

A STUDY ON THE EFFECTIVENESS OF RECRUITMENT AND SELECTION PROCESS ON QUALITY OF HIRING AND ORGANISATIONAL PERFORMANCE

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Abstract:

In order to evaluate the clarity of job descriptions, timeliness of procedures, and general HR efficiency, this study looks at how well recruiting and selection processes work inside a firm. With a descriptive study design, the approach used basic random sampling to guarantee unbiased results while gathering data via a survey given to 50 employees. Structured questions were used in the survey to collect quantitative data, which was then examined graphically. The study's conclusions show that employees generally have a favorable opinion of the HR department's efficacy and the clarity of job assignments. Responses did, however, also point out areas that needed work, notably with regard to the recruitment process's consistency and speed. These findings imply that although the company's hiring practices are generally successful, there is still need to improve staff happiness and procedural effectiveness.

Keywords: Recruitment and Selection, Organization, HR Department.

1. Introduction:

Within the ever-changing field of human resource management, the recruitment and selection process is critical to the success and long-term viability of a business. Efficient recruitment and selection tactics provide firms with the required talent and also match the workforce with the organization's strategic objectives, which improves overall performance. These procedures are important for reasons other than just hiring new employees; they also have an impact on more general corporate culture and worker happiness. The field of human resources has witnessed a paradigm change away from traditional techniques and toward more analytical, strategic approaches that combine internal and external candidate sourcing. Gaining a more profound comprehension of these procedures is essential for improving staff composition and HR procedures to match changing business requirements.

Using secondary data from academic journals, books, official papers, and internet platforms along with primary data gathered through questionnaires, interviews, and observation, this study aims to investigate and evaluate the recruiting and selection procedures used by diverse organizations.

Past research has shown how important these procedures are in assessing the efficacy of the HR department and its contribution to corporate goals. Examples of these studies include those carried out by Kumar (2014), Bhoganadam (2014), Sudhamsetti Naveen (2014), and Anushya Y. (2017). All of these researches point to the notion that strategic hiring and selection procedures improve organizational culture and employee happiness while also assisting in the attainment of strategic goals. This study attempts to provide a thorough analysis of the procedures, assess employee satisfaction with these processes, and provide insights into the efficacy of present policies due to the intricate and multidimensional nature of recruitment and selection. In doing so, the study hopes to add to

the body of knowledge already known about HR management and provide HR professionals with useful advice on how to improve organizational results and recruit more skillfully.

2. Literature Review:

Kumar (2014) carried out a thorough study on the hiring and choosing procedures, using secondary materials including books, journals, websites, government reports, and newspapers together with primary techniques like surveys, interviews, and observations. The purpose of the study was to examine these procedures and examine how candidates are chosen from both internal and external sources. 150 respondents' data were examined using statistical methods. The study made clear how important talent acquisition is to HR departments' ability to successfully support the accomplishment of business goals (Kumar, 2014).

In an identical manner, Bhoganadam (2014) examined the recruitment and selection procedures, collecting primary data from 40 respondents via surveys. Evaluating and analyzing how satisfied employees were with these procedures was the primary goal. Results showed that staff members were generally satisfied, coupled with recommendations for improving the procedures (Bhoganadam, 2014). In January 2014, Sudhamsetti Naveen conducted an analysis of the recruitment and selection procedures, including primary and secondary data collection techniques. The purpose of this study was to examine different sources of recruitment and assess how well the current policies for selection and recruiting are working. HR managers should give priority to choosing the best applicants from a variety of sources, including college recruitment, according to a statistical analysis of data from 150 respondents (Sudhamsetti, 2014).

Anushya Y. (2017) conducted a study with the goal of comprehending the hiring and selection procedure from the viewpoint of thirty employees. She used questionnaires to collect primary data and records and websites to examine secondary data. The study sought to determine the sources of recruitment and examine the associated processes. The results indicated that the hiring and selection procedures were positively received and in keeping with the organizational culture, which emphasizes their significance in preserving a productive work environment (Anushya, 2017). The cumulative findings of these researches highlight the vital role that efficient hiring and selection procedures play in raising employee satisfaction and organizational effectiveness. Every individual makes a distinct contribution to our comprehension of how HR procedures that are well-thought-out and executed can result in more strategic talent acquisition and retention, both of which are essential for accomplishing more general organizational goals.

3. Research Methodology:

3.1. Research Objective:

The main goal of this study is to provide useful information for improving human resource management practices by analyzing, assessing, and comprehending the impact of recruitment and selection procedures on organizational performance and employee satisfaction.

3.2. Research Design:

The "Descriptive Research Design," which focuses on characterizing the traits of a population or phenomenon, is the research design used in this project. This approach focuses mostly on the 'what' side of things, outlining and detailing the particular characteristics of the topic being studied through the use of descriptive categories or category schemes.

3.3. Sampling and Data Collection:

To guarantee an objective portrayal of the populace, a basic random sample technique was utilized in this investigation. 50 employees make up the sample size that was selected, allowing for large yet manageable data gathering and analysis (see Table 1). The Survey method—more especially, the use of questionnaires—was employed for data collection. This method was chosen due to its ability to collect a wide

variety of responses and its usefulness in enabling quantitative analysis of the recruitment and selection procedures that were the subject of the study.

Table 1: Demographic Description:

Demography	Groups	Responses
Gender	Male	30
	Female	20
Age	20-30 Years	22
	31-40 Years	21
	41-50 Years	5
	Above 50 Years	2
Educational Qualification	Graduate	19
	Post-Graduate	14
	Others	17
Total Sample Size (n = 50)		

4. ANALYSIS AND INTERPRETATION:

The replies that were gathered were analyzed using a graphical manner in this study.

TABLE NO. 2(Statement 1):My organization clearly defines the position objectives, requirement, and candidate specifications in recruitment process.

H₀1: Clearly defining position objectives, requirements, and candidate specifications in the recruitment process has no association with the quality of hires and organizational performance.

Rating Scale	Quality Of Hires	Organizational Performance	Total	%	Statistical inference
Strongly Agree	13	15	28	56	X ² = 1.4423 Df=4
Somewhat	6	7	13	26	Tabulated value at

Agree					5% significance= 9.488 H ₀ = Accepted H ₁ =Rejected
Neutral	0	1	1	2	
Somewhat Disagree	3	2	5	10	
Strongly Disagree	1	2	3	6	
Total	23	27	50	100	

Source: Primary data and own calculation

Looking at Table 2 and Figure 1 it shows that the calculated value is 1.4423 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining position objectives, requirements, and candidate specifications in the recruitment process has no association with the quality of hires and organizational performance. It also shows that out of 50 employees, 56% of respondents strongly agree, followed by agree (26%) that the organization defines the position objectives, requirement, and candidate specification for quality of hires and organizational performance. A small percentage of respondents, or 2%, have a neutral opinion. The statement was found to be disagreed with by 10% of respondents and strongly disagreed by 6% of respondents.

TABLE NO. 3 (Statement 2): My organization is doing timeless recruitment process.

H₀: The implementation of a timeless recruitment process has no

Rating Scale	Quality Of Hires	Organizational Performance	Total	%	Statistical inference
Strongly Agree	8	9	17	34	$\chi^2 = 3.9852$ $Df = 4$ Tabulated value at 5% significance = 9.488 $H_0 = \text{Accepted}$ $H_1 = \text{Rejected}$
Somewhat Agree	4	8	12	24	
Neutral	10	5	15	30	
Somewhat Disagree	1	1	2	4	
Strongly Disagree	1	3	4	8	
Total	24	26	50	100	

association with the quality of hires and organizational performance.

Source: Primary data and own calculation

Looking at Table 3 and Figure 1 it shows that the calculated value is 3.9852 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining the implementation of a timeless recruitment

process has no association with the quality of hires and organizational performance. It also shows that out of 50 employees, 34% of respondents strongly agree, followed by agree (24%) that the organization defines the position objectives, requirement, and candidate specification for quality of hires and organizational performance. A small percentage of respondents, or 30%, have a neutral opinion. The statement was found to be disagreed with by 4% of respondents and strongly disagreed by 8% of respondents.

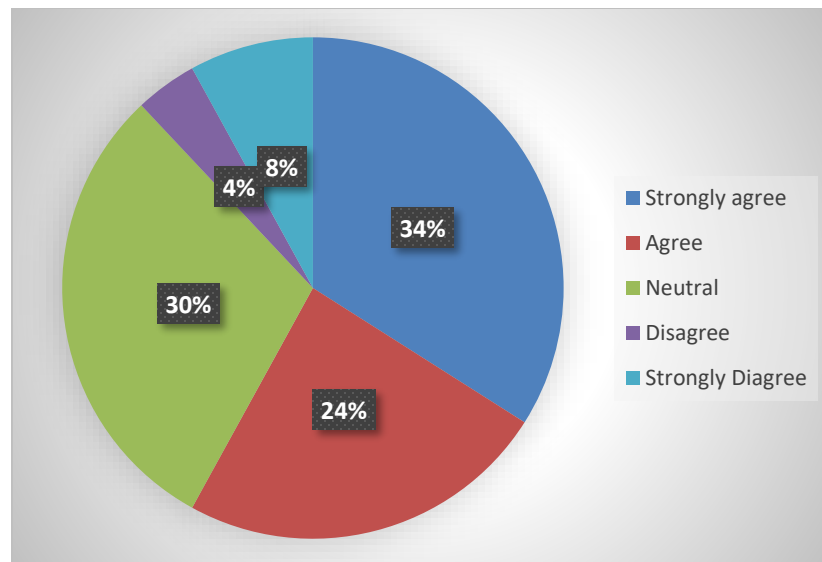


Figure 1: Graphical Representation for Statement 2.

According to Table 3 and Figure 1 above, 34% and 24% of respondents, respectively, strongly agree and agree that the company uses a time-tested hiring method. 34% of respondents, or a sizable portion, expressed neutral opinions. Just 8% and 4%, respectively, strongly disagree and disagree with the assertion.

TABLE NO. 4 (Statement 3): HR clearly defines Job specifications and Job Description to the candidates.

Rating Scale	Quality Of Hires	Organizational Performance	Total	%	Statistical inference
Strongly Agree	16	13	29	58	$X^2 = 9.3103$ $Df = 4$ Tabulated value at 5% significance = 9.488 $H_0 = \text{Accepted}$ $H_1 = \text{Rejected}$
Somewhat Agree	3	9	12	24	
Neutral	3	0	3	6	
Somewhat Disagree	3	1	4	8	
Strongly Disagree	0	2	2	4	
Total	25	25	50	100	

Source: Primary data and own calculation

Looking at Table 4 and Figure 2 it shows that the calculated value is 9.3103 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining HR clearly defines Job specifications and Job Description to the candidates. It also shows that out of 50 employees, 58% of respondents strongly agree, followed by agree (24%) that the organization defines the position objectives, requirement, and candidate specification for quality of hires and

organizational performance. A small percentage of respondents, or 6%, have a neutral opinion. The statement was found to be disagreed with by 8% of respondents and strongly disagreed by 4% of respondents.

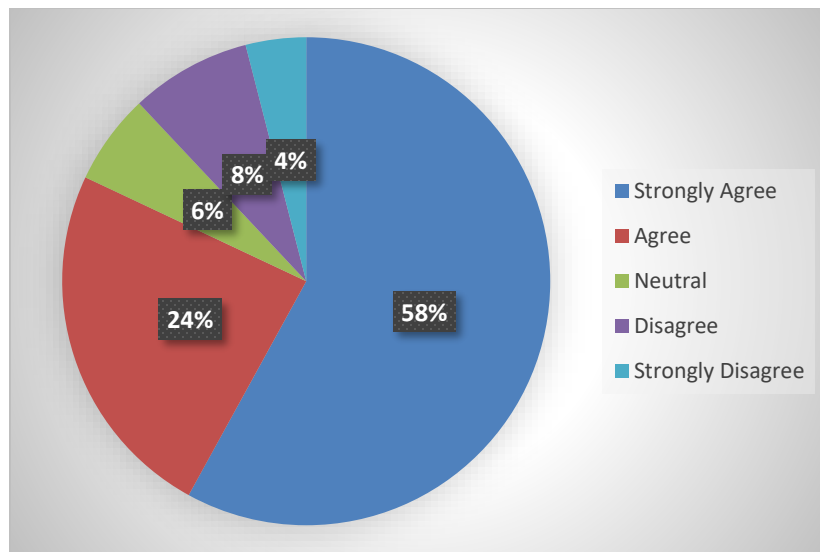


Figure 2: Graphical Representation for Statement 3:

According to Table 4 and Figure 2 above, which show the percentage of respondents who strongly agree and agree that HR clearly defines job criteria and job description to candidates, respectively, are 58% and 24%. Just 6% of the respondents, or a small minority, have no view. Nonetheless, 8% and 4% of participants, respectively, express disagreement and extreme disagreement with the assertion.

TABLE NO. 5 (Statement 4): HR department in recruitment and selection is effective.

Rating Scale	Quality	Organizational	Total	%	Statistical

	Of Hires	Performance			inference
Strongly Agree	12	15	27	54	$X^2 = 5.6277$ $Df = 4$ Tabulated value at 5% significance = 9.488 $H_0 = \text{Accepted}$ $H_1 = \text{Rejected}$
Somewhat Agree	6	9	15	30	
Neutral	0	2	2	4	
Somewhat Disagree	3	0	3	6	
Strongly Disagree	1	2	3	6	
Total	22	28	50	100	

Source: Primary data and own calculation

Looking at Table 5 and Figure 3 it shows that the calculated value is 5.6277 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining HR department in recruitment and selection is effective. It also shows that out of 50 employees, 54% of respondents strongly agree, followed by agree (30%) that the organization defines the position objectives, requirement, and candidate specification for quality of hires and organizational performance. A small percentage of respondents, or 4%, have a neutral opinion. The statement was found to be disagreed with by 6% of respondents and strongly disagreed by 6% of respondents.

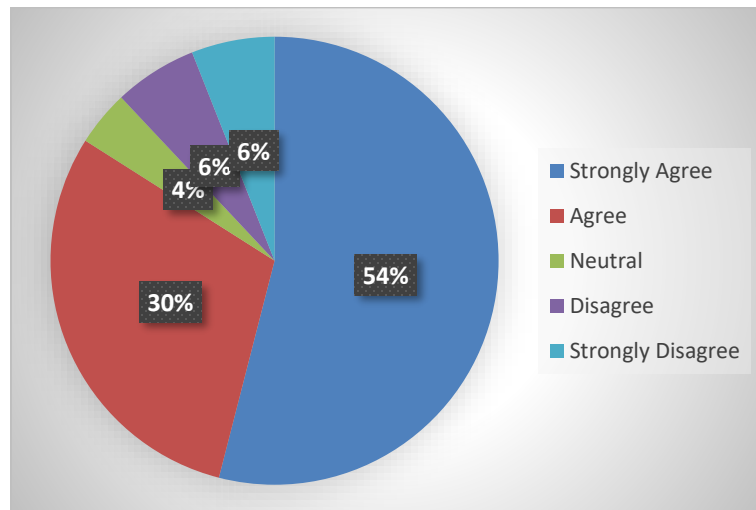


Figure 3: Graphical Representation for Statement 4:

According to Table 5 and Figure 4 above, 54% and 30% of respondents, respectively, strongly agree and agree that the HR department is effective at recruiting and selecting candidates. Just 4% of the respondents, or a small portion, have no view. On the other hand, 6% of respondents said they disagreed with the statement and disagreed strongly.

5. DISCUSSION:

Employee opinions of their company's hiring and selection procedures are comprehensively shown through the graphical analysis of the survey data that was gathered. A number of important insights about how these processes are viewed by the workforce as a whole are revealed by the input that was received.

A huge majority of respondents—82% in total—advised that their company explicitly outlines the job objectives, requirements, and applicant specifications during the recruitment process—of whom 56% strongly agreed and 26% agreed with the first statement. This

high percentage suggests that the company keeps an open and thorough communication procedure in place, which is essential for drawing in qualified applicants who are aware of the responsibilities of the positions. A little proportion (16%) disagreed, indicating that there may still be opportunity to improve communication and clarity in some aspects of the hiring process.

There was more disagreement over the second claim, which concerned how quickly the hiring process was completed. Notwithstanding the fact that 24% and 34% of participants agreed and strongly agreed with the recruitment schedules, a sizable 30% of participants had no opinion. Due to differing experiences with various departments or functions within the same organization, this neutrality may reflect ambiguity or apathy. A small minority (12%) disagreed with the assertion, indicating that most people thought the procedure was efficient. However, the existence of a neutral group raises questions about the need for additional research and potential ways to improve the consistency of the process.

Regarding the third statement, which asked respondents to rate how well HR creates job specifications and descriptions, 82% of respondents strongly agreed with this statement, while 24% agreed. The feedback provided highlights the efficacy of the HR department in furnishing candidates with precise and comprehensive job descriptions, which is crucial for them to comprehend their prospective duties and obligations in depth. However, the minority opinion (12%) can highlight particular instances where job information isn't as well communicated,

requiring HR to pay more attention to guarantee consistency in clarity throughout all roles.

The fourth and final statement evaluated opinions of the HR department's general efficacy in hiring and choosing candidates. This is an excellent endorsement of the HR policies and processes already in place, since 84% of respondents had a positive opinion of the HR department (54% strongly agreeing and 30% agreeing). Although the department is largely successful, there may be a few isolated problems or perceptions of ineffectiveness that might be investigated and addressed to improve overall HR performance, according to the tiny percentage of respondents who disagreed (12%) or remained neutral (4%).

Hypothesis:

Hypothesis 1: It shows that the calculated value is 1.4423 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining position objectives, requirements, and candidate specifications in the recruitment process has no association with the quality of hires and organizational performance.

Hypothesis 2: It shows that the calculated value is 3.9852 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining the

implementation of a timeless recruitment process has no association with the quality of hires and organizational performance.

Hypothesis 3: It shows that the calculated value is 9.3103 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining HR clearly defines Job specifications and Job Description to the candidates.

Hypothesis 4: It shows that the calculated value is 5.6277 and the tabulated value is 9.488. Comparing the tabulated value and calculated value we find that calculated value is less than the tabulated value so alternative hypothesis is rejected. Hence clearly defining HR department in recruitment and selection is effective.

6. IMPLICATIONS:

The results of the survey on hiring and selection procedures have a number of ramifications for strategic HR management and organizational development. First off, it appears that keeping up these practices is essential for drawing in and keeping the best talent, given the high approval ratings for communication that is clear in job descriptions and clear job descriptions. Notwithstanding, the existence of divergent viewpoints underscores the necessity for the HR division to consistently assess and enhance these procedures to guarantee uniformity throughout all divisions. Secondly, the noteworthy percentage of indifferent replies concerning the promptness of the hiring procedure points to a potential area in which the company could improve its

effectiveness. Improving overall satisfaction with the recruitment process and lowering uncertainty may be achieved by implementing more efficient processes or more precise deadlines. Last but not least, although the HR department's general efficacy is viewed favorably, the input indicates that there is still opportunity for development, especially in guaranteeing that every employee receives the same degree of efficiency and clarity. This can entail giving HR staff members more training, introducing new technologies for hiring, or conducting employee feedback loops more frequently to assess ongoing satisfaction and potential improvement areas. By addressing these consequences, HR practices will become more closely aligned with the strategic goals of the firm and promote a more engaged and committed staff in addition to improving the recruitment and selection processes.

7. CONCLUSION:

Employee perceptions of the organization's recruitment and selection procedures are generally positive, according to a poll, with strong marks in procedural efficacy and clear communication. However, the conflicting answers—especially the positive and negative comments—indicate areas that need work and development. By addressing these issues and improving communication tactics, maintaining departmental consistency, and expediting processes, overall satisfaction and efficiency should rise. The firm may fortify its HR procedures and make them more resilient and in line with the needs of both employees and strategic

goals by consistently enhancing these areas. In the end, the organization's capacity to draw in, select, and keep top people in a cutthroat market will be greatly enhanced by cultivating an open, effective, and widely respected recruiting and selection environment.

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