A STUDY ON THE CHALLENGES OF RECRUITMENT AND SELECTION PROCESS ON ORGANIZATIONAL GROWTH

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ABSTRACT

The value that an organization's human resources provide is heavily reliant on the information economy of today. Organisations have begun paying great attention to the recruitment and selection process since people are their most valuable assets in such a fiercely competitive climate. The essential elements of the staff selection process, however, are not thoroughly examined. Prior research on the recruiting and selection process was primarily focused on evaluating employee performance and the selection criteria that would draw in the best people, hence promoting employee retention and organisational effectiveness. The unique aspect of this research is that it examines the current recruitment and selection procedures used by the dual and tertiary education sectors in Australia's urban and rural areas. The objective of this study is to perform an empirical investigation to pinpoint crucial elements of the hiring procedure that can affect choices based on various participant viewpoints, including those of recruiters, successful candidates, and unsuccessful candidates. To obtain insight into how to formulate sensible suggestions for process improvement, a number of aspects, including feedback provision, interview participation and preparation, relevancy of interview questions, duration, and bias, were examined. Their correlations were also evaluated.

Keywords: Recruitment, Selection, Challenge, Process

1. INTRODUCTION

The recruiting and selection process is a dynamic, complex, and essential component of human resource management in enterprises. More than ever, it is crucial that those in charge of selecting the winning candidate have access to sufficient information. Due to its distinctive features, it has attracted the interest of both practitioners and researchers throughout the past century, with the aim of continuing improvement and the exploration of best practises in interviewing and selection methods. The selection process can be studied, examined, and understood from a variety of perspectives. Some of these include developing recruitment methods to increase the predictability of the correct applicant, enhancing the selection process by training interviewers, increasing the efficacy of selection decisions made with the use of technology. These studies have improved our understanding of the selection process, but there hasn't been much research or development in the area of developing a consistent, quantifiable, and objective interview structure that emphasises uniform components and uniform labelling. However, researchers have recognised this theory-practise divide and suggest urgent research on this topic. But because this is a broader issue, it must be dealt with first by better understanding present selection practises and the reasons, if any, for selecting a particular approach. According to the available information, organisations continue to base their recruiting decisions mostly on "feel" and gut instinct, which makes them exceedingly subjective. A 2008 US study of more than 200 recruitment professionals found that hiring managers supported and adhered to subjective hiring judgements because they believed it would offer them a better understanding of the applicant and allow them to interpret the meaning behind the applicant's answers during the interview. On the other side, there are discussions over fair hiring practises. This paper's goal is to discuss and present potentially significant selection process elements that are looked at from the perspectives of the recruiter and applicant in order to actively raise awareness among stakeholders that these factors should be taken into account in their efforts to improve the selection process. This empirical study's goal is to identify and comprehend key components of the employee selection process, which forms the basis for our continued research. This initial research inquiry lays the groundwork for subsequent research inquiries. We used the appropriate statistical methodology to accomplish the research's stated purpose.

The right workers are essential to any successful organisation's recruitment and selection process since they improve and sustain organisational performance. Every corporation strives to have sway over the hiring procedure as well as crucial business results like profitability and productivity. The first stage in boosting an organisation's competitive power is recruitment and selection, which is where the HR department of every company plays a crucial role. Finding and interviewing candidates requires a thorough strategy, and the hiring process consumes a lot of time and resources. As a result, organisations use the recruitment and selection processes as a way to solicit, contact, and express interest in potential appointees before deciding whether it would be appropriate to name any of them. (1994) Sisson. There is a difference between the two phases of the employment process: recruiting and selection. Recruitment is the process of

identifying job candidates and encouraging them to apply for jobs within the company, whereas selection encompasses numerous stages in which candidates are evaluated for the selection of the most qualified employees for open positions. Similar to this, the main objective of hiring is to create a talent pool of candidates so that the company may select the best employees by encouraging an increasing number of people to apply. In contrast, the selection process's main objective is to select the most qualified applicant to fill the organisation's various roles. The selection process, which includes the final interviews and decision-making as well as the transfer of the decision and appointment procedures, immediately follows the hiring process. Leopold (2002), on the other hand, highlighted that after these people are located, the process of selecting the right staff starts. "A positive process of developing a pool of candidates by achieving the goal of finding the 'proper' audience, fit for openings," is how recruitment is viewed.

In recent years, failure rates, business closures, and low productivity have all increased. This can sometimes be attributed to subpar organisational performance. A variety of organisational factors, including competitive strategy, must be assessed. Despite the disagreement between stakeholders and employees, the staff is essential in ensuring the resolution of impending conflicts between management and employees in order to achieve the organisation's aims and objectives. Unfortunately, some firms give physical and/or monetary incentives greater weight than ethical employment practises and selection procedures.

2. OBJECTIVES

- To understand the recruitment process of the organization.
- To identify the challenges faced by the organization in HR department.
- To identify the area where there can be scope for improvement recruitment process.

3. REVIEW OF LITERATURE

Recruitment, according to Costello (2006), is the process of placing an adequate number of qualified people at the appropriate time and place. As a result, people and organisations can choose one another depending on what is beneficial for them in the short and long term. In other words, the hiring process presents the business with a pool of potentially qualified job candidates from which an informed decision can be made to fill gaps. The first stage in efficient recruitment is to correctly plan and forecast employment. at this point. An organisation's staffing process establishes plans to fill or eliminate future employment based on an analysis of future demands, talent available both inside and outside the organisation, and present and anticipated resources that can be expanded to attract and retain such talent. The recruitment process is influenced by how well a company finds and selects the top prospects for its talent pool. When hiring for entry-level employment, businesses usually set modest expectations for experience and skills. For senior administrative, technical, and junior executive posts at the intermediate levels, internal recruiting is a prevalent practise. Finding great talent at the CEO level was frequently a challenge, and other sources were frequently consulted during the hiring process. Both of these methods are typically used by businesses to complete the entire recruitment process. Jovanovic (2004) defined recruitment as the process of putting together a group of exceptional applicants in order to choose the best one. Top businesses have therefore invested a lot of effort and money in developing effective selection procedures. The organisation's ability to identify and choose the top prospects for its people development pool will also determine how successful the hiring process is. There are often minimum prerequisites for education and experience when hiring for entry-level roles. Internally, junior executive, senior administrative, and technical responsibilities are frequently filled at the intermediate levels. At the CEO level, it was frequently difficult to find exceptional talent, and outside hiring was widespread. Most businesses employ both methods throughout the hiring process. Recruitment, according to Jovanovic (2004), is the process of gathering a group of exceptional applicants and choosing the best one. Top businesses have therefore invested a lot of effort and money in developing effective selection processes. The method used by the company to find and choose the top applicants for its people development pool will also have an impact on how effective the hiring process is. Minimum requirements for education and experience are normally in place when filling entry-level positions. Internal recruiting is a typical practise at the intermediate levels for junior executive, senior administrative, and technical positions. There was frequently pressure on the executive level to bring in top talent from outside sources. The majority of organisations employ both strategies during the whole hiring process. Jovanovic (2004) defined hiring as the process of choosing the top applicant from a group of deserving candidates. Leading businesses have invested a lot of time and resources in developing effective sljection processes. Recruitment is the process of finding and attracting a pool of potential workers who are open to employment both inside and outside the business. Once these prospects have been located, the selection process for hiring qualified people can begin. The possibility that an organisation would hire someone with the essential skills and talents to succeed in the target position is raised by using certain procedures, for example, while obtaining, measuring, and assessing data regarding the credentials of candidates for a given role. 2002's Leopold.

4. RECRUITMENT AND SELECTION PROCESS

Several recent studies have found that certain hiring practises are better than others in terms of the calibre of the personnel. According to Miyake (2002), while job advertisements are common for available positions, individuals are occasionally discovered through word-of-mouth recommendations from current employees. According to "grapevine," employees who stay on the job longer (low voluntary turnover) and are less likely to be fired (low involuntary turnover) also tend to be less expensive. The retention rates of those employed by word-of-mouth are higher since they are more knowledgeable about the genuine nature of the work. A 2002 Miyake review of five studies revealed a 51 percent average turnover rate for those working in advertising. With regard to workplace turnover, it was 37% for impulsive candidates and 30% for advised applicants who were already in a job. One of the theories proposed to explain this was the "better information" argument. It was said that candidates developed by current employees were better and more realistically educated about the role than candidates who used media and agencies to submit their applications. As a result, they might judge their own eligibility more precisely. A candidate's opinion of the workplace, corporate culture, and career prospects is likely to be more realistic if they are better informed. Recruitment is regarded as "a positive process of generating a pool of candidates by achieving the 'right' audience, suitable to fill the vacancy" (Leopold, 2002). This is done in order to identify job seekers and persuade them to apply for openings within the firm. Leopold (2002) asserts that it is essential for both the business and the candidates that a job analysis be submitted as the first step in the hiring procedure. In a company, if there is no demand for the work, recruitment and candidate selection are not necessary. If a position is required, the job description will frequently include the title, location, main objective, a list of the main duties, and information about how crucial the position is to the success of the company. Both Leopold and Wanous (1992) underline the value of formal procedures. Despite the fact that the hiring process is generally consistent, there are a number of factors that have been considered along the way. The hiring manager should first develop a job description and person specification for the open position if they haven't already done so. are the steps:

Step 1 is to identify any openings.

Step 2: Create a job description and a person specification.

Step 3: Posting a job opening.

Step 4: Managing the candidate's response.

Step 5: The applicant is narrowed down.

Step 6: Organising the interviews.

Step 7: Evaluating the candidate after an interview.

The recruitment process is the first step in giving businesses a competitive edge and a strategic advantage in hiring, and it is one of the main responsibilities of the human resources division. Since recruiting new personnel entails a methodical process from locating applicants to brokering and interviewing them, it takes a lot of time and resources. (In 199). Sisson. According to Hall and Torrington (1998), the standard recruitment process is as follows: When any business division submits a hiring request to the HR department, the hiring process gets started. These involve writing the job description and the qualifications for candidates. locating and producing the resources required to hire the required variety of workers (advertising, etc.). Selecting and identifying a potential employee with the required qualities, organising interviews with qualified individuals, conducting interviews, and making decisions Recruitment is immediately followed by the selection process, which entails the last interviews, decision-making, decision-transfer, and appointment formalities. Any organisation has access to both internal and external resources to select candidates for its employment processes. Promotions and personnel transfers from one department to another are examples of internal sources of recruiting, which refer to resources accessible within the firm itself. Schmidt and Hunter (1998) claim that all other sources of recruitment (such as outsourcing firms, etc.) are considered external sources of recruitment. They continue by stating that internal recruitment tries to fill available positions with current employees. The most common tactic is to tell the existing staff members and encourage them to submit applications for any open positions that fit their qualifications. Additionally, you can request suggestions from the present staff members; usually, these recommendations come from other current workers. They contend that internal hiring is advantageous since it increases morale, improves employee retention, discloses attendance and work records, and requires less training. But others contend that it has disadvantages since it fosters a lack of original thought, settles for the less qualified to save people's feelings, and causes a domino effect that leads to additional job opportunities. Furthermore, Schmidt and Hunter (1998) show that, in some cases, external recruiting can be effective. This includes the ability to hire people from underrepresented groups, reduce animosity, bring fresh ideas, and attract the best individuals. On the other side, it demands more training, raises the prospect of losing present workers to better chances elsewhere, and exposes employers to the danger of the new employee's unknown. A few examples of external sources that can be used to find, identify,

and attract qualified candidates include advertisements in newspapers, professional magazines and publications, professional organisations, educational institutions, public employment services, private employment agencies, unions and trade associations, walk-ins and mail-ins, as well as the Internet as a novelty source. There are several ways to find employment: public employment offices; commercial employment agencies; educational and professional institutions; Taylor and Collins (2000), who are currently employed there but are uninvited applicants; employer referrals; help seeking; advertising; entry fees; Hunter and Schmidt in 1998. Taylor and Collins (2000) and Schmidt and Hunter (1998) agree in their respective publications that a mixed strategy is probably the most common for maximising the benefits of each source while underlining the factors that affect them both. According to Schmidt and Hunter (1998) and Taylor and Collins (2000), recruitment-related parameters The methods of hiring and choosing are based on both internal and external sources. However, there are significant challenges with recruitment and selection.

5. CHALLENGES IN THE PROCESS OF RECRUITMENT AND SELECTION

According to Kaplan and Norton (2004), poor HR planning is a significant problem in hiring and selecting employees. Consistent human resource planning translates the principles and methods of human resource management into actual business strategy. This is particularly accurate for policies and practises pertaining to recruiting and selection. The basic objective of HR planning is to allocate the proper number of people with the proper skills, experience, and competence to the proper roles at the proper time and cost. The recruiting and selection of the appropriate employees at the appropriate time is based on specific and stringent hiring and selection guidelines, including stringent hiring and selection practises, assessment criteria, talent audits, and the processing of labour market data. Previous studies have shown that experienced HR specialists inside the HR department have a substantial impact on recruiting and selection, which will both decrease the length of open positions and improve the quality of applicants. Additionally, dedicated and knowledgeable HR personnel are needed for effective hiring and selection, according to Kaplan and Norton (2004). During the plan implementation phase, four unique indicators can be used to gauge the degree of recruitment and selection of strategic integration. On-time delivery, a staff that is suitably qualified, effective job analyses and descriptions, effective selection, and the participation of line managers in hiring and selection procedures are some of these factors. A key resource for the uncertainty in the execution of the corporate plan is whether timely delivery of appropriately qualified people is achievable. In large part, this uncertainty is about quality employees. For instance, even within the same industry, a business may decide to use a different human capital skill level and education than its rival companies as a competitive strategy to develop certain skills or to create benefits for the HR process. A corporation can successfully eliminate this uncertainty, according to Whitmell Associates (2004), provided its hiring and selection policies and practises are strategically interwoven into its operations. Effective job analysis and a focus on the best potential applicants enable a strong match between candidates and jobs. The reasoning stated that skilled workers are less likely to be satisfied with their jobs because of their higher qualifications than what is necessary for the post and because they are less able to carry out their duties efficiently due to a lack of knowledge and competence. For every position inside the firm, a thorough job analysis that includes a job description and work specification is essential. The creation of appropriate selection criteria is therefore possible. The job description provides details on the duties to be completed, whereas the job definition often defines the essential personnel characteristics and attitudes as well as the required skills and knowledge for the role. Smith (1999). In the employment process, businesses use a range of methods, including applications, interviews, formal exams, references, assessment centres, and official transcripts. The approach that the company selects must be the most appropriate for the project. HR specialists frequently have power over the hiring process. The purpose of hiring is to fill positions, and if line managers are involved in the recruitment and selection process, it is likely that the skill level of each new hire will be better evaluated. Dess and Jason (2001) assert that line managers' involvement in the whole hiring process—including setting selection criteria, writing job descriptions, and participating in panel recruitment—is crucial to ensuring that hiring and selection are carried out in a way that satisfies business goals. Or, to put it another way, the hiring and selection process is jointly owned and supported by HR and line managers. When the work is used as a justification for allowing or denying entry to an organisation based on heredity and environment, it is now prohibited. A claim made by Blackford and Newcomb (2002) can be regarded as a product of time and place, particularly in connection to skin, colour, and its predictive abilities. It is important to keep in mind that the study is based on what was thought to be a trustworthy set of scientific ideas and experiments that have proven the underlying hypothesis in practical applications. The process of internal hiring can be facilitated by employee promotions and transfers as well as through word-of-mouth referrals from co-workers, friends, and family. Job posting, or the strategy of posting notifications on manual and electronic bulletin boards, in business periodicals, and through office memos, can be used to market vacancies when internal recruitment is the preferred method of filling them. Referrals and word-of-mouth marketing are typically free or low-cost recruitment methods. When internal hiring doesn't produce the number or quality of people needed to fill available positions, the business must seek help outside its walls.

It can accomplish this by encouraging applicants to apply, publishing job openings in print media such as newspapers, periodicals, and journals as well as visual and/or auditory media, using employment agencies like "head htu1t," advertising online via the Internet, hosting job fairs, or using college recruiting.

6. TECHNIQUES OF THE SELECTION

Different sampling methods are utilised by organisations, and statistical theory is applied to give validity to methods that aim to assess people. According to Gatewood and Field (1994), organisations must take into account how candidates react to the selection procedures, with a sense of fairness playing a significant role. The interview, application forms, and letters of recommendation are collectively referred to as "the classic trio" because they are the oldest and most often used selection methods. After applications for a position are received, a schedule for the selection process should be created. Different sampling methods are utilised by organisations, and statistical theory is applied to give validity to methods that aim to assess people. According to Gatewood and Field (1994), organisations must take into account how candidates react to the selection procedures, with the sense of fairness treatment playing a significant role. The interview, application forms, and letters of recommendation are collectively referred to as "the classic trio" because they are the oldest and most often used selection methods. The selection procedure should be transparent after applications for a position are received, and a schedule should be developed that includes:

Stage 1: Screening of application forms.

Stage 2: Tests include those for IQ, aptitude, technical skill, psychometric skill, and curiosity.

Stage 3: Selection interview is next.

Stage 4: Choosing a candidate

Finally, according to Dipboy (1992), there are different selection methods for job applications and resumes, which both contain written materials that can be used to assess whether a candidate meets the requirements for employment, and employment tests, which evaluate a candidate's job skills, personality, or written intelligence or ability, all of which need to be valid and reliable. The interviewer can ask questions, but so can the applicant's reference checks, which provide more details about the applicant. Other options include personal chats, which are used to compare information from the application and often allow for face-to-face work.

7. IMPORTANCE OF SELECTION AND RECRUITMENT

Recruitment and selection are the core functions of the human resources division, and the hiring process is the first step in giving businesses a competitive edge and a recruitment advantage. In 2000, Phillips in today's dynamic business world, firms must have a well-defined recruitment policy in place to effectively address their human resource needs. Therefore, it is essential to have a concise and clear hiring policy that can effectively handle the hiring of the best talent and quickly find the ideal candidate for the job. Petts, (1997). According to Dessler (2000), recruitment's purpose and importance are as follows: To aid in the success of the hiring process, reduce the number of candidates who are obviously overqualified or underqualified. At a modest cost, increase the number of job candidates. Create an applicant talent pool that will enable the company to choose the top candidates and draw an increasing number of people to apply to the company. Employers and employees are connected through the recruitment process. identifies the organisation's current and future needs in conjunction with its job analysis and personnel planning procedures. Reduce the likelihood that hired and chosen candidates will leave the company. He claims that others must educate themselves on social commitments and legal organisations related to worker composition. Increase the organisational and personal efficacy of various recruitment strategies and resources for all types of job seekers. Start by identifying and preparing potential job seekers who will be suitable prospects.

8. ORGANISATIONAL PERFORMANCE, RECRUITMENT AND SELECTION, AND THEIR RELATIONSHIP

Successful firms prioritise hiring and selection because the appropriate people can boost and maintain organisational performance. They are a core function of human resources management, and when handled successfully, they can significantly affect organisational performance as well as contribute to a more favourable organisation's reputation. Effective recruitment and selection are also crucial for the smooth operation of an organisation because it depends on finding people with the required skills, expertise, and qualifications to meet the organisation's strategic goals and the ability to make a positive contribution to organisational values and goals. Sisson (1994). On the other hand, better recruitment and selection strategies lead to organisational development. If organisations successfully recruit and choose applicants, they will be more likely to acquire and retain happy employees. Additionally, the effectiveness of the organisation's selection procedure might have an impact on bottom-line business results like productivity and financial performance. Therefore, it is a wise investment to spend money on developing a comprehensive and trustworthy

selection technique. Hall and Torrington, 1998 As a human resource management function, recruiting is one of the most important jobs that is crucial to organisational effectiveness. Recruitment and selection play a significant role in ensuring employee performance and positive organisational outcomes. It is usually argued that recruiting decisions are not merely made to replace departing employees or enlarge the workforce but also to introduce personnel who can perform well and demonstrate dedication. Recruitment and selection have a significant impact on an organisation's efficacy and performance. When possible, effective recruiting and selection can reduce unneeded costs related to things like excessive staff turnover, subpar performance, and disgruntled customers and foster employment relationships that are mutually beneficial. Workplaces are able to hire employees who already possess the necessary knowledge, skills, and talents and are also able to predict their future capabilities with accuracy. There are good reasons to do it right when they say that "the recruitment and selection of employees is essential to the functioning of the organisation." The potential good and bad points are helpfully reviewed by Pilbeam and Corbridge (2006). The effectiveness of an organisation can suffer from hiring the incorrect people, which can also reduce the value of development plans and compensation, be unfair to the applicants they hire, and be unpleasant for the managers who have to deal with them. Recruitment and selection are crucial to the life of any company, but it doesn't stop there; new personnel also need to be continually developed and reviewed to keep up with shifting issues and trends. Employee development contributes to improving performance and sustaining organisational growth.

9. FRAMEWORK FOR CONCEPTUALISING PERFORMANCE

Since performance is a multifaceted idea, there are numerous ways to quantify it. Determining whether the measurement is intended to evaluate behaviour or performance outcomes is crucial. According to Latham, Sulsky, and Macdonald (2007), receiving feedback and setting goals both require a proper definition of performance. They argue that performance theory is essential because it requires: Performance dimensions Relevance: varying performance levels in relation to performance criteria or expectations Under all circumstances, limits should be taken into account while evaluating performance. The number of gradients or power levels The degree to which evaluation of performance should be based on either comparative or absolute standards

There are various viewpoints on what performance is. It can be reduced to nothing more than a list of successes. It might be used as a personal accomplishment log for the person. Performance, which exists independently of the aim, is left behind. Performance can be referred to as the results of work since it provides the strongest link to the strategic goals of the company, customer satisfaction, and financial contributions. Performance also includes results; however, the term is frequently used in combination with the balanced scorecard idea. Contextual performance, according to Fletcher (2001), refers to traits that go beyond task abilities and support activities that improve the culture and efficiency of the workplace.

10. ORGANISATIONAL PERFORMANCE

Armstrong and Baron (2004) define organisational performance as a systematic, integrated approach to guaranteeing companies' long-term success through improved employee performance and the development of teams' and individuals' abilities.

Performance Management Principles

Performance management helps businesses, teams, and individuals create better results by analysing and controlling performance within a predetermined framework for goal standards and competency requirements. The likelihood that both short- and long-term goals will be accomplished is increased by a setup and development process as well as a way of leading and developing people. The owner and manager are line managers.

Theories Of Underpinning

According to Buchner (2007), there are three ideas that support performance management.

- **Goal Theory:** Latham and Locke's (2006) goal theory places special emphasis on four mechanisms that connect performance outcome goals: Priorities are emphasised, efforts are encouraged, people are challenged to apply their knowledge and abilities to improve their own chances of success, and the more difficult the aim, the more people will employ their entire skill set.

  This viewpoint contends that voluntary goal-setting should take precedence in performance management so that performance can be managed and evaluated. Goals instruct individuals to perform at a specific level in order to manage and assess their actions. On the other hand, performance feedback enables individuals to monitor how well they performed with respect to the goal and, if necessary, adjust their degree of effort, task direction, or even work strategy. Goal theory underpins goal congruence, feedback, and evaluation in many aspects of performance management.

- **Control Theory:** In control theory, the emphasis is on using feedback as a tool to change behaviour. People who are willing to change their behaviour after receiving criticism do so because they are aware of the discrepancy between what they are doing and what is expected of them. It is commonly known that feedback is essential to performance management processes.
- **Social Cognitive Theory:** It is constructed on his central notion of self-efficacy. This implies that a person's ideas could or could not significantly affect how well they perform. Therefore, one of the main objectives of performance management is to promote and improve employees' sense of positive self-worth.

11. METHODOLOGY

The study's main focus is on how selecting and employing personnel impacts a company's success. A quantitative instrument was utilised in a descriptive study approach. The inquiry was based on the use of a questionnaire. These techniques were used because they provide a sufficient way to collect data from the sample population to investigate the study topic.

A variety of techniques are available for gathering primary data. In order to acquire reliable and correct information, the researcher made contact with employees from Access Bank's human resources division and other divisions. The primary method of data collection was questionnaires. The study also used secondary data to gain information. Books, web searches, papers, and journals are a few examples of secondary data sources. This made it simpler to understand how key concepts have been described and evaluated by others, as well as how this study project links to earlier investigations.

## 12. DATA PRESENTATION AND ANALYSIS

In order to determine the impacts that selecting and employing workers have on organisational performance, this section focuses on the analysis and interpretation of the data acquired. In the first section, sociodemographic data on the respondents is covered. The respondents' perspectives on hiring are covered in the second section, while the impact of hiring on organisational success is covered in the third section.
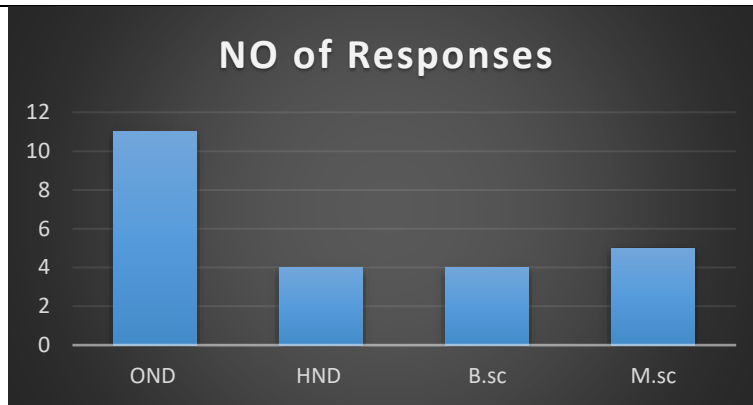
Sex of respondents.

GENDER
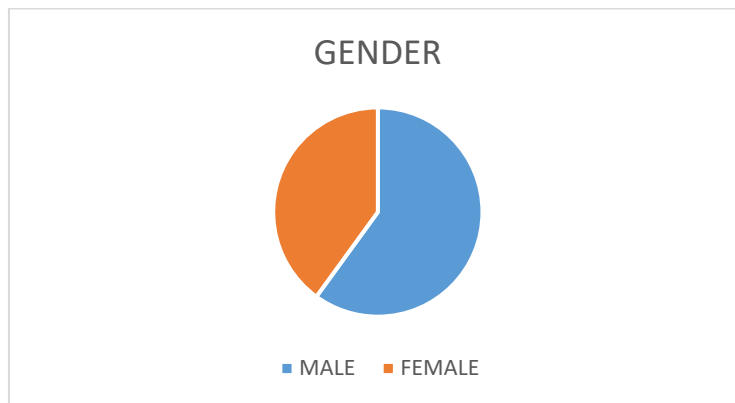
■ MALE ■ FEMALE

The graph shows that 60% of the respondents are male and 40% are female.

Experience of respondents

no of responses
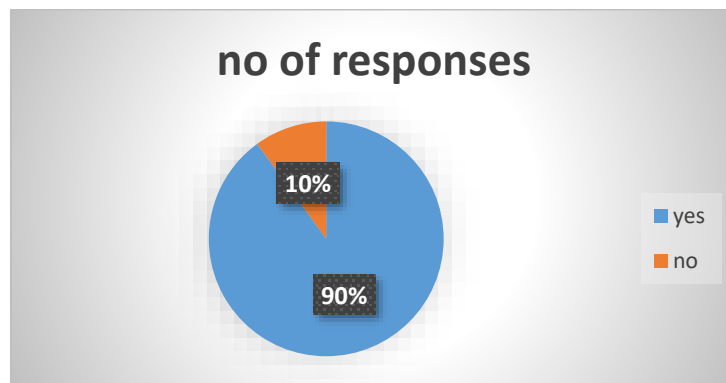
■ 1 to 6 ■ 7 to 12 ■ 13-18 ■ 20
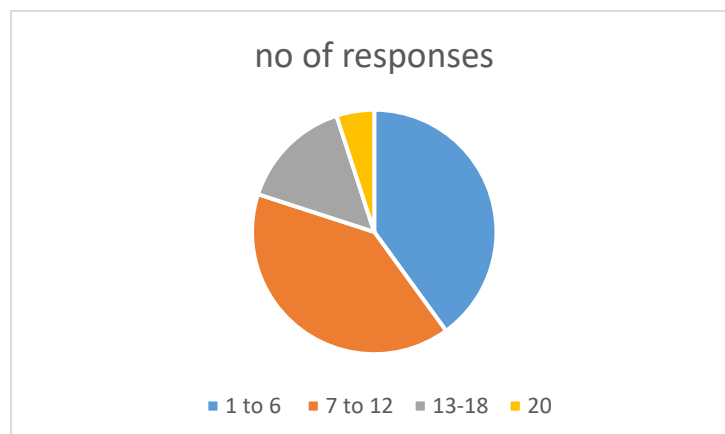
Graph show that 40% have 1-6 years of experience, 40% have 7-12 years of experience, 15% have 13-18 years of experience and only 5% have more than 20 years of experience.
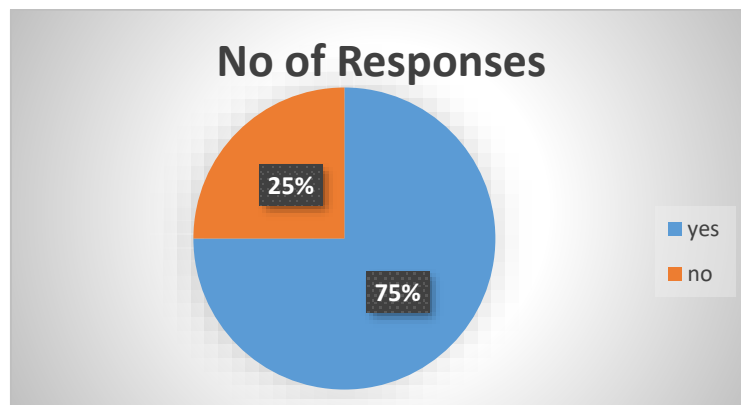
Qualification of respondents

Graph helps us to know that 55% of the respondents are from OND background, 20% are from HND, 20% are from B.sc and 5% are from M.sc.
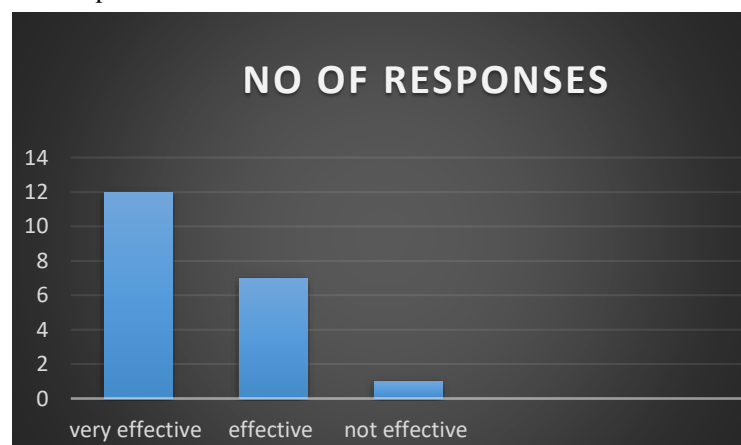
Awareness about Recruitment policy

90% of the people know about the Recruitment policy and 10% of the respondents are not aware about the policy.

Awareness about policy for Recruitment

Graph shows that 75% of the respondents are aware about the policy and 25% of the respondents are not aware about it. How effective is recruitment process?
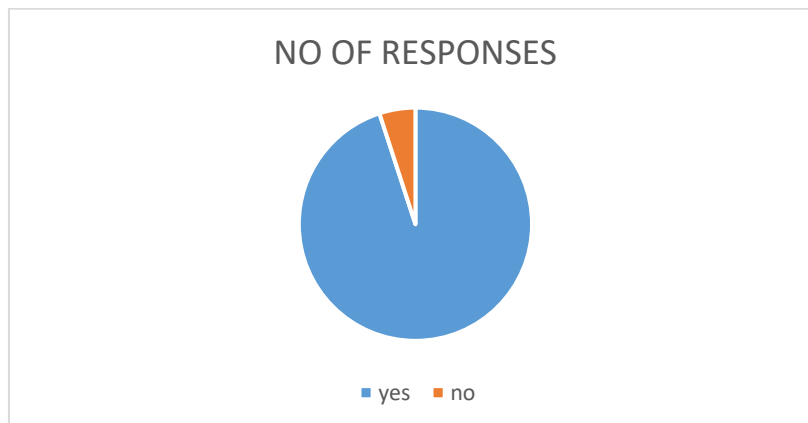
Graph show that 60% of the respondents says that it is very effective, 35% of the people says that it is effective and only 5% don't agree with it.

When vacancies occurs existing staff are consider?

NO OF RESPONSES
■ yes ■ no
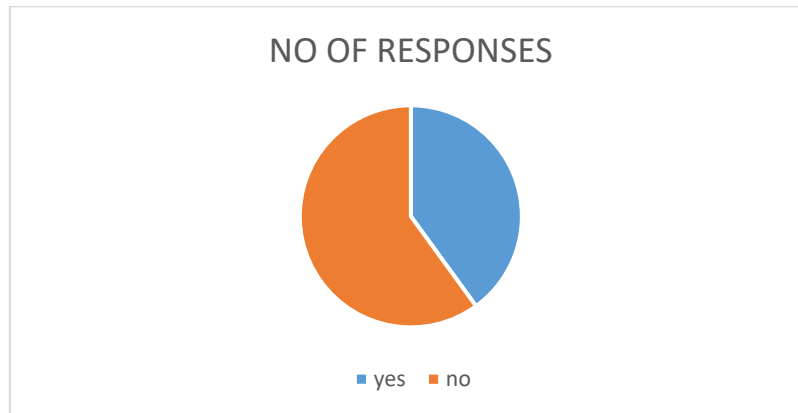
Graph shows that 40% of the people are in favour but 60% of the people are not in favour of the question.

Job vacancies made open to general public.

NO OF RESPONSES
■ yes ■ no

Graph shows that 95% of the people say that it is open to general public and 5% of people are against it.

Recruitment produce qualified candidates?

NO OF RESPONSES
■ yes ■ no
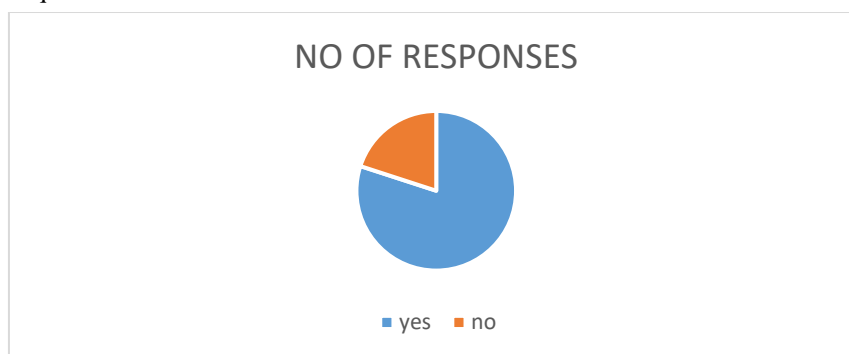
Graph show that 80% of the respondents are say yes that it produces quality candidate and 20% of people are against it.

13. FINDINGS

- Many applicants have been discovered acting in place of themselves on multiple occasions using friends or family members.
- Candidate interactions with network troubles, device malfunctions, and unwanted interruptions frequently lead to interrupted interviews.
- The candidate lacked the decorum to take part in a virtual classroom or interview.

14. SUGGESTIONS

- Use of a single digital interviewing platform
- The company should conduct psychological, aptitude, performance, and eligibility examinations on prospective employees.
- From the phone interview, switch to the webcam interview.

15. CONCLUSION

According to the survey, the company's selection and recruitment practises were separated into several categories, the first of which was the invitation of candidates from the general public and the internal recruitment of candidates. Examining the various departments in order to see whether any posts require filling comes first. To fill the unfilled positions, the various departments search among their staff for competent candidates. If that doesn't work, staff referrals are used in workplaces where employees are allowed to suggest potential personnel for various departments. The second phase involves the company providing resources to employees via agencies that assist in hiring staff. According to the survey, the company's selection and recruitment practises were separated into several categories, the first of which was the invitation of candidates from the general public and the internal recruitment of candidates. Examining the various departments in order to see whether any posts require filling comes first. To fill the unfilled positions, the various departments search among their staff for competent candidates. If that doesn't work, staff referrals are used in workplaces where employees are allowed to suggest potential personnel for various departments. The second phase involves the company providing resources to employees via agencies that assist in hiring staff.

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