

“A STUDY ON RECRUITMENT AND SELECTION PROCESS IN VAKRANGEE LTD.”

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Abstract

Recruitment is “hiring” of employees from outside and Selection is a negative process and involves the elimination of candidates who do not have the required skills and qualification for the job proposed. VAKRANGEE LTD. is an E-Governance service provider in India. The company has network of retail access points to deliver real-time BFSI services, Government to Citizen services and Business to Consumer services to the unserved rural, semi urban and urban market. In the organization the people is clerly define the objective, position and doing the timeliness training and work in the organization and to take the best decision to hire the employees in the recruitment and selection process in the organization.

Human Resource Management

Human Resource plays a crucial role in the development process of the modern economics. 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.

Recruitment

Recruitment is “hiring” of employees from outside. ”It is the process of finding and attracting capable applicants for employment. The process begins when new recruits are sought and ends when their application are submitted. The result is a pool of applicants from which new employees are selected.”

Method of Recruitment:-

- 1: Direct method
- 2: Indirect method
- 3: Third party method

Direct Method:-

The direct method includes sending of the recruiters to different educational and professional institutions, employees contact with public and mannered exhibits. One of the widely used methods is sending the recruiters to different colleges and technical schools. This is mainly done with the cooperation of the placement office of the college. Sometimes, firms directly solicit information form the concerned professors about student with an outstanding records. Other

direct methods include sending recruiters to conventions and seminars, setting up exhibits at fairs, and using mobile offices to go the desired centers.

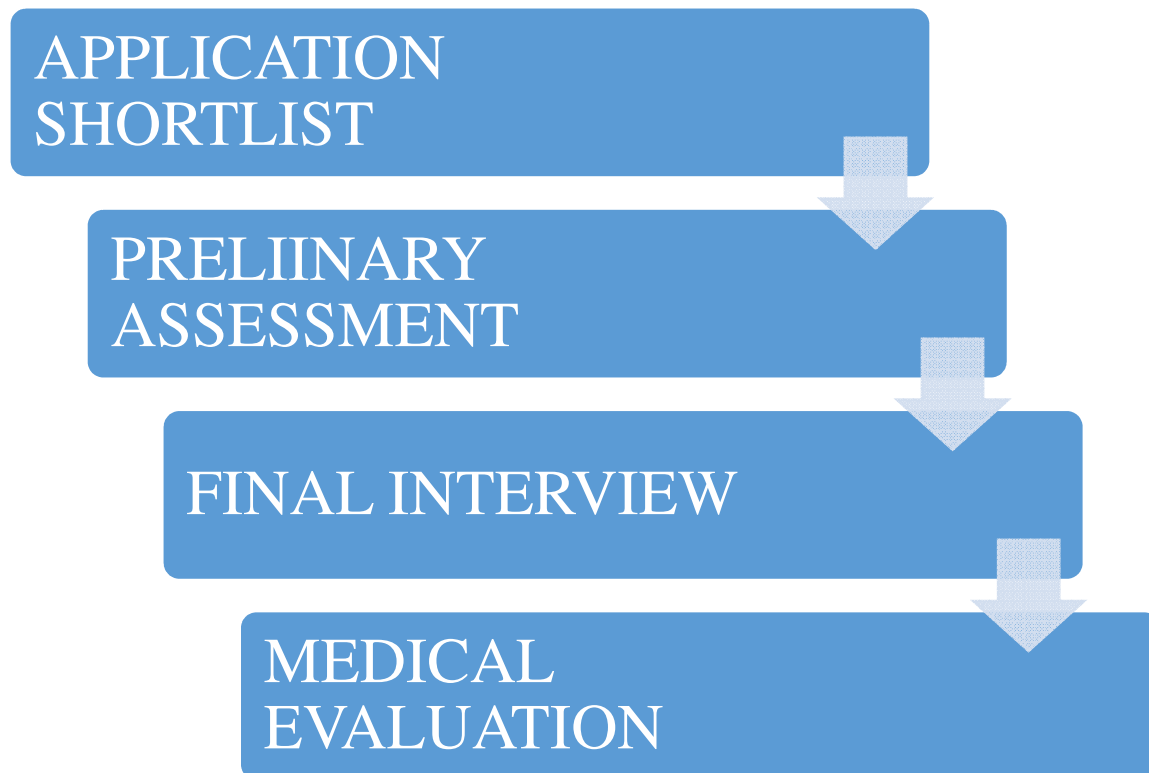
Indirect Method:-

Indirect method involves mainly advertising in newspapers, on the radios, in trade and professional journals, technical magazines and brochures.

Third Party Method:-

These include the use of commercial or private employment agencies, state agencies, and placement offices of schools colleges and professional associations recruiting firms, management consulting firms, indoctrination seminars for college professors, and friends and relatives. Private employment agencies are the most widely used sources. They charge a small fee from the applicant. They specialize in specific occupation; general office help, salesmen, technical workers, accountant, computer staff, engineers and executives.

Recruitment Process



Application shortlist:

In this step, we shortlist the resume received from various sources based on the suitability for the requirement.

Preliminary Assessment:

The short listed candidates go through a preliminary round of interviews. This interview lays more emphasis on functional competencies. To have more data on the functional skills, the candidates may be given a business case for analysis and presentation (This is done for certain positions only).

Final interview:

Here the candidates who successfully clear the first round of interview go through another round of interview with one or more of the functional heads.

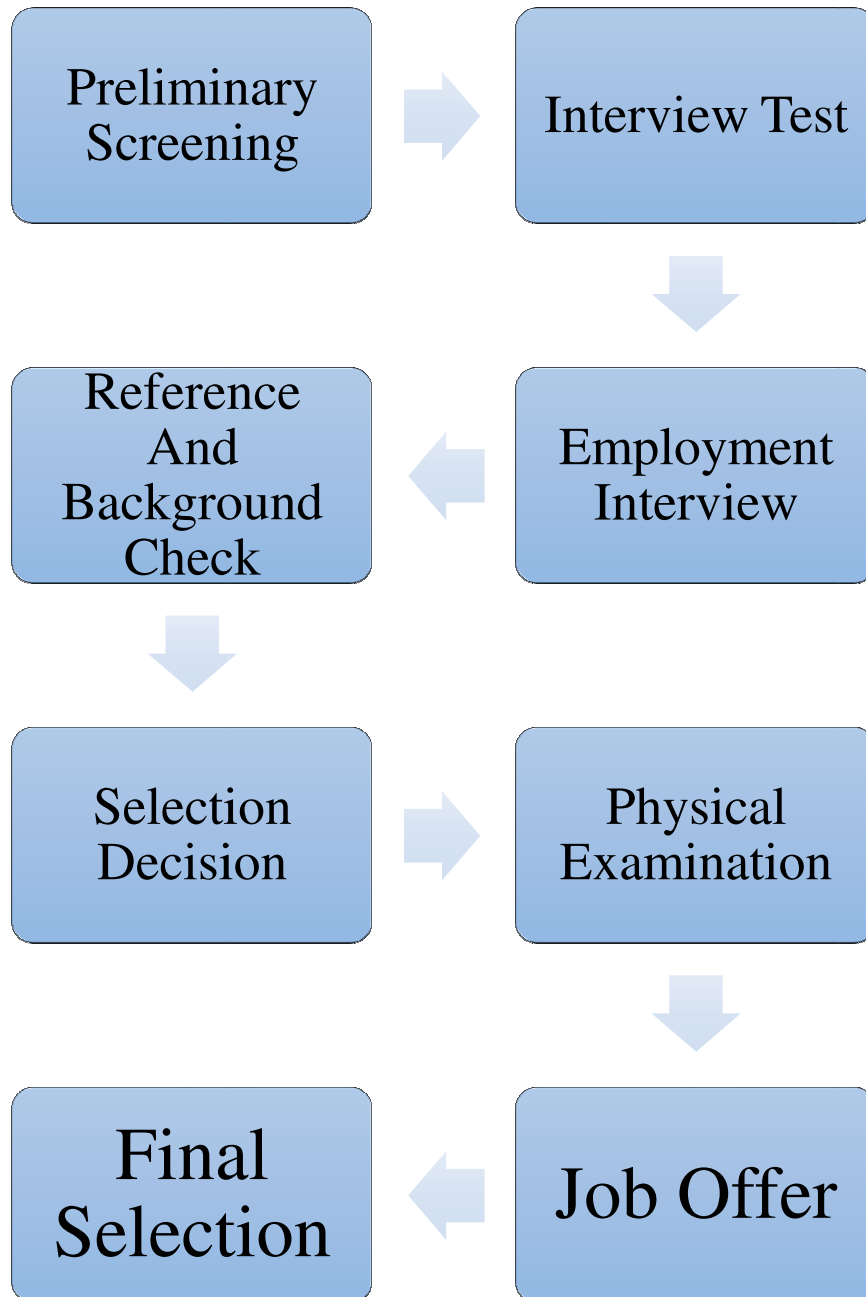
Medical Evaluation:

Candidates who are selected by Colgate are asked to undergo a medical test.

Selection

Selection is a negative process and involves the elimination of candidates who do not have the required skills and qualification for the job proposed. Also it is a process of differentiating between applicants in order to identify and hire those with greater likelihood of success in job. The objective of selection decision is to choose the individual who can most successfully perform the job from the pool of qualified candidates.

Selection Process



PROFILE OF VAKRANGEE LTD.



Vakrangee Ltd (erstwhile VakrangeeSoftwares Limited) aims to be the last-mile link that connects rural citizens with India's modern ecosystem. We endeavour to bridge the financial inclusion gap between the developed urban India and the under-developed rural India by serving a 700+million people market through our Vakrangee Kendra. We leverage our vast network of retail access points to deliver real-time BFSI services, Government to Citizen Services (G2C) & Business to Consumer Services (B2C) to the unserved rural, semi-urban and urban markets.

Our vision is to set up and manage 75,000 Vakrangee Kendra across India covering each pin code. With these bank branches also offering Government-to-Citizen and Business-to-Customer services, the outlets will transform into Vakrangee Kendra offering banking, G2C and B2C services.

We have been the largest single systems integrator for all the key government projects upholding the largest democracy. We aspire to enable our Central and State Governments to administer and deliver G2C services to each citizen – more affordably, reliably & efficiently than ever before. Our objective is to bring a plethora of relevant products and services that are still out of reach in rural and semi-urban India.

Board of Director

Managing Director and CEO:-Dinesh Nandwana

Executive Director - R &D:-Dr. NishikantHayatnagarkar

Non Executive Independent Director:- Ramesh M. Joshi

Non Executive Independent Director:- Sunil Aggarwal

Non Executive Independent Director:- B. L. Meena

Non Executive Independent Director:- Avinash Vyas

Nominee Director:- T. Sitharthan

Research Methodology

Research is an art of scientific investigation. Research covers the search for a retrieval of information for a specific purpose. Research has many categories, from medical research to

literary research. A research paper is a piece of academic writing that requires a more abstract, critical and thoughtful level of inquiry than you might be used to.

According to Redman and Morry, 'Research is careful and systematized effort of gaining new knowledge.'

According to Clifford Woody, '**Research comprises of defining and redefining problems, formulating hypothesis or suggested solutions, collecting, organizing and evaluating data, making deductions and reaching conclusions. And at last carefully testing the conclusions, to determine, whether they fit the formulating hypothesis or not.**'

Basically research is a search for truth with the help of some study, observation, comparison and experiments. It is a search for knowledge with the help of objective and systematic method of finding solution to a problem. Research is a voyage of dictionary of knowledge lead by inquisitiveness of human nature.

Objectives of the study

- To study the recruitment and selection procedure in VAKRANGEE LTD.
- To study the various sources of recruitment followed by VAKRANGEE LTD.

Research process/methodology

The research process adopted in this project has the following steps.

Formulation of the project topic

This is the starting point of any project. At the very outset it must be singled out i.e. the decision about the general area of interest has to be taken. This means that the subject matter of the study has to be defined. Essentially steps are involved is formulating the research topic viz. understanding the problem thoroughly and rephrasing the same into meaningful terms from an analytical point of view.

Defining the scope and objective of the search

This is the stage at which the research design has to be prepared. This makes the research as efficient as possible yielding maximum information. In other words, its function is to provide for the collection of relevant information with minimal expenditure of effort, time and money.

Determining the sample design

A sample design is a definite plan determined before any data are actually collected for obtaining a sample from a given population. The samples can be either probability samples or non-probability samples. With probability sample each element has a known probability or being included in the sample but the non-probability sampling do not allow the researcher to determine this probability. In this project the sample was collected on basis of **convenience sampling** where each element of the population has been selected on the basis of convenience of researcher.

Collecting the data

In dealing with any real life problem, it is often found that at hand are inadequate and hence, it becomes necessary to collect data that are appropriate. There are several ways of collecting the appropriate data; Primary data can be collected through census or survey. In case of survey data

can be collected by a number of ways viz. by questionnaire. In this study, **primary data** was collected using questionnaire approved by the faculty guide.

Analysis of data

The analysis of data requires a number of closely related operations such as establishment of categories, the application of these categories to raw data through coding tabulation and then drawing statistical inferences. The analysis work after interpretation was done using **graphs and pie charts**.

3.2.6 Generalization and Interpretation

The real value of research lies in its ability to arrive at certain generalization. The interpretation means to explain the findings on the basis of some theory.

RESEARCH	PRIMARY
AREA OF SAMPLING	DELHI
SAMPLE SIZE	50
TOOL	QUESTIONNAIRE
DATA ANALYSIS	GRAPHICAL METHOD

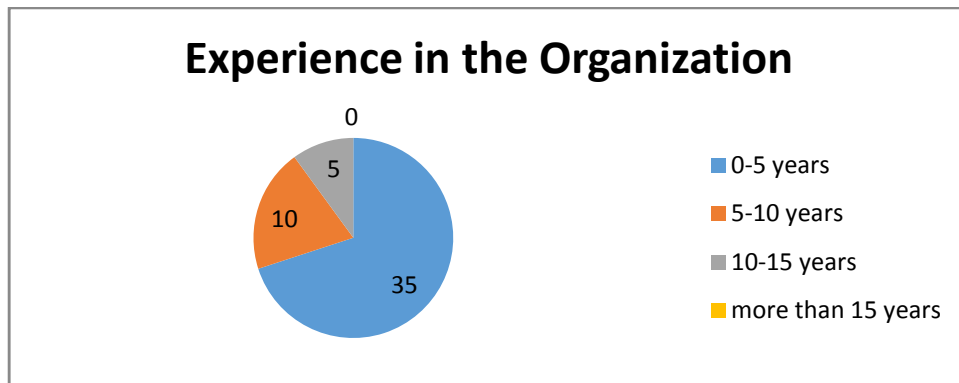
Limitation of the Study

- As an intern it was difficult for researcher collect information about the company's internal policies.
- It was very difficult to collect the information from various personnel for their job constraint
- Since the officers and HR Manager had to respond to my questionnaire while they were busy were busy with their hectic work.
- Some of the officers were less interested to respond to my questionnaire.
- Due to shortage of time it was not possible to pull all kind of information in this report.

Data Analysis and Interpretation

Q1. Since how many years have you been working with this organization?

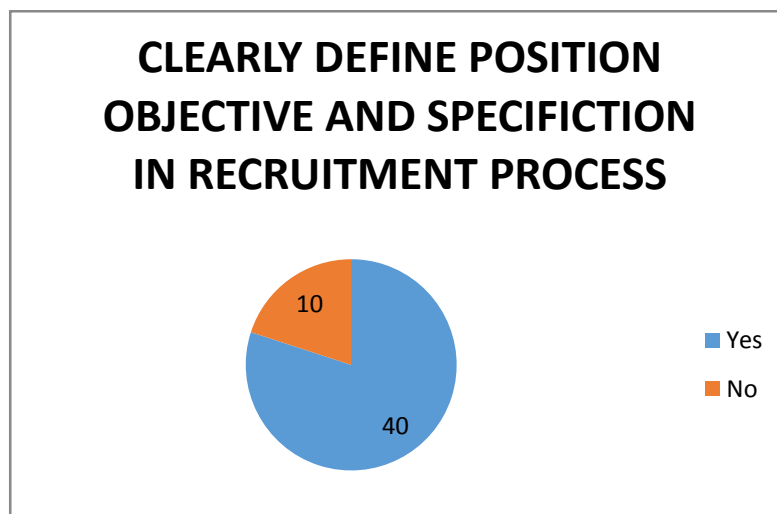
Experience in the organization	Frequency	Percentage
0-5 years	35	70
5-10 years	10	20
10-15 years	5	10
more than 15 years	0	0
Total	50	100



INTERPRETATION:- From the above table it is clearly that 70% people having an experience of 0-5 years in the organization where as 20% people have 5-10 years of experience in the organization and only 10% people have 10-15 years of experience in the organization.

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

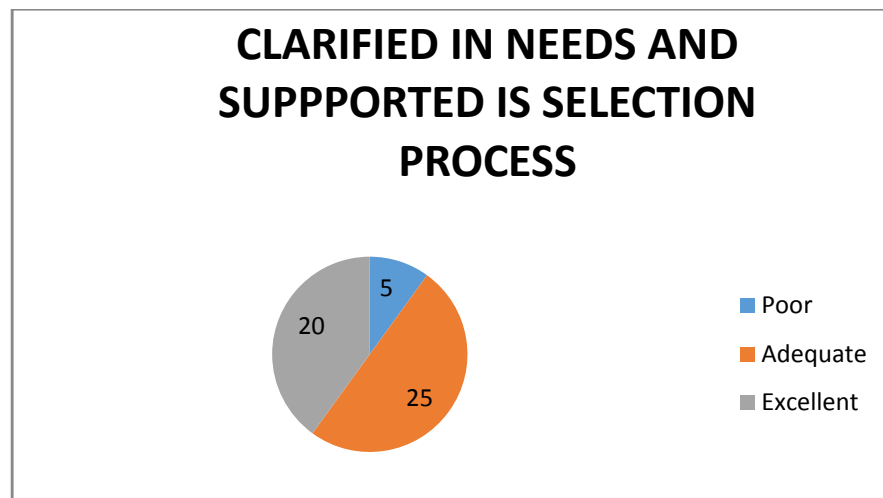
	Frequency	Percentage
Yes	40	80
No	10	20
total	50	100



INTERPRETATION:- For the above table it is clear that 80% of the people is clearly define the position objectives, recruitment and candidate specification in the process and 20% is not clear the objective and recruitment process.

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

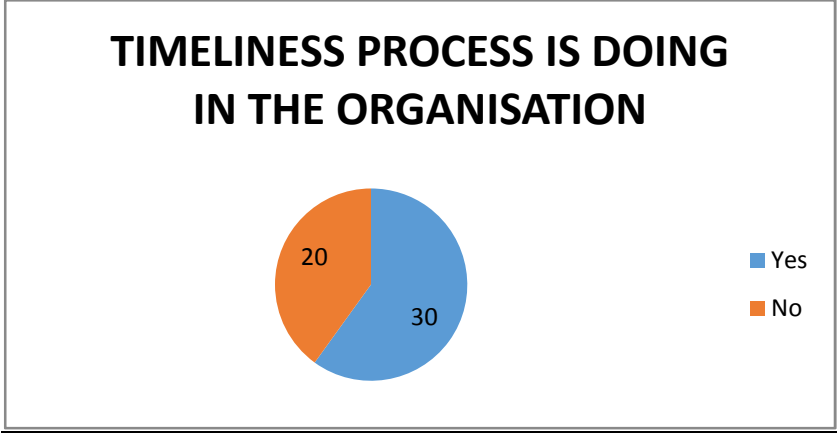
	Frequency	Percentage
Poor	5	10
Adequate	25	50
Excellent	20	40
Total	50	100



INTERPRETATION:- For the above table it is clear that 50% is adequately affirmative action needs clarified and supported in the needs, 40% is excellent affirmative action needs clarified and supported in needs and 10% is poor in affirmative in action needs clarified and supported in the selection process.

4. Is the organization doing timeliness recruitment and Selection process?

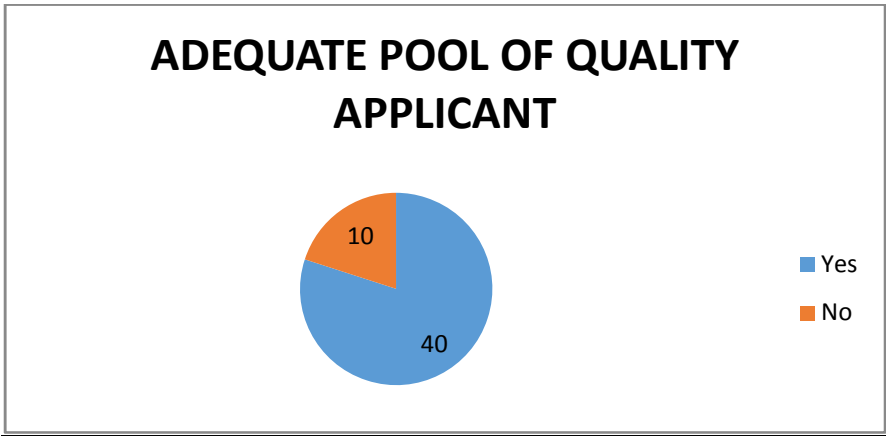
	Frequency	Percentage
Yes	30	60
No	20	40
Total	50	100



INTERPRETATION:- For the above table it is clear that 60% is doing the timeliness recruitment and selection process and 40% is not doing the timeliness process of recruitment and selection.

5. Does HR provide an adequate pool of quality applicants?

	Frequency	Percentage
Yes	40	80
No	10	20
Total	50	100



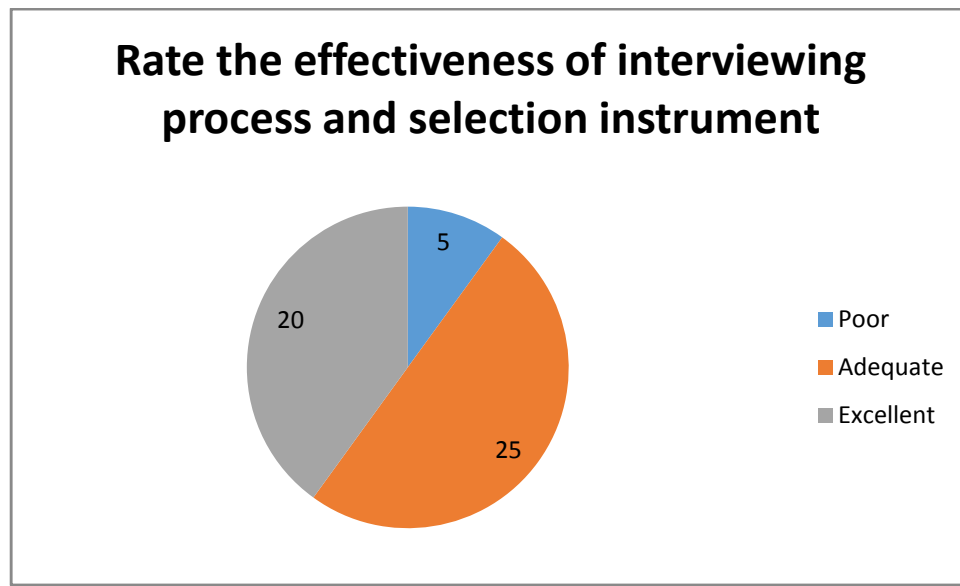
INTERPRETATION:- For the above table it is clear that 80% HR provide the adequate pool of quality application and 20% HR is not adequate the pool of quality application .

	Frequency	Percentage
Poor	5	10
Adequate	25	50

6. Rate the effectiveness of the interviewing process and other such as testing?

Excellent	20	40
Total	50	100

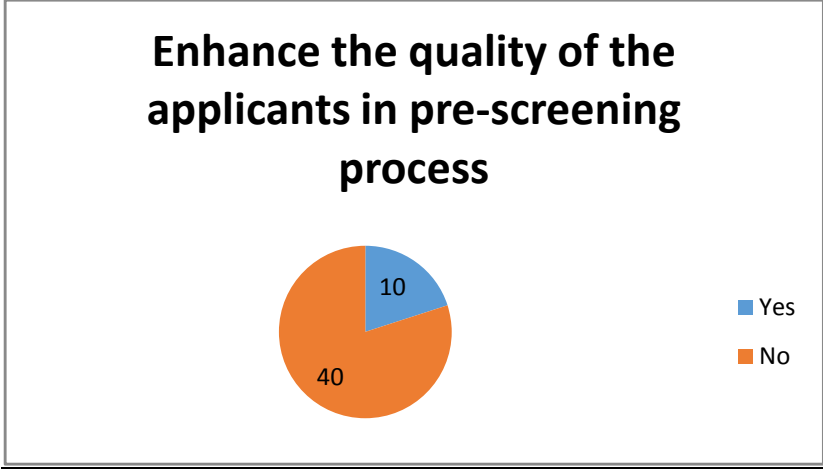
of the interviewing selection instruments,



INTERPRETATION:- For the above table it is clear that 50% is adequate, 40% is excellent and 10% is poor to rate the effectiveness of interviewing process and other selection instrument, such as testing. .

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

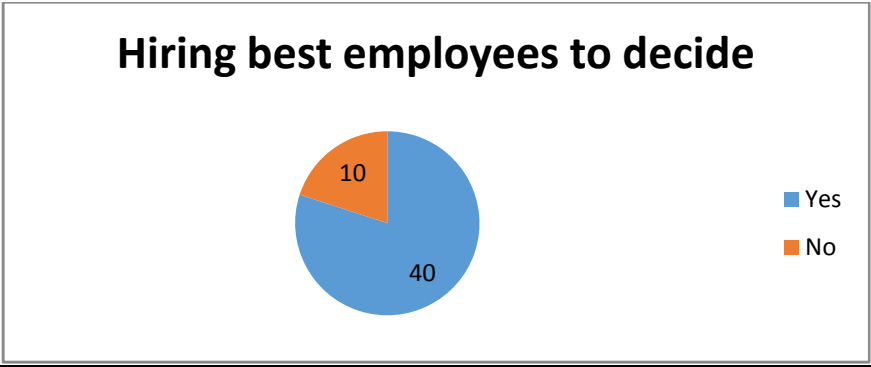
	Frequency	Percentage
Yes	10	20
No	40	80
Total	50	100



INTERPRETATION:- For the above table it is clear that 20% HR team is enhance the quality of the application pre-screening process and 80% is not enhance the quality of application pre-screening process.

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

	Frequency	Percentage
Yes	40	80
No	10	20
Total	50	100



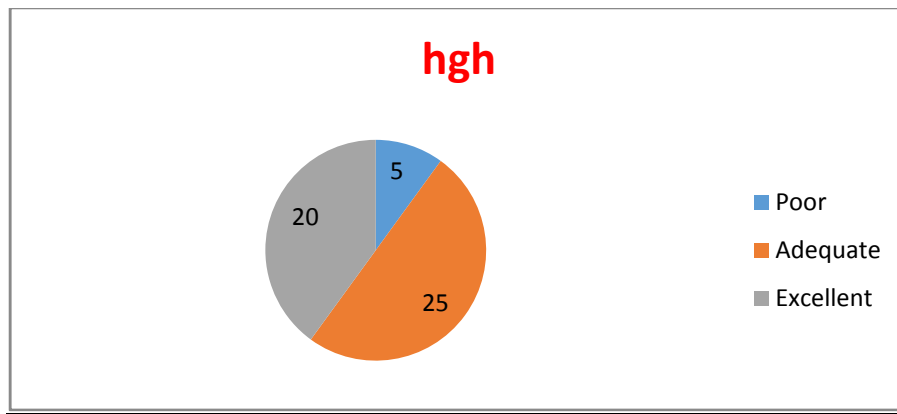
INTERPRETATION:- For the above table it is clear that 80% HR train hire the employees to make the best hiring decision and 20% HR train is not hire employees for the best hiring decision.

9. Rate how well HR from non-traditional

Poor	5	10
Adequate	25	50
Excellent	20	40
Total	50	100

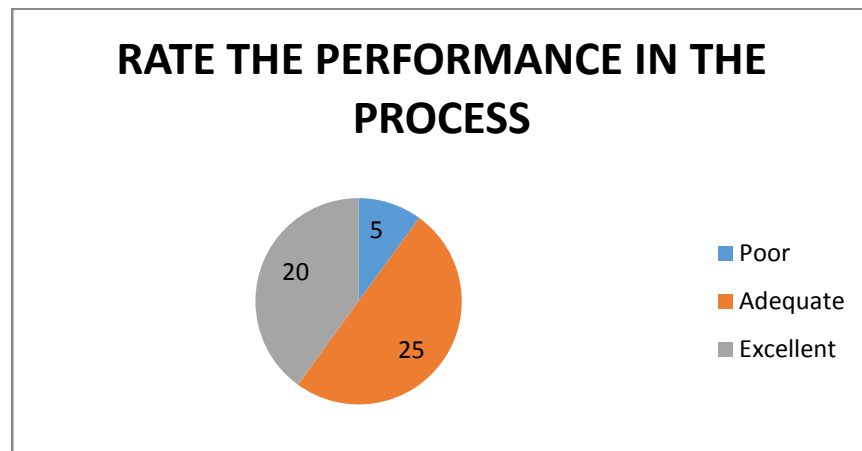
finds good candidates sources when Necessary?

	Frequency	Percentage
Poor	5	10
Adequate	25	50
Excellent	20	40
Total	50	100



INTERPRETATION:- For the above table it is clear that 50% is adequate, 40% is excellent and 10% is poor to rate the well HR good candidate from non-traditional sources when necessary.

10. How would you rate the HR department’s performance in recruitment and selection?



INTERPRETATION:- For the above table it is clear that 50% is adequate and 40% is excellent and 10% is poor to rate HR department’s performance in recruitment and selection.

Findings

1. 70% of people have been working experience in the organization.
2. 80% is clearly define the objective position, requirements and specification in the recruitment process in the organization.
3. 50% is adequately affirmative the action needs and supported in the selection process.
4. 60% is doing timeliness process in the organization.
5. 80% HR provide an adequate pool of quality applicants.
6. 50% is adequate the effectiveness of interviewing process and other selection instrument, such as testing.
7. 80% HR train hire the employees to make the best hiring decision.
8. 50% is adequate to rate HR department's performance in recruitment and selection.

Conclusion

This presents the summary of the study and survey done in relation to the Recruitment and Selection in VAKRANGEE LTD. The conclusion is drawn from the study and survey of the company regarding the Recruitment and Selection process carried out there. The recruitment process at VAKRANGEE LTD to some extent is done objectively and therefore lot of bias hampers the future of the employees. Most of the employees were satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the working of the company as a fresh blood, new idea enters in the company. Selection process is good but it should also be modified according to the requirements and should job profile so that main objective of selecting the candidate could be achieved

Suggestions

- Manpower requirement for each department in the company is identified well in advance.
- If the manpower requirement is high and the recruitment team of the HR department alone cannot satisfy it, then help from the placement agencies is needed.
- Time management is very essential and it should not be ignored at any level of the process.
- The recruitment and selection through placement agencies as the last resort and is utilised only when need.
- The recruitment and selection procedure should not to lengthy and time consuming.
- The candidates called for interview should be allotted timings and it should not overlap with each other.

Questionnaire for the Research

Q1. Since how many years have you been working with this organization?

a. 0-5 Years

- b. 5-10 Years
- c. 10 to 15 Years
- d. More than 15 Years

Q2. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?

- a. Yes
- b. No

Q3. How well are the organization's affirmative action needs clarified and supported in the selection process?

- a. Poor
- b. Adequate
- c. Excellent

Q4. Is the organization doing timeliness recruitment and Selection process?.

- a. Yes
- b. No

Q5. Does HR provide an adequate pool of quality applicants?

- a. Yes
- b. No

Q6. Rate the effectiveness of the interviewing process and other selection instruments, such as testing?

- a. Poor
- b. Adequate
- c. Excellent

Q7. Does the HR team act as a consultant to enhance the quality of the applicant pre-screening process?

- a. Yes
- b. No

Q8. Does HR train hiring employees to make the best hiring decisions?

- a. Yes
- b. No

Q9. Rate how well HR finds good candidates from non-traditional sources when Necessary?

- a. Poor
- b. Adequate

c. Excellent

Q10. How would you rate the HR department's performance in recruitment and selection?

a. Poor

b. Adequate

c. Excellent

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