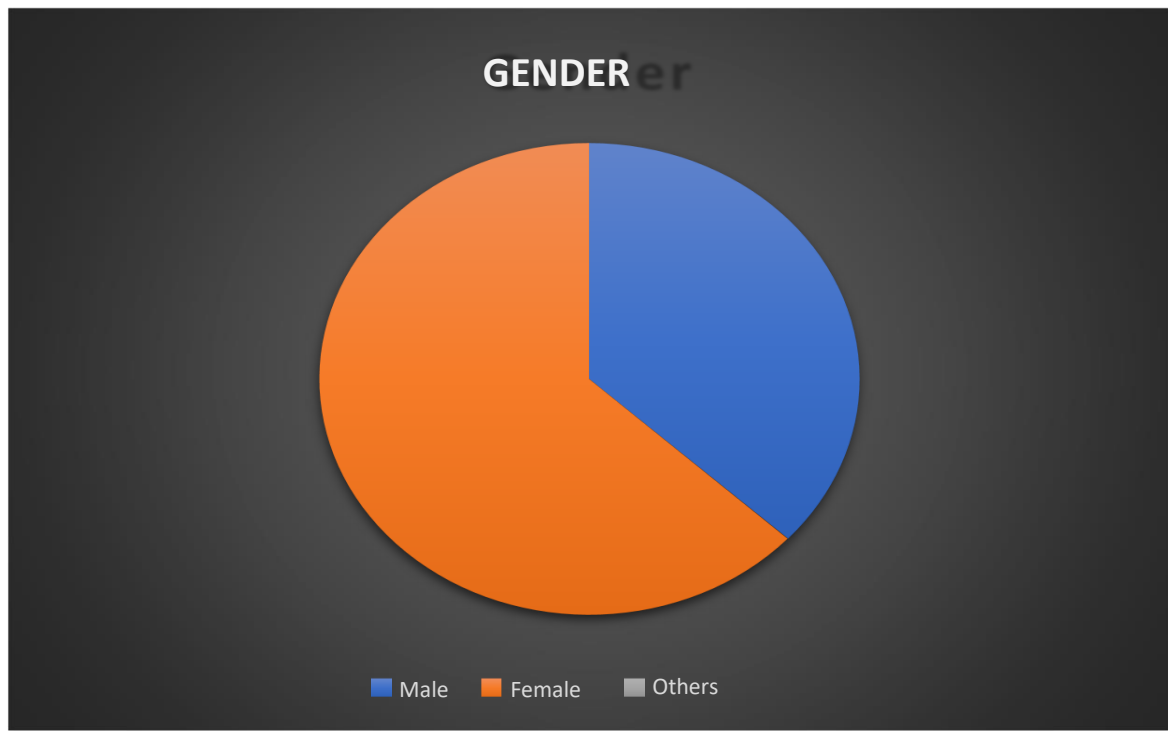


FIGURE 4.1.1 SHOWS GENDER OF THE RESPONDENT

TABLE 4.1.2 SHOWS THE AGE WISE CLASSIFICATION OF THE RESPONDENTS

AGE	NO OF RESPONDENTS	PERCENTAGE
18-15yrs	48	48%
26-35yrs	29	29%
36-50yrs	21	21%
50+	2	2%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table, it is interpreted that 48% of respondents are of age group 18-15yr, 29% of them belong to age group 26-35yrs, 21% of them belong to age group 36-50, 2% of them belong to the age group Above 50+.

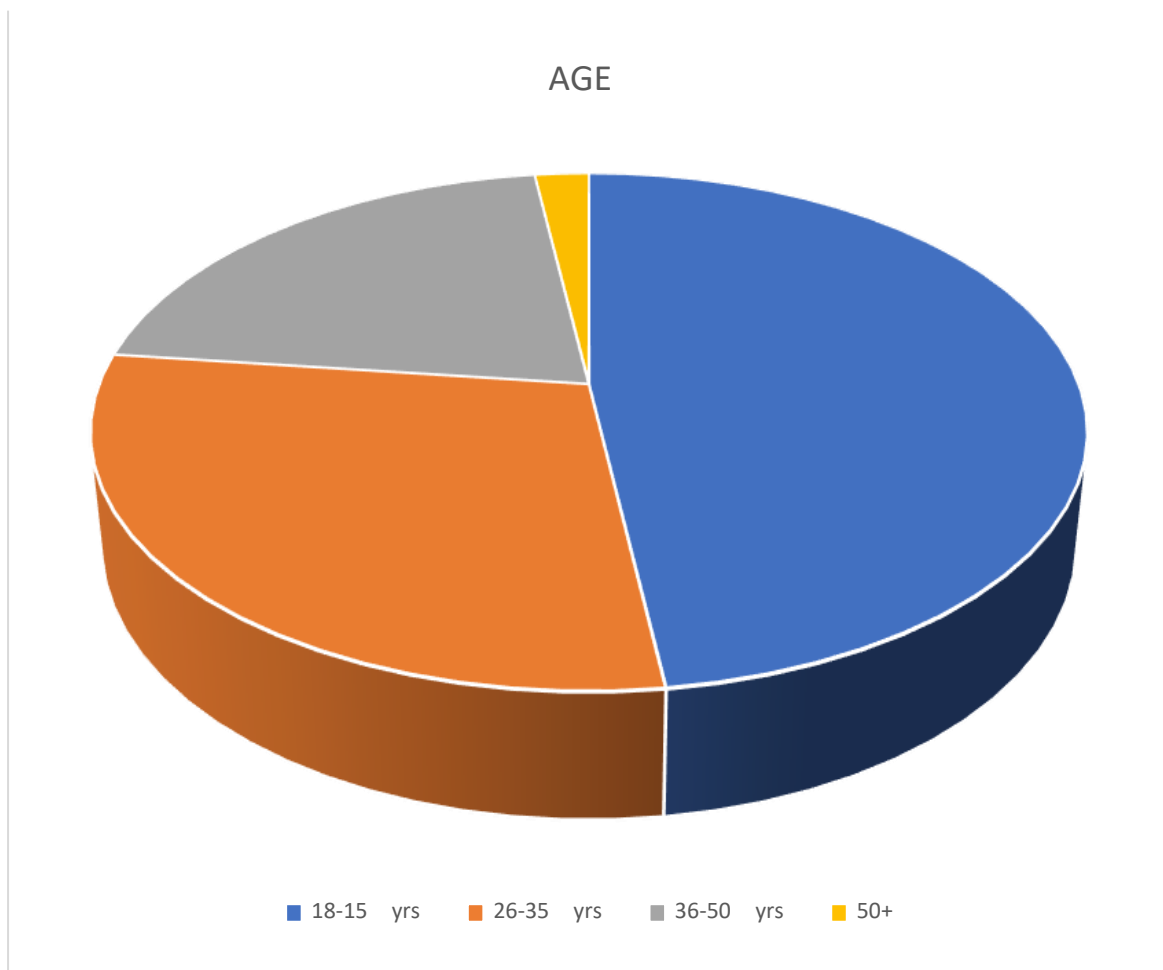


FIGURE 4.1.2 SHOWS AGE OF THE RESPONDENTS

TABLE 4.1.3 SHOWS THE EDUCATION CLASSIFICATION OF RESPONDENTS

EDUCATION	NO OF RESPONDENTS	PERCENTAGE
Ssc-hsc	24	24%
Graduate	50	50%
Masters	22	22%
M.PHIL-P.HD	4	4%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table, it is interpreted that 24% (24) of consumers are ssc-hsc. 50% (50) of consumers are from Graduate level of education. 22% (22) of consumers are from Masters and 4% (4) of consumers are from M.phil-p.hd.

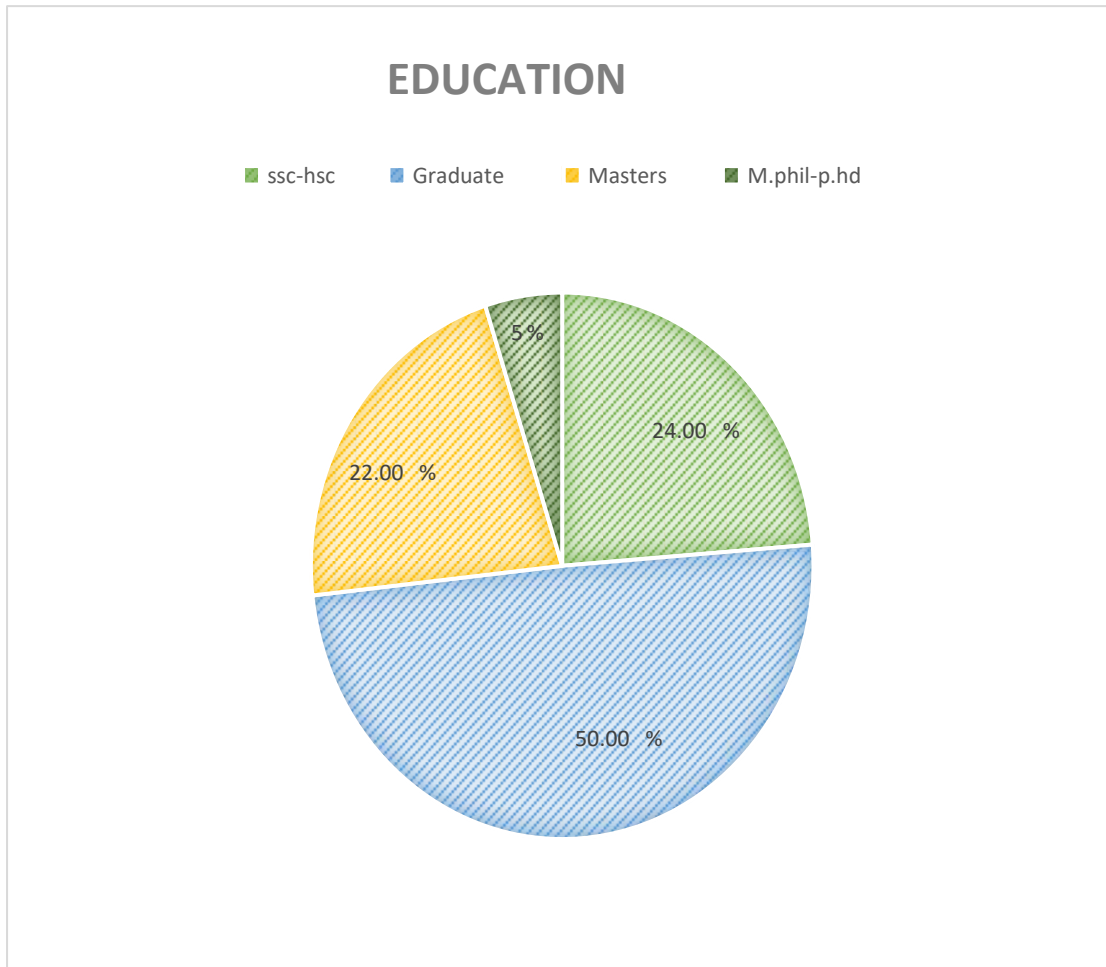


FIGURE 4.1.3 SHOWS THE EDUCATION CLASSIFICATION OF RESPONDENTS

TABLE 4.1.4 SHOWS WHERE DID YOU LIVE AT THIS MOMENT

LIVE	NO OF RESPONDENTS	PERCENTAGE
Capital/Divisional city	22	22%
District city/Tour	76	76%
Rural area	2	2 %
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 22% (22) consumers are capital/Divisional city, 76% (76) consumers are from District city/Tour, 2% (2) are from Rural area.

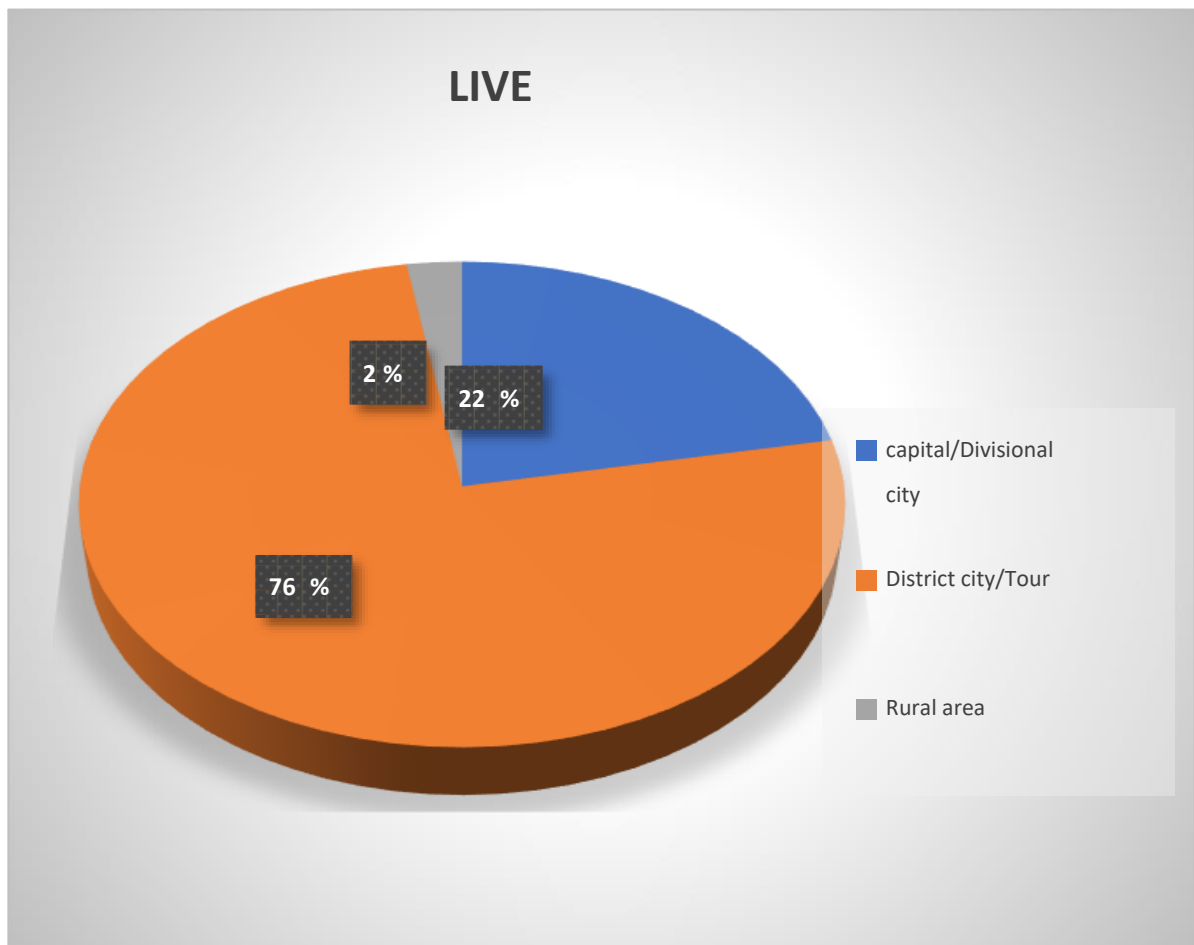


FIGURE 4.1.4 SHOWS WHERE DID YOU LIVE AT THIS MOMENT

TABLE 4.1.5 SHOWS DIFFERENT SOURCES OF KNOWING THE JOB VACANCY

JOB VACANCY	NO OF RESPONDENTS	PERCENTAGE
Advertisement	57	57%
Consultancy	26	36%
Friends and relative	12	13%
Others	5	5%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table, representation indicates 57% of employees comes to know about the job opportunity through advertisement given by the company in the leading newspapers. Consultants account to be 36%, 13% of them comes to know about the job opportunities through friends and relative and other like employments exchanges share percent of 5%

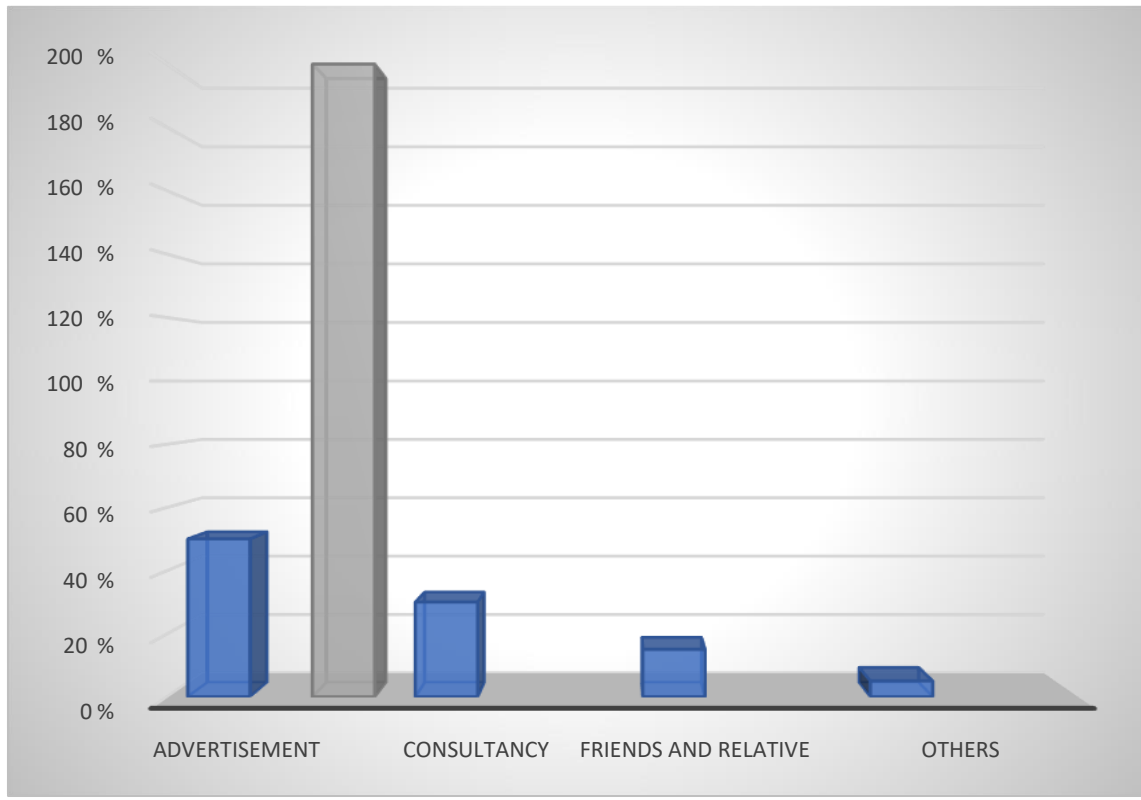


FIGURE4.1.5 SHOWS DIFFERENT SOURCES OF KNOWING THE JOB VACANCY

**TABLE 4.1.6 SHOWS FACTORS CONSIDERED BEFORE
RECRUITMENT AND SELECTION**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Tests	40	40%
Academic Qualification	16	16%
Interview	39	39%
Work Experience	5	5%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 40% (40) of consumers are from Tests, 16% (16) are from Academic qualification, 39% (39) are from Interview, 5% (5) are from work experience.

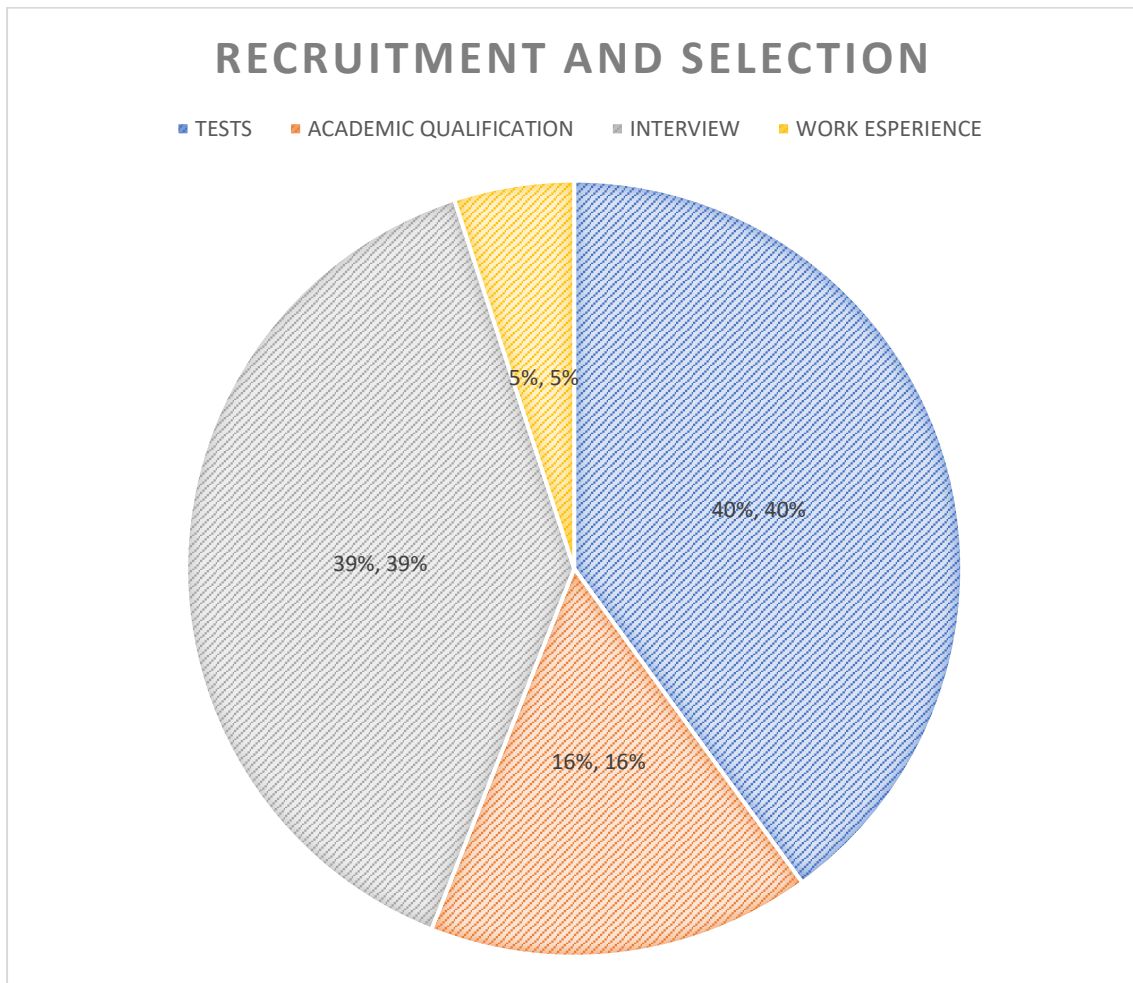


FIGURE 4.1.6 SHOWS FACTORS CONSIDERED BEFORE RECRUITMENT AND SELECTION

**TABLE 4.1.7 SHOWS SOURCE OF BETTER OPPORTUNITIES AND
WORK CULTURE**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Image of the company	36	36%
Work experience	44	44%
Better opportunity	12	12%
Salary	8	8%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table, representation shows the position of the better opportunities of bank during the period of salary 12% of the respondents depend upon the better opportunities. 44% under work experience, 36% depend upon the image of the company.

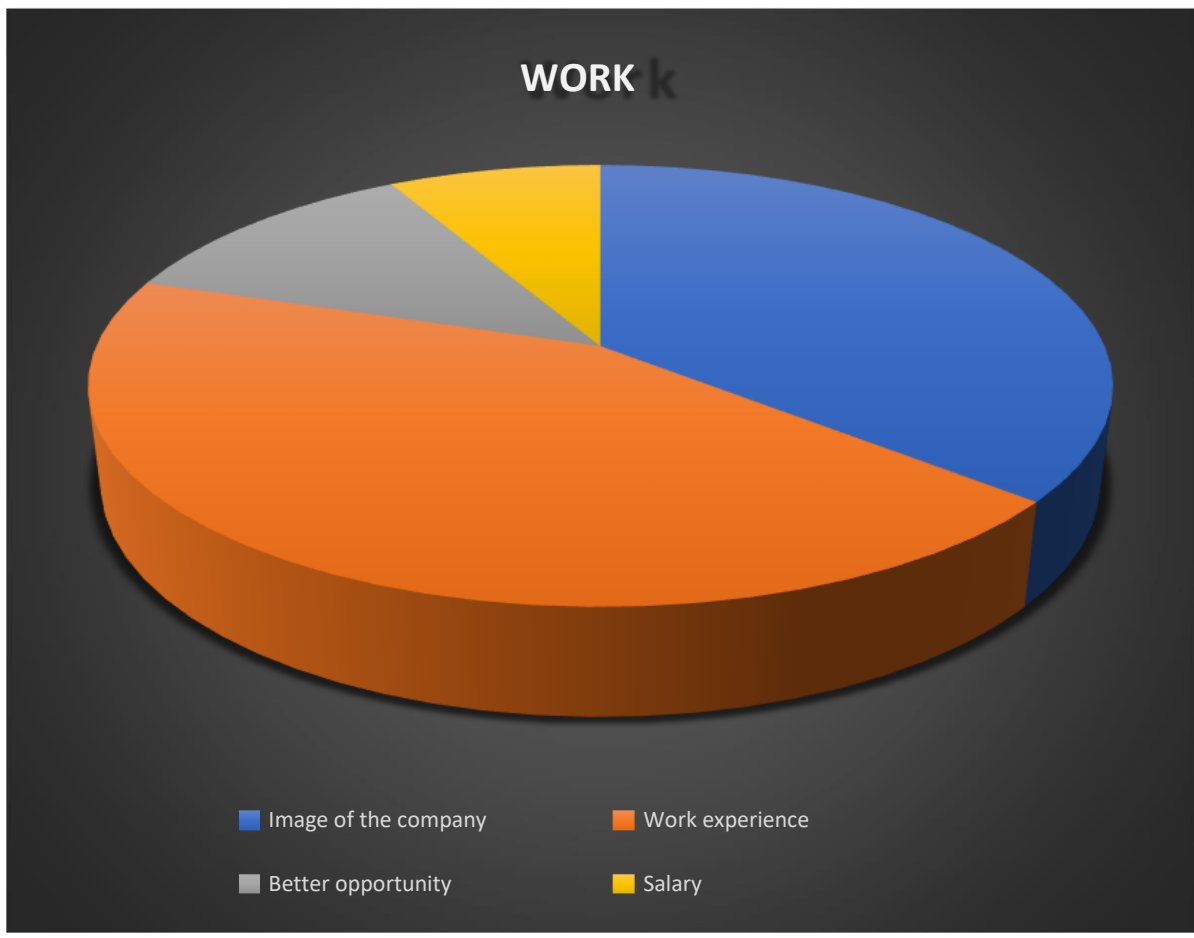


FIGURE 4.1.7 SHOWS SOURCE OF BETTER OPPORTUNITIES AND WORK CULTURE

TABLE 4.1.8 SHOWS REASON FOR ATTRACTIVENESS OF JOB

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Pay scale	35	35%
Job security	33	33%
Welfare opportunity	27	27%
Future prospect	5	5%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 35% of employees have joined these company because of pay scale, 33% of employees have joined these company because of job security, 27% of them for welfare opportunity, 5% of them for future prospect. From the above analysis it is very clear that more numbers of employees have joined banks because of pay scale.

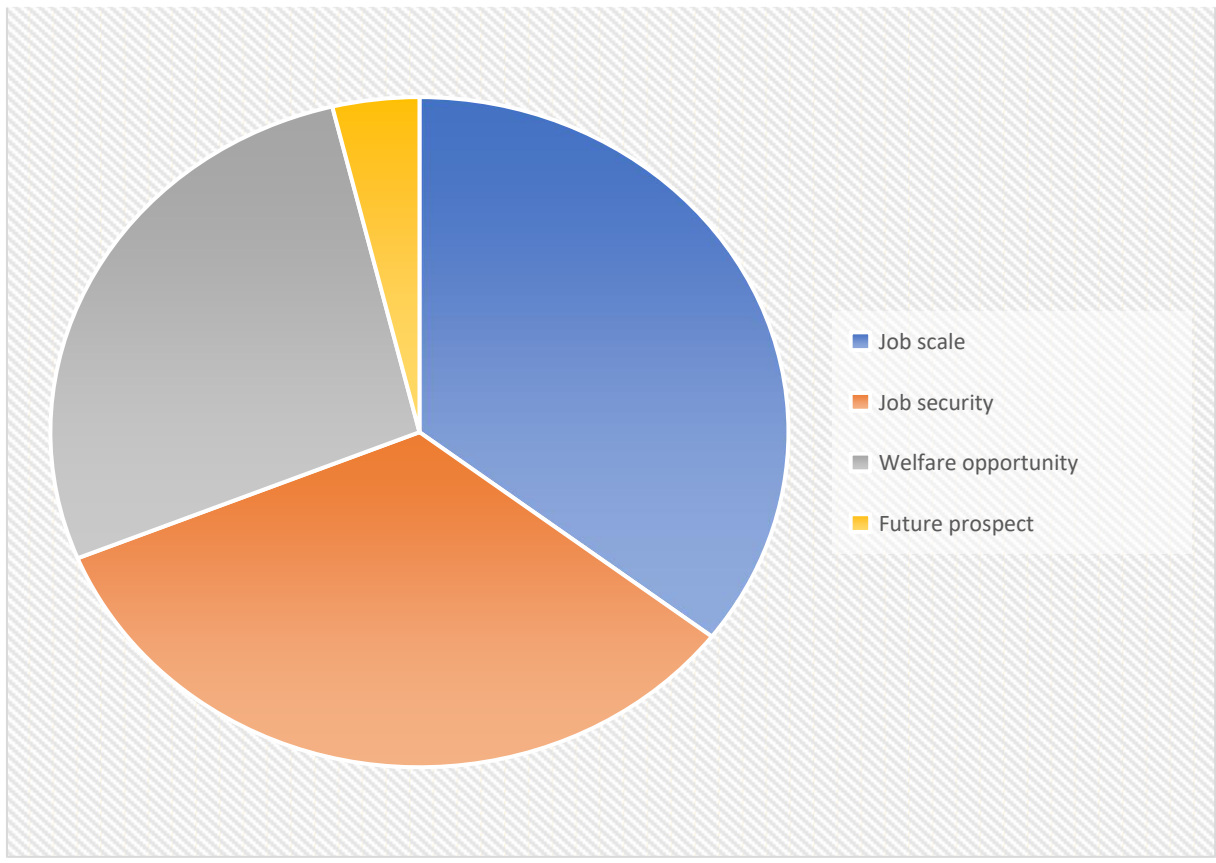


TABLE 4.1.8 SHOWS REASON FOR ATTRACTIVENESS OF JOB

TABLE 4.1.9 SHOWS OPINION OF THE RESPONDENTS TOWARDS THE PRESENCE OF THE PRE PLANNED RECRUITMENT POLICY IN THE ORGANIZATION

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	57	57
Agree	37	37
Neutral	2	2
Strongly Disagree	0	0
Disagree	4	4
Total	100	100

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 57% of the employees are strongly agree. 37% of the employees are agree, 2% of the employees are neutral and 4% of the employees are disagree

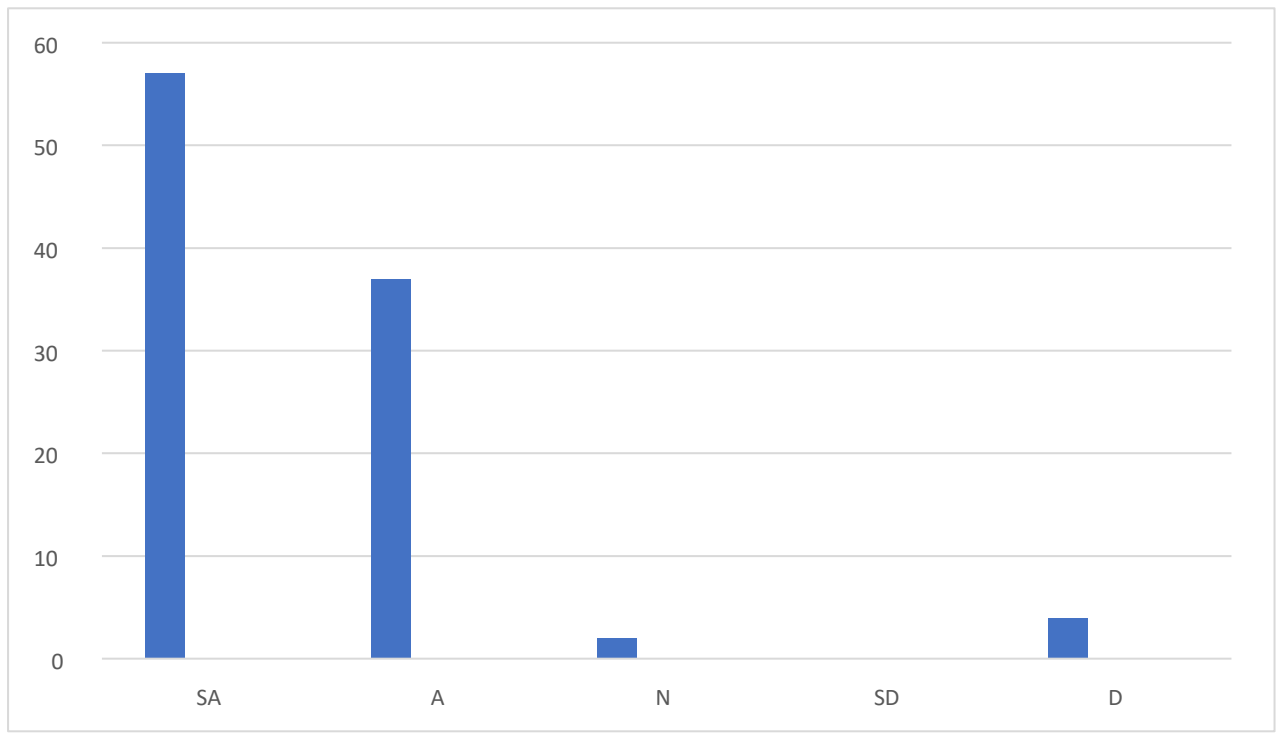


FIGURE 4.1.9 SHOWS OPINION OF THE RESPONDENTS TOWARDS THE PRESENCE OF THE PRE PLANNED RECRUITMENT POLICY IN THE ORGANIZATION

**TABLE 4.1.12 SHOWS RATES OF INDUCT IN EFFICIENCY
IN PRESENT RECRUITMENT POLICY OF THE BANKS**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Highly	89	89%
Moderately	10	10%
Not at all	1	1%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 10% of the respondents have rated moderately as their opinion towards the increase in efficiency of the organization present recruitment policy. That means the present recruitment policy is good but it still needs improvement.

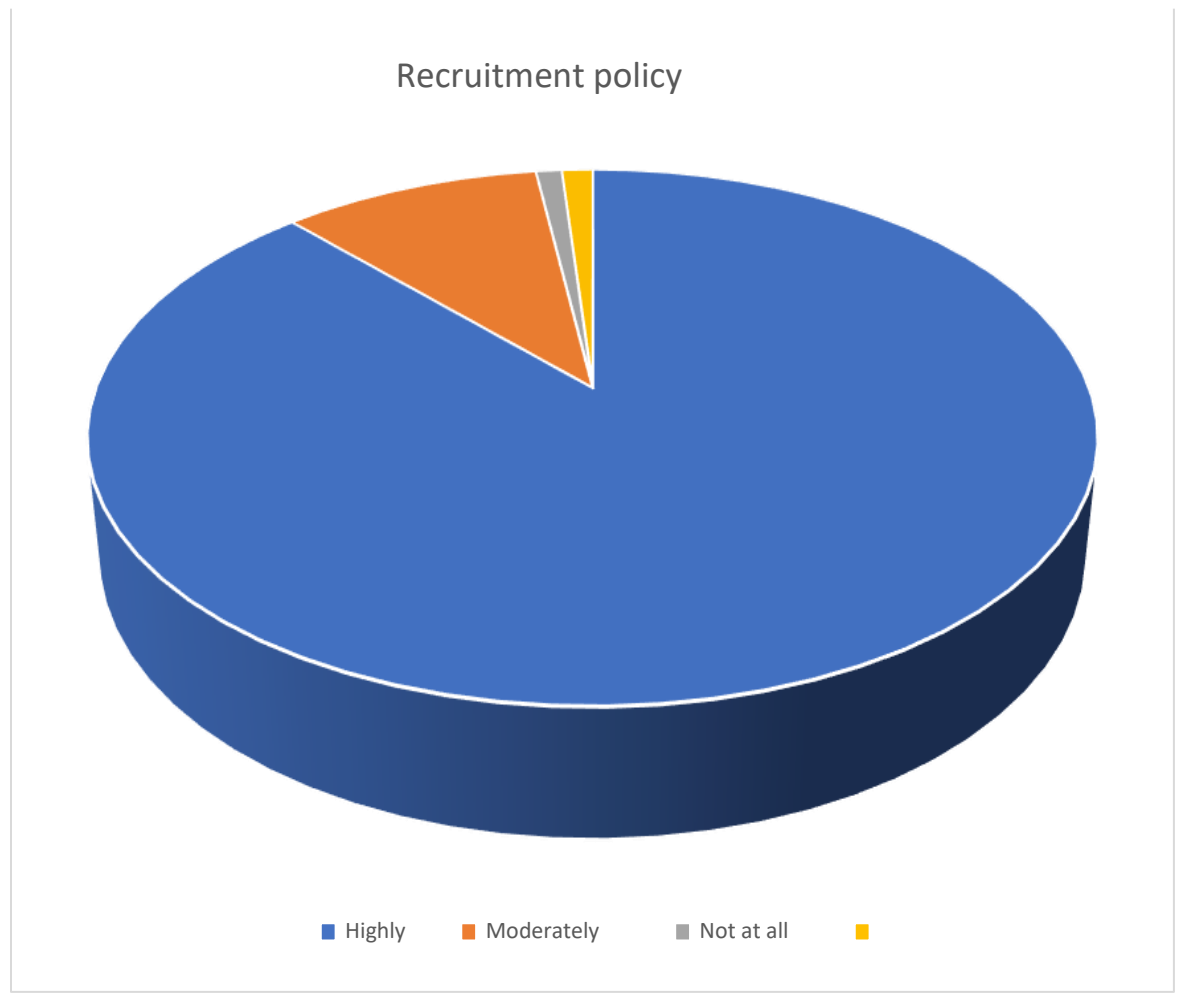


FIGURE 4.1.12 SHOWS RATES OF INDUCT IN EFFICIENCY IN PRESENT RECRUITMENT POLICY OF THE BANKS

**TABLE 4.1.13 SHOWS RATES OF OPINIONS OF
RESPONDENTS REGARDING THE AVOIDANCE OF
EXTERNAL INFLUENCE IN THEIR RECRUITMENT
PROCESS**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Excellent	71	71%
Very Good	21	21%
Good	8	8%
Poor	0	0%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 71% of respondents are inclined towards the opinion good. It says that there is good avoidance of external influence in their recruitment process. External influence in their recruitment process is avoided

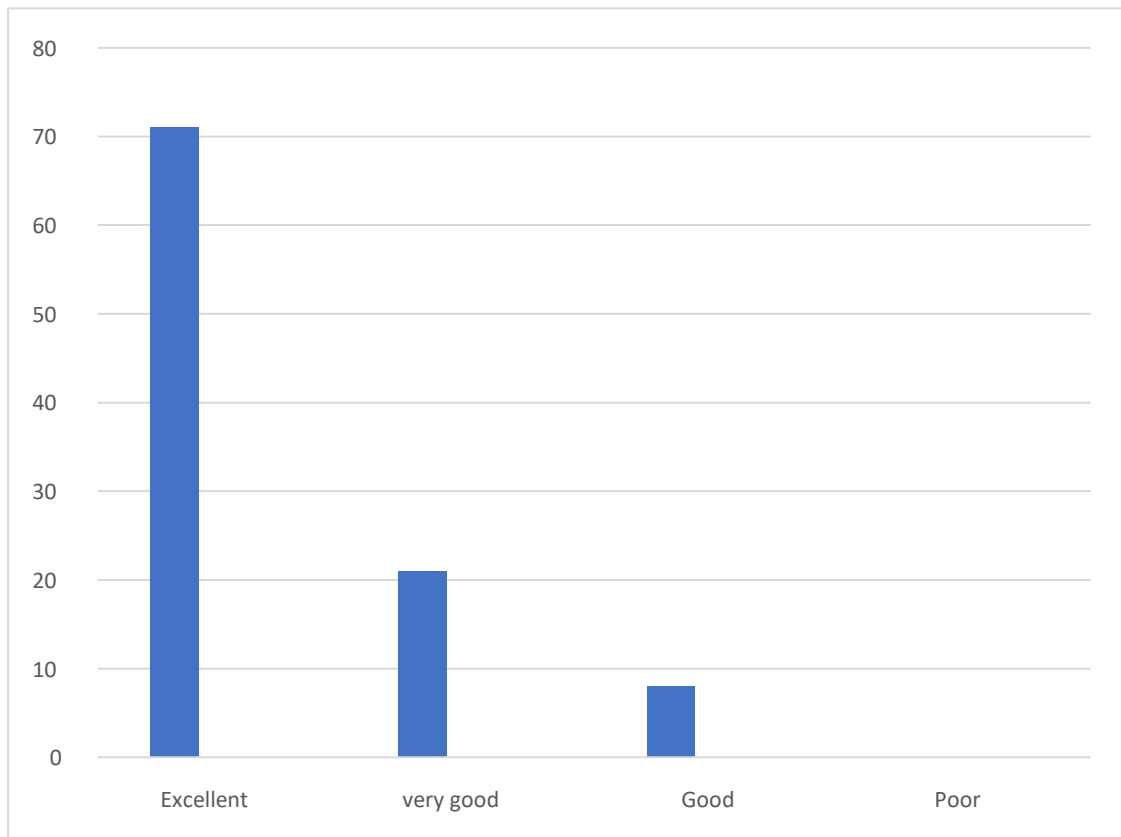


FIGURE 4.1.13 SHOWS RATES OF OPINIONS OF RESPONDENTS REGARDING THE AVOIDANCE OF EXTERNAL INFLUENCE IN THEIR RECRUITMENT PROCESS

TABLE 4.1.14 SHOWS MEANS OF COMMUNICATION

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Telephone	52	52%
E-mail	34	34%
Telegram	9	9%
Postal mail	5	5%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 52% of employees were intimated about their interview or selection through Telephone, 34% of employees were intimated about their interview or selection through E-mail, and 9% of employees were intimated about their interview or selection through telegram, 5% of employees were intimated about their interview or selection through postal mail.

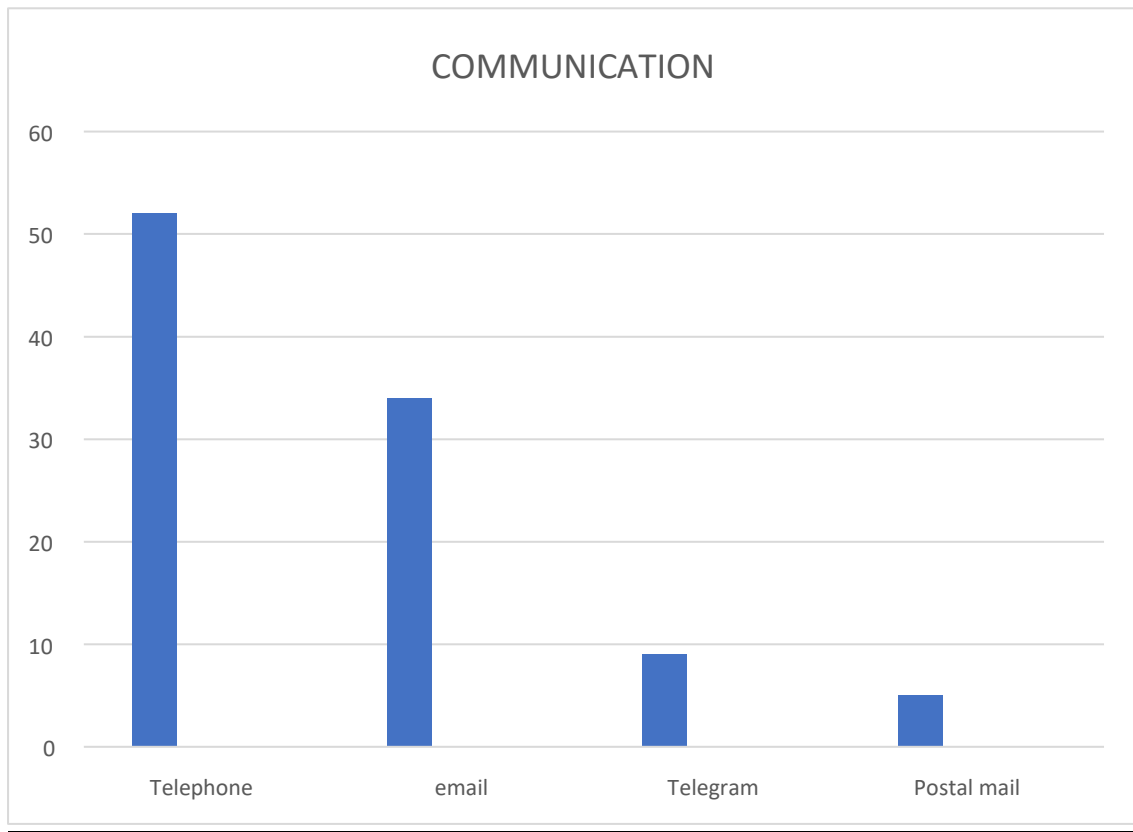


FIGURE 4.1.14 SHOWS MEANS OF COMMUNICATION

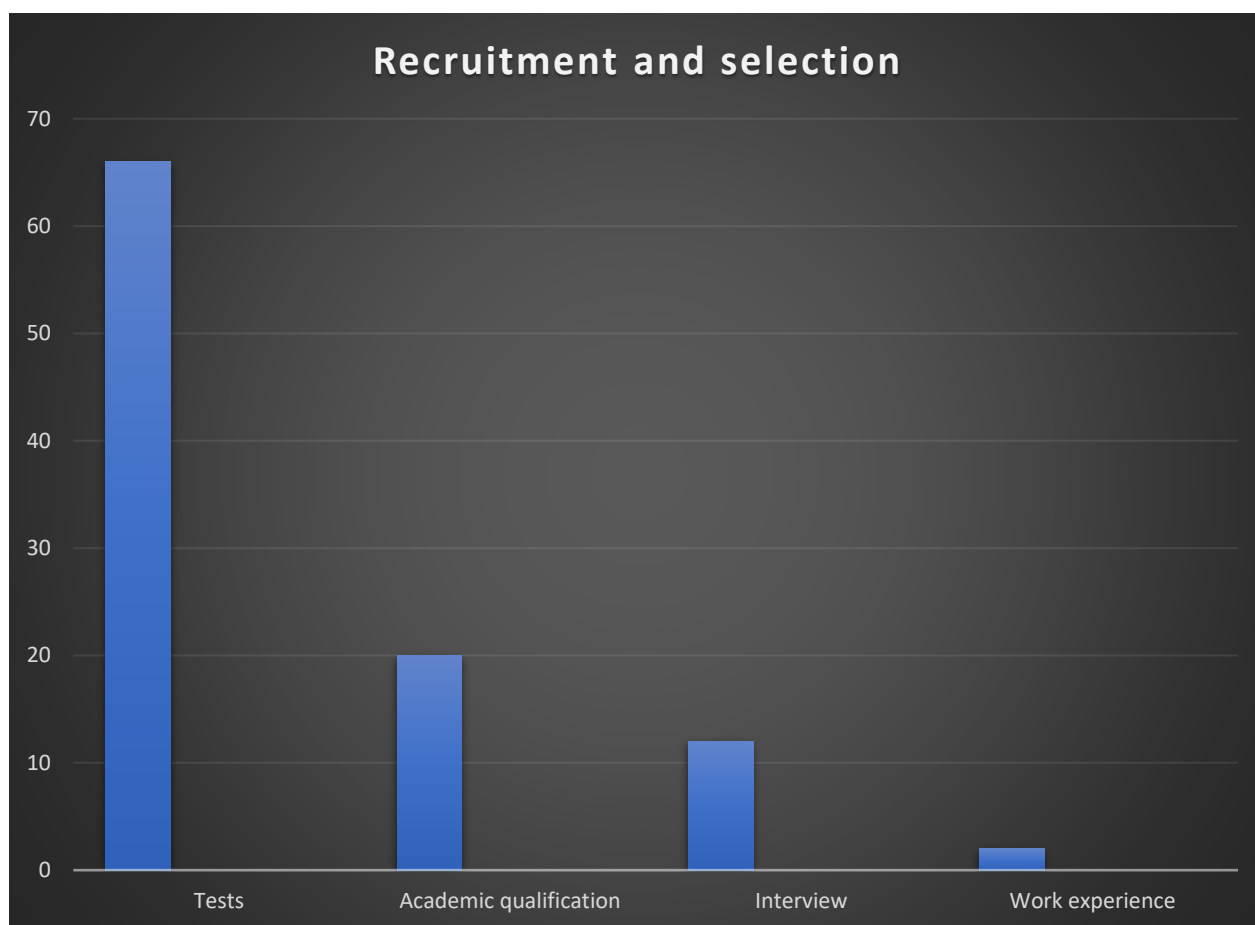
**TABLE 4.1.15 SHOWS FACTORS CONSIDERED BEFORE
RECRUITMENT AND SELECTION**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Tests	66	66%
Academic Qualification	20	20%
Interview	12	12%
Work Experience	2	2%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 66% (66) of consumers are from Tests, 20% (20) are from Academic qualification, 12% (12) are from Interview, 2% (2) are from work experience



**TABLE 4.1.15 SHOWS FACTORS CONSIDERED BEFORE
RECRUITMENT AND SELECTION**

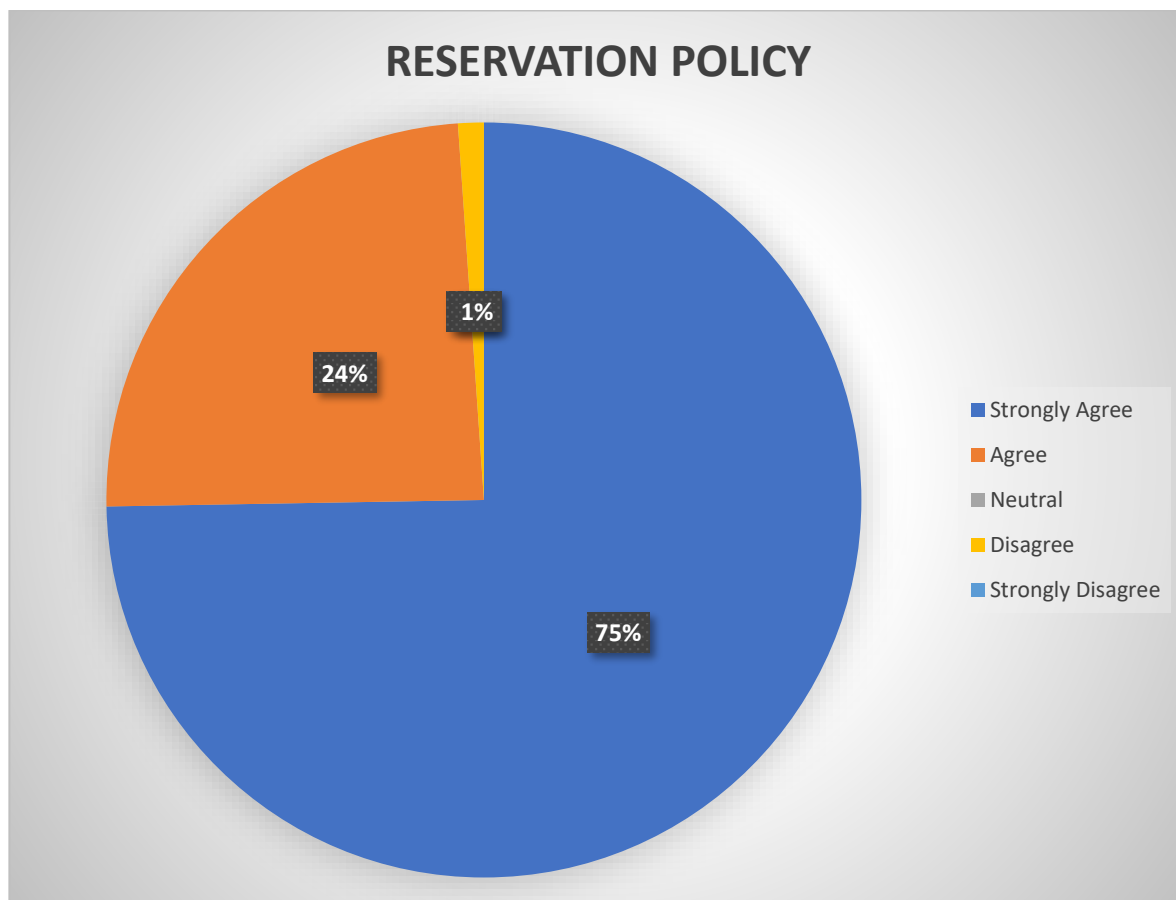
**TABLE NO 4.1.16 SHOWS RESERVATION POLICY
AFFECTING THE QUALITY OF RECRUITMENT AND
SELECTION**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	68	68%
Agree	22	22%
Neutral	0	0%
Strongly Disagree	1	1%
Disagree	1	1%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 68% of the employees are Strongly agree, 22% of the employees are agree and 1% of employees are disagree.



**TABLE NO 4.1.16 SHOWS RESERVATION
POLICY AFFECTING THE QUALITY OF RECRUITMENT
AND SELECTION**

TABLE 4.1.17 SHOWS AWARENESS OF JOB SPECIFICATION

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	62	62%
Agree	30	30%
Neutral	2	2%
Strongly Disagree	0	0%
Disagree	4	4%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

It is interpreted that 62% of the employees are strongly agree, 30% of the employees are agree, 2% of the employees are neutral and 4% of the employees are disagree.

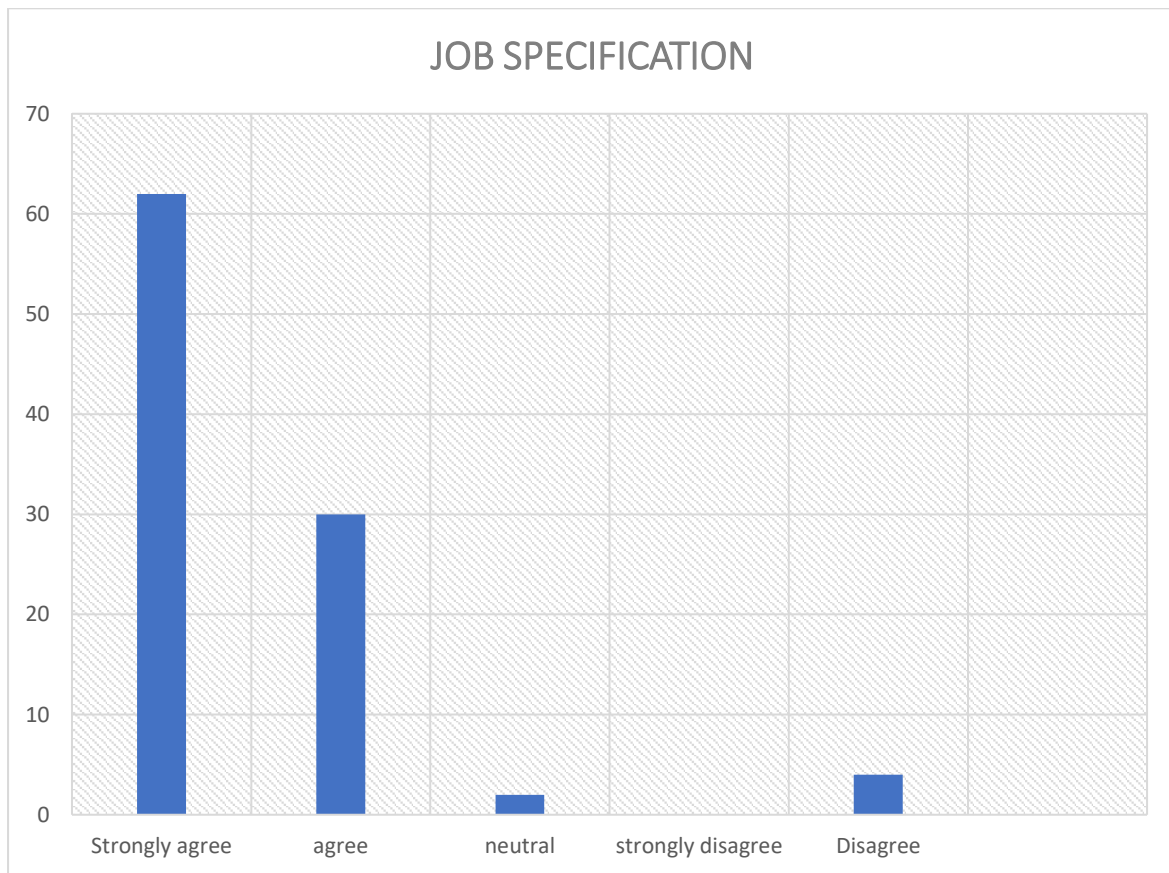


TABLE 4.1.17 SHOWS AWARENESS OF JOB SPECIFICATION

**TABLE 4.1.18 SHOWS ATMOSPHERE DURING THE
INTERVIEW**

ATMOSPHERE	NO OF RESPONDENTS	PERCENTAGE
Pleasant	100	100%
Tense	0	0%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

It is interpreted that 100% of the employee said that the atmosphere during the interview was pleasant. Banks helps prospective employee to face interview in a very cool manner so they don't feel nervous and hesitation.

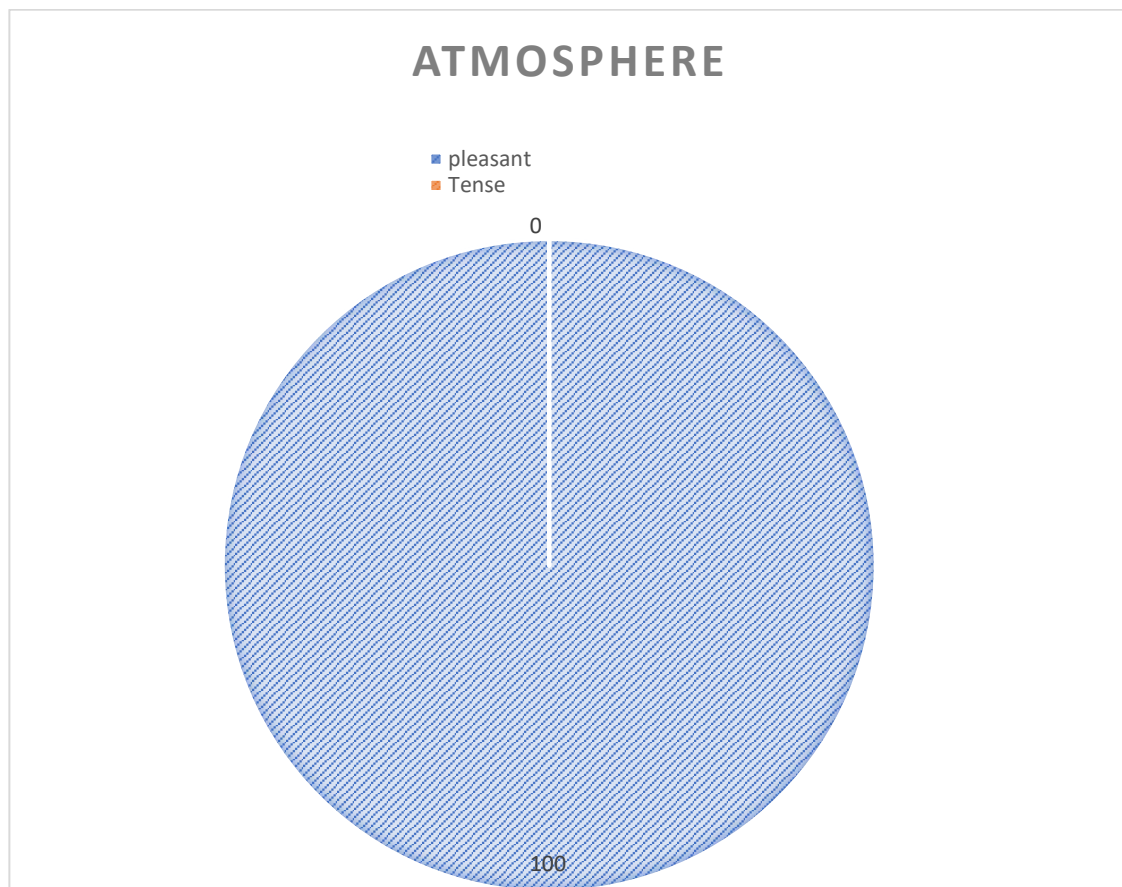


FIGURE 4.1.18 SHOWS ATMOSPHERE DURING THE INTERVIEW

**TABLE 4.1.19 SHOWS AT TIME OF SELECTION ARE YOU
AWARE OF THE JOB DESCRIPTION**

JOB DESCRIPTION	NO OF RESPONDENTS	PERCENTAGE
Yes	95	95%
No	5	5%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 95% of employees aware of the job description at the time of selection and 5% of employees do not aware of the job description at the time of selection.

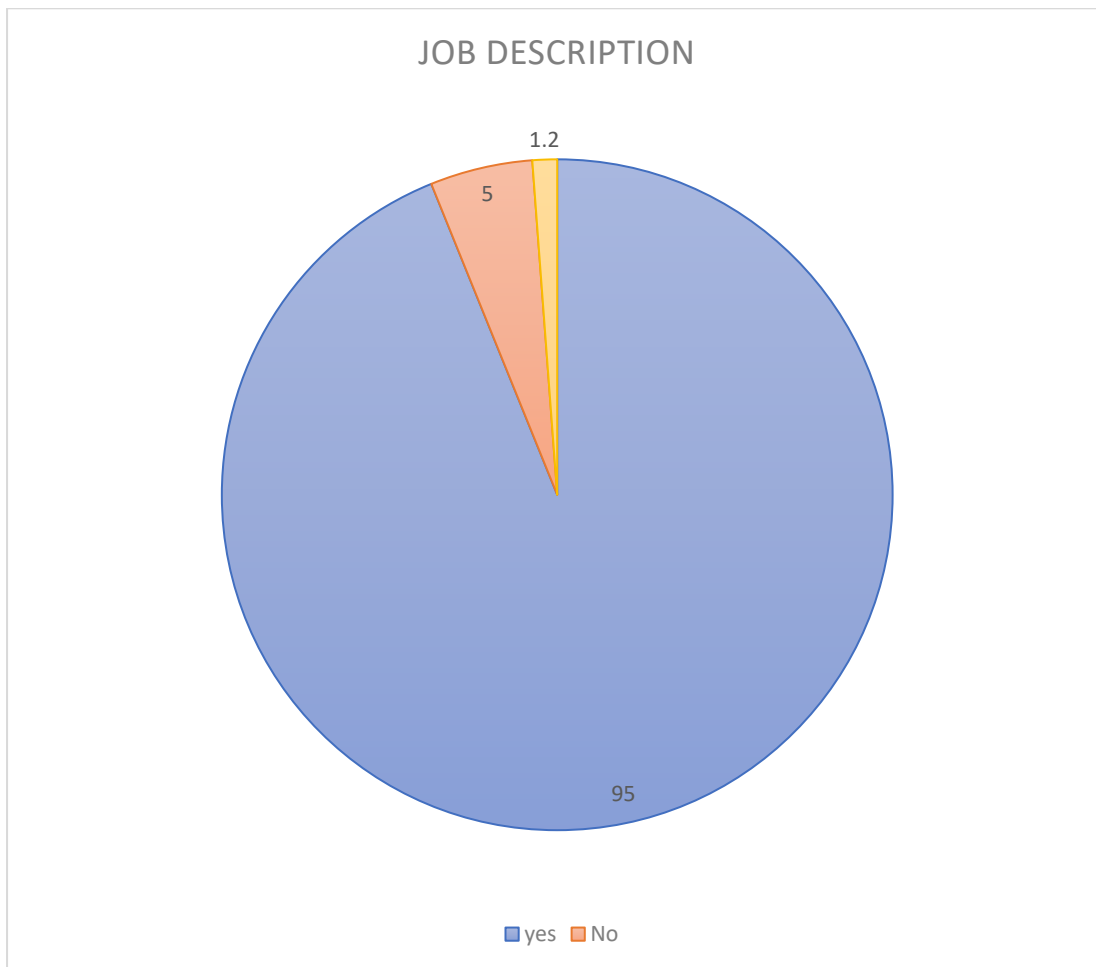


TABLE 4.1.19 SHOWS AT TIME OF SELECTION ARE YOU AWARE OF THE JOB DESCRIPTION

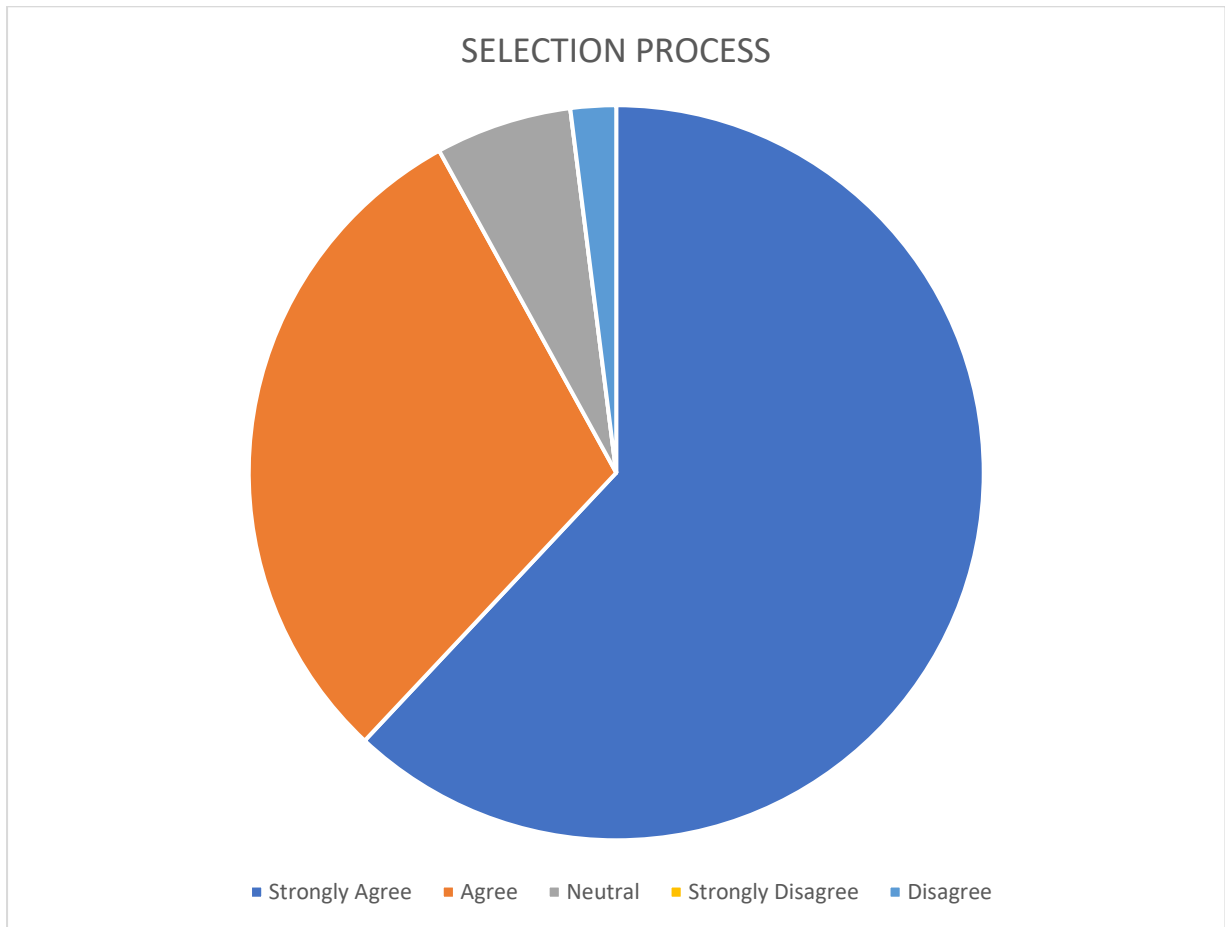
**TABLE 4.1.20 SHOWS AWARENESS OF THE SELECTION
PROCESS IN BANK**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	62	62%
Agree	30	30%
Neutral	6	6%
Strongly Disagree	0	0%
Disagree	2	2%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 62% of the respondents are strongly agree, 30% are agree, 6% are neutral and 4% are disagree



**TABLE 4.1.20 SHOWS AWARENESS OF THE SELECTION
PROCESS IN BANK**

TABLE 4.1.21 SHOWS SELECTION PROCESS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Testing	8	8%
Interview	92	92%
Total	100	100 %

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 92% of the employees working in the bank have opinion that interview was being well planned and administered in selection process. From the above analysis it is very clear that interview method has been better planned and administered in the banks.

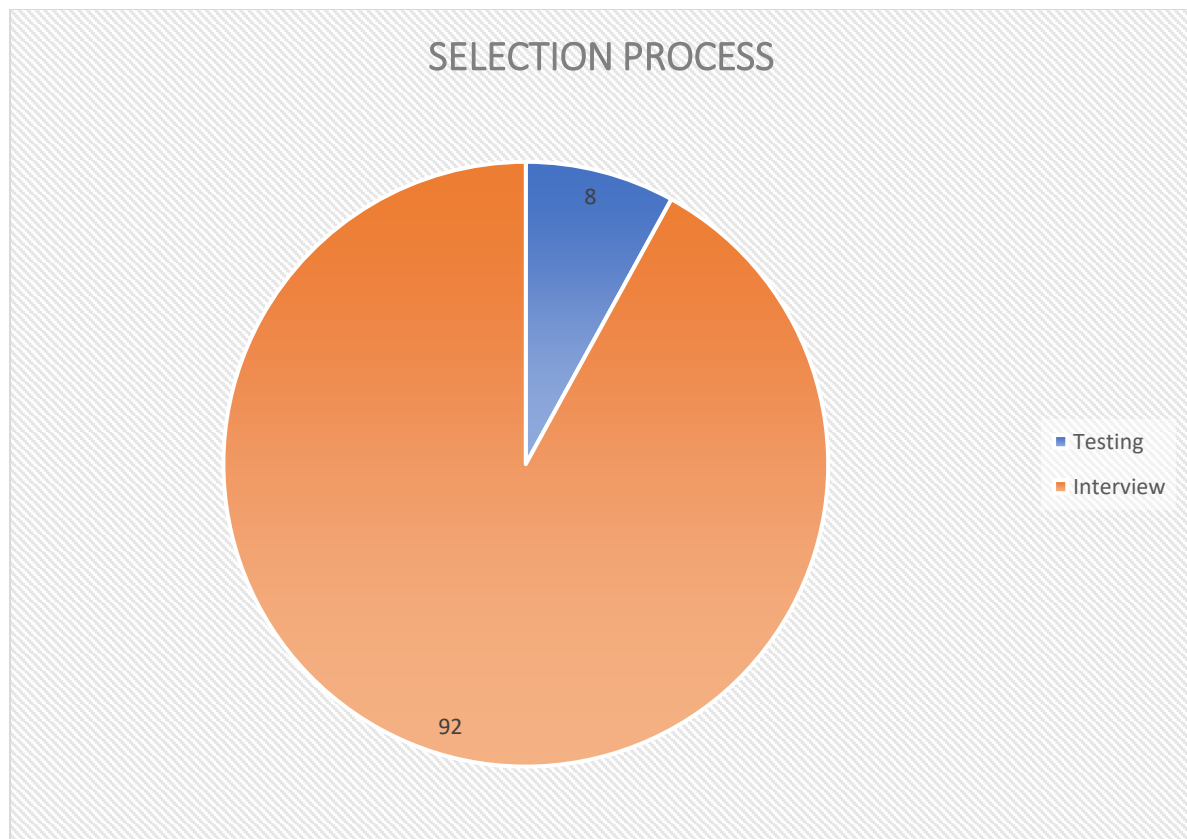


TABLE 4.1.21 SHOWS SELECTION PROCESS

TABLE 4.1.22 SHOWS OPINION ABOUT THE WAY OF INTERVIEW

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Good	85	85%
Fair	12	12%
Satisfactory	3	3%
Unsatisfactory	0	0%
Total	100	100%

SOURCE: PRIMARY DATA

INTERPRETATION

From the above table it is interpreted that 85% of the employees feel that the way in which the interview was conducted in a good manner, 12% of the employees feel that the interview was up to fair, 3% of the employees feel that the interview was up to satisfactory level, and nobody is unhappy with regard to connecting interview. It can be concluded that all employees of banks are satisfied with the way in which the interview have been conducted.

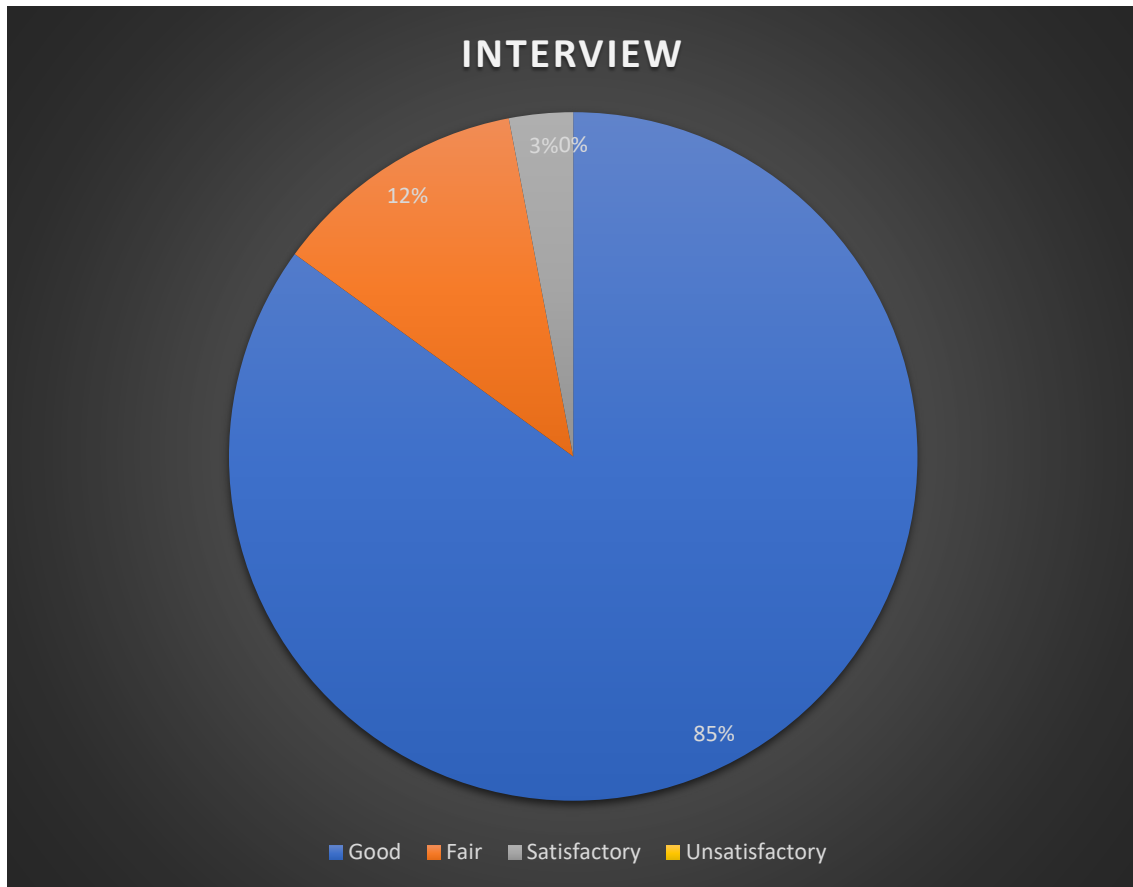


FIGURE 4.1.22 SHOWS OPINION ABOUT THE WAY OF INTERVIEW

4.2 CHI SQUARE

TABLE-1

Ho: There is no significant difference with their opinion about the way of interview

H1: There is significant difference with their opinion about the way of interview

	Value	df	Asymp. Sig(2-sided)
Pearson chi-square	25.652	9	.002
Likelihood Ratio	25.382	9	.003
Linear-by-Linear association	14.839	1	.000
N of valid cases	60		
a. 9 cells (56.3%) have expected count less than 5. The minimum Expected count is .56			

Count		opinion about their way of interview						
		Strongly agree	Agree	Neither Agree or Disagree	Disagree		Strongly Disagree	Total
Means of communication	Telephone	5	3	1	0	1		10
	E-mail	0	6	5	1	0		12
	Telegram	7	10	1	1	1		14
	Postal mail	2	4	6	4	2		12
Total		7	41	4	6	2		60

Results:

Since p value 0.002 is less than 0.005 null hypothesis is rejected alternate is accepted. Hence, there is significant difference with their opinion about the way of interview

ANOVA

TABLE 2

Ho: There is no negative influence in means of communication

H1: There is negative influence in means of communication

	N	Mean	Std of Deviation	Std Error	95% means of communication		Minimum	Maximum
					LowerBound	UpperBound		
1	32	2.22	.832	.147	1.92	2.52	1	4
2	37	2.59	.985	.162	2.27	2.92	1	5
3	27	2.85	1.064	.205	2.43	3.27	1	4
4	12	2.67	.778	.225	2.17	3.16	2	4
5	2	3.00	1.414	1.000	-9.71	15.71	2	4
Total	110	2.56	.963	.092	2.38	2.76	1	5

Means of communication					
	Sum of squares	d f	Mean square	F	Sig
Between groups	3.695	3	1.232	2.010	.115
Within groups	96.805	105	.613		
Total	100.500	106			

Results:

Since p value is greater than 0.05 then null hypothesis is accepted alternate is rejected. Hence, there is no negative influence in means of communication

4.4 CORRELATION

A hypothesis test formally tests if there is correlation/association between two variables in a population

4.4.1 TABLE

X-MX	Y-MY	(X-MX) ²	(Y-MY) ²	(X-Mx) (Y-My)
-17	-21	289	441	357
10	26	100	676	260
32	-1	1024	1	-32
-4	15	16	225	-60
-21	19	441	361	399
Mx: 22.000	My : 22.000	SUM:1870.000	SUM:1794.000	SUM:924.000

R Calculation

r-0.5176

The value of R is 0.5176

This is a moderate positive correlation, which means there is a tendency for high x variable scores go with high y variable scores (and vica versa)

The value of R², the coefficient of determination, is 0.2679

4.4.2 RESULT

Correlation was performed to examine the there is a relationship between interview and selection process. Results of correlation showed $p < .05$ hence null hypothesis is accepted. There is no significant relationship between interview and selection process

CHAPTER-5

5.1 FINDINGS OF THE STUDY

- 65% of the respondents of my questionnaire are females.
- As per the survey, it is known that 48% of the respondents are above 18-15yrs.
- 50% of the respondents of my questionnaire belong to the Education of Graduate.
- 76% of the respondents of my questionnaire belong to the District city.
- 40% Of the respondents of my questionnaire belong to the Tests.
- 57% of the respondents of my questionnaire belong to the advertisement.
- 44% of the respondents of my questionnaire belong to the work experience.
- 35% of the respondents of my questionnaire belong to the pay scale.
- 57% of the respondents of my questionnaire are strongly agree.
- 89% of the respondents of my questionnaire belong to the Highly.
- 71% of the respondents of my questionnaire are excellent.

- 52% of the respondents of my questionnaire belong to the Telephone.
- 66% of the respondents of my questionnaire belong to the Tests.
- 68% of the respondents of my questionnaire are strongly agree.
- Most 100% of the employees has told that the questions asked in the interview were relevant to the job
- 100% of the employee said that the atmosphere during the interview was pleasant.
- From the survey it is noted that 95% of the employees are aware of the job description at the time of selection.
- About 27% of respondents got the information through company employees and 53% of the employees got the information through other sources regarding recruitment
- 92% of respondents had said that interview method is being well planned and administered in selection process.
- Most 85% of the employees said that both personal interview and panel interview was conducted for them.

5.2 SUGGESTION AND RECOMMENDATION

Banks must view on both individual's and company's needs assessment while hiring people. This enables the employees to be more satisfied with their work. Banks must hire candidates through external source of recruitment, so that there is a pump of new blood to the organization. This helps in improvement of company's creativity. Banks should take into account the external factors of recruitment process. The external

factors are demand and supply of specific skills, labour market, unemployment, legal and political considerations etc. Banks should make efforts to effectively communicate to the employees, so that they are clear about the purpose / goal / objectives of the selection process when the respondents are recommended for recruitment. To sustain in the competitive corporate world, the banks should also search for alternatives of recruitment, such as employee learning, out sourcing and temporary employment etc. Banks should focus on e-recruitment for cost saving, speed enhancement and also time saving. Evaluation of recruitment and selection must be done, to know the effectiveness of job analysis in the organization

5.3 CONCLUSION

From this study on the effectiveness recruitment and selection process reveals that the banks are mainly going with wide distributions of advertisement for recruitment. Banks are getting right person to the right job to meet the organizations requirements and to retain the employees. It can be concluded that the recruitment procedure of the banks are satisfactory and effective. According to the job description and job specification, interview methods vary from job to job. Majority of the employees joined the banks just because job security and future prospective. To face the future challenges, banks should take steps to recruit talented young people

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APPENDIX-1 Questionnaire

1.Name

2.Age

- 18-15
- 26-35
- 36-50
- 50+

3. Gender

- Male
- Female

4.Educational qualification

- Ssc-hsc
- Graduate
- Masters
- M.phil- p.hd

5. Different source of knowing the job vacancy

- Advertisement
- consultancy
- friends
- relatives
- others

6. Where do you live at this moment?

- Capital or divisional city
- District
- Rural area

7. Which of these factors considered before recruitment and selection process

- Tests
- Academic qualification
- Interview
- Work experience

8. Sources of better opportunities and work culture

- Image of the company
- Work experience
- Better opportunity
- Salary

9. Reason for attractiveness of job

- Pay scale
- Job security
- Welfare opportunity
- Future prospect

10. opinion of the respondents towards the presence of the pre planned recruitment policy in the organization

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11. Rates of induct in efficiency in present recruitment policy of the Banks

- Highly
- Moderately
- Not at all

12. Rates of opinions of Respondents regarding the avoidance of external influence in their recruitment process

- Excellent
- Very good
- Good
- Poor

13. Means of communication

- Telephone
- E-mail
- Telegram
- Postal Mail

14. Which of these factors considered before recruitment and selection

- Tests
- Academic qualification
- Interview
- Work experience

15. Reservation policy affecting the quality of recruitment and selection

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree

16. Awareness of job specification

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree

17. Atmosphere during the interview

- Pleasant
- Tense

18. At time of selection are you aware of the job description

- Yes
- No

19. Awareness of the selection process in Bank

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree

20. Selection Process

- Testing
- Interview

21. Opinion about the way of interview

- Good
- Fair
- Satisfactory
- Unsatisfactory