A

PROJECT REPORT ON

"THE STUDY OF HR RECRUITMENT AND SELECTION PROCESSING"

AT

YOUF1RST

SUBMITTED TO

SAVITRIBAIPHULE PUNE UNIVERSITY
IN PARTIAL FULFILLMENT OF MASTER IN

BUSINESS ADMINISTRATION

SUBMITTED BY
TUSHAR JAGDISH KAMBLE

(2022-2023)

UNDER THE GUIDANCE OF
PROF. SUNITA KHARATE

ZIBACAR
PUNE

Zeal Institute of Business Administration, Computer Application & Research (ZIBACAR) Narhe, Pune.
January 2023

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Date :

TO WHOMSOEVER IT MAY CONCERN

This is to certify that the Summer Internship Project (SIP) Work Title is **HR Recruitment and Selection Processing** a bonafide work **Tushar Jagdish Kamble** Exam Seat Number- **23240** Carried out in partial fulfillment for the award of degree of **Master of Business Administration(MBA)** under Savitribai Phule Pune University.

This Project work is original & not submitted earlier for the award of any degree/diploma of any other University/ institutes.

Project Guide

Director

Place- Pune

Date- 01|04|2023

Internal
Examiner

External.
Examiner.

03-04-2023

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CERTIFICATE BY THE COMPANY

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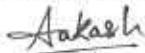Pune - 411001.

Date: 01/12/2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that, Mr. Tushar Jagdish Kamble, second year M.B.A in Human Resource Management of Zeal Institute of Business Administration, Computer Application and research, Pune has successfully completed Industrial Summer Internship Program in our company from 1St September 2022 to 30th November 2022.

We found him sincere and hard-working during the training.

We wish him all the best.

Aakash Kale
General Manager

Aakash

ACKNOWLEDGEMENT

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EXECUTIVE SUMMARY

As a part of academic requirement and completion of MBA program, I have been assigned to complete internship report on "HR Recruitment and Selection process of YOUFIRST." under the guidance of Mr. Aakash Kale.

"HR Recruitment and Selection process" is a segment of human resource process; As such I have selected this topic to make it clear. I have divided this report in some sub segments. As a young intern in a reputed organization like "YOUFIRST" I have tried my best to go through their Recruitment and Selection process within little tenure of 1months. The report starts with a general introduction "YOUFIRST" As well as its industry vision and mission. Then this report proceeds to YOUFIRST analysis and interpretation.

After that I continue on to my main focus of the report-"YOUFIRST Recruitment and Selection process" describing the different steps in it.

INTRODUCTION

Recruitment and Selection is an important operation in HRM, designed to maximize employee strength in order to meet the employer's strategic goals and objectives. In short, Recruitment and Selection is the process of sourcing, screening, short listing and selecting the right candidates for the filling the required vacant positions.

In this project, we will discuss the various aspects of Recruitment and Selection such as the recruitment process, the factors affecting recruitment, recruitment planning, and methods of recruitment, recruitment interviews, and selection process and making an offer.

Objectives of study

i.   To understand the process of recruitment.

ii.   To know the sources of recruitment and services at various levels and various jobs.

iii. To understand and analyze various HR factors including recruitment and selection process.

INTRODUCTION TO THE COMPANY

YOUFIRSTis a not-for-profit company setup in a Private-Partnership(PP) in 2020 under the recommendation so fall company, with 51% equity contributed by the private sector & 49% by the being the other stakeholders. YOUFIRST has its origins in the recommendations of the offers the orientation & efficiency of the private sector combined with the accountability of the public sector. YOUFIRST is helping the Government of India & State Governments realize the national e-governance vision. YOUFIRST has worked on multiple projects with various ministries under nomination thus keeping the sanctity of Not-for-Profit organization.

VISION

To establish itself as a Centre of Excellence in e-Governance by leveraging private sector resources through private partnership mode for the spread of

E-Governance.

MISSION

Tofacilitateapplicationofpublicandprivateresourcestoe-Governanceintheareas of:

- Strategic Planning

- Project Consulting

- Capacity Building

- Research and Innovation

Formation of YOUF1RST

In line with the above decision, YOUF1RST was registeredasa Section25 company in January 2022 with its headquarters at Pune 49% of YOUF1RST's equity is held by Central Government and various StateGovernments,and51%is held by institutional investors like NASSCOM and ILF&S. This structure was intended to foster the efficiency and flexibility of Private Sector combined with accountability of Public Sector. The YOUF1RSTVision and Mission statements place emphasis on the Public Private Partnership. Thus, partnering with the private sector is an essential element of YOUF1RST's functioning. Bidding for projects against private industry players thus creates a contradictory situation to YOUF1RST's objectives.

YOUF1RST's Clientele

As per the policy laid down at the time of its formation, YOUF1RST's clientele is limited to Central Government Ministries and Departments; State Government Departments; and Public Sector Undertakings. YOUF1RST may work with International Development Agencies (Such as World Bank, UNDP, DFID) when the end recipient of that service is the Government. YOUF1RST does not enterin to any revenue generating engagements with Privatesect or. Overthepast 1years, YOUF1RST his provided services to several Central Ministries and State Governments and has been associated with 18 of the 27 MMPs. All the engagements executed byYOUF1RSTso far have been awarded on nomination basis only. As a policy and practice, YOUF1RSTdoes not participate in any bidding process. The general practice adopted by all the departments/organizations is to get specific internal approvals by the competent authorities.

YOUF1RST'sPerformanceAppraisal

YOUF1RST's performance as an organization and its employee performance are not based on financial results alone. Its work, revenue, expenses and bottom line are scrutinized by the board on the following crucial parameters:

- Impact of the engagements on service delivery to citizens
- Formal & informal feedback from the Government on YOUFIRST engagements
- Whether non-profits spirit & guidelines are adhered to in project costing, revenue & expenses.
- Whether all procurement has been transparent and as per the procedures
- How effectively the PP spirit is maintained.

While there are no specific incentives, promotions or bonuses toYOUFIRSTemployees based on the project revenues or YOUFIRST bottom line; YOUFIRSTis expected to be a self-sufficient organization.

Some Additional Facts

YOUFIRSTis recognized by Indian tax authorities and statutory & regulatory bodies as anon- profit service-oriented organization and is entitled for TDS exemption for government departments and service tax exemption for any grants-in-aid engagements. Whenever YOUFIRST associates with any schemes funded by grants-in-aid ordering program management engagements, YOUFIRSTis mandated to provide a Utilization Certificate for the expenses incurred. Lastly, as per the ruling of the Information Commission of India, YOUFIRSTis considered as public Institution and comes under the purview of the RTI Act. The above internal policies being paramount, this is a formal mechanism to validate YOUFIRST'scommitmenttotransparencyandneutrality.

SERVICES OF YOUF1RST

YOUF1RST is a unique organization operating in the meta-space of e-Government. In its few years of operation, YOUF1RSThas handled a diversity of projects, providing consulting support to both central and state Governments in India in developing and implementing e-Government projects. YOUF1RST strives for excellence and lays great emphasis on generating value for clients.

services include advising the Government of India on issues of strategic importance such asarchitectures,standards,localization,PKIinfrastructureetc.Apartfromplayingastrate gicadvisory role, we also help central and state governments to improve the delivery of government services, design IT systems to enhance internal efficiencies, and develop leadership capability and skill-sets within the Government. A more important task which engages our attention is to buildup nationwide capacities for capacity building through institutional partnerships with government as well as private partners.

Consultants bring experience and expertise from industry, government and a variety of other backgrounds to enhanceYOUF1RST's consulting capability. To support our clients, we are partner with the best consulting firms to develop e-Government solutions having far-reaching impact. Our teams work with client staff at all levels, from the frontline to the senior-most, knowing what will

PROJECTS OF YOUFIRST

CONCEPTUAL DISCUSSION

HRM is the process of managing people in organizations in a structured and thorough manner. This covers the fields of staffing (hiring people), retention of people, pay and perks setting and management, performance management, change management and taking care of exits from the company to round off the activities. This is the traditional definition of HRM which leads some experts to define it as a modern version of the Personnel Management function that was used earlier.

We have chosen the term "art and science" as HRM is both the art of managing people by recourse to creative and innovative approaches; it is a science as well because of the precision and rigorous application of theory that is required.

Human Resource Development (HRD) means to develop available manpower through suitable methods such as training, promotions, transfers and opportunities for career development. HRD programs create a team of well-trained, efficient and capable managers and subordinates. Such team constitutes an important asset of an enterprise. One organization is different from another mainly because of the people (employees) working there in. According to Peter F.Drucker, "The prosperity, if not the survival of any business depends on the performance of its managers of tomorrow." The human resource should be nurtured and used for the benefit of the organization.

Objective of HR

- ➤ Toobtainthenumberandqualityofemployeesthatcanbeselectedinordertohelpth eorganizationtoachieve its goals and objectives.
- ➤ Recruitmenthelpstocreateapoolofprospectiveemployeesfortheorganizationso thatthemanagementcan select the right candidate for the right job from this pool.
- ➤ Recruitmentactsasalinkbetweentheemployersandthejobseekersandensuresth eplacementof right candidate at the right place at the right time.
- ➤ Recruitment serves as the first step in fulfilling the needs of organizations

for a competitive, motivated and flexible human resource that can help achieve its objectives.

> The recruitment process exists as the organization hire new people, who are aligned with the expectations and they can fit into the organization quickly.

Uses of Human Resource Management in an organization:

> Human Resource Management (HRM) is the function within an organization that focuses on recruitment of, management of, and providing direction for the people who work in the organization. It can also be performed by line managers.

> Human Resource Management is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training.

> HRMisalsoastrategicandcomprehensiveapproachtomanagingpeopleandthew orkplacecultureandenvironment.EffectiveHRMenablesemployeestocontribu teeffectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.

> Human Resource Management is moving away from traditional personnel, administration, and transactional roles, which are increasingly outsourced. HRM is now expected to add value to the strategic utilization of employees and that employee programs impact the business in measurable ways. The new role of HRM involves strategic direction and HRM metrics and measurements to demonstrate value.

> The Human Resource Management (HRM) function includes a variety of activities, and key among them is responsibility for human resources -- for deciding what staffing needs you have and whether to use independent contractors or hire employees to fill these needs,recruitingandtrainingthebestemployees,ensuringtheyarehighperforme rs,dealingwith performance issues, and ensuring your personnel and

management practices conform to various regulations. Activities also includemanagingyourapproachtoemployeebenefitsandcompensation,emplo yeerecordsandpersonnelpolicies.Usuallysmallbusinesses (for-profit or nonprofit) have to carry out these activities themselves because they can't yet afford part- or full-time help. However, they should always ensure that employees have —and are aware of —personnel policies which conform to current regulations. These policies are often in the form of employee manuals, which all employees have.

RECRUITMENT

Recruitment is defined as, "a process to discover the sources of manpower to meet the requirements of the staffing schedule and to employ effective measures for attracting that man power in adequate numbers to facilitate effective selection of an efficient work force.

Edwin B **Flippo defined recruitment as "the process of searching for prospective employees and** stimulating them **to apply for jobs in the organization." In simple words recruitment can be defined as a 'linking function** 'joining together those with jobs to fill and those seeking jobs.

Purpose and Importance:

The basic purpose of recruitment is to provide a pool of potentially qualified job candidates. Specifically, the purposes and needs are:

a. Tofulfillthepresentanddeterminethefuturerequirementsoftheorganizatio ninconjunctionwithitspersonnel planning and job analysis activities.

b. Toincreasethesuccessrateoftheselectionprocessbyreducingthenumberofvisibly, underqualified or overqualified job applicants.

c. To reduce the probability that job applicants, once recruited and selected, will leave the organization only after a short period of time.

d. Beginidentifyingandpreparingpotentialjobapplicantswhowillbeappropriatec andidates.

1. Induct external hires with a new perspective to lead the company.
2. Develop an organizational culture and Employee Branding that attracts competent people to the company.
3. Search for talent globally and not just within the company.

Recruitment Process:

Manpower planning:

Manpower Planning which is also called as Human Resource Planning consists of putting right number of people, right kind of people at the right place, right time,
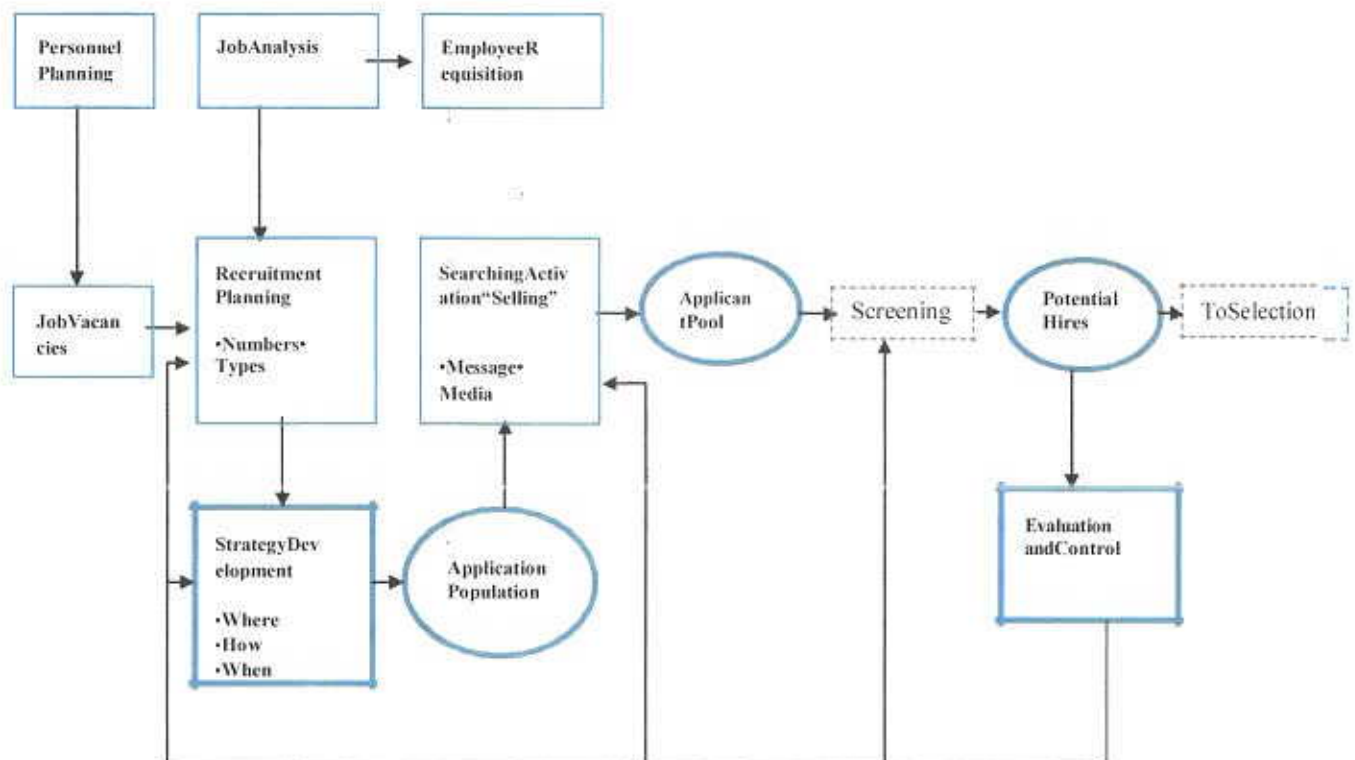
doing the right things for whichtheyaresuitedfortheachievement ofgoalsofthe organization.HumanResource Planning

hasgotanimportantplaceinthearenaofindustrialization.HumanResourcePlanninghas tobeasystemsapproachand is carriedoutin asetprocedure.Theprocedureisas follows:

- Analyzingthecurrentmanpowerinventory
- Making future manpower forecasts

- Developing employment programs
- Design training programs

Job Analysis:

Job Analysis is a systematic exploration, study and recording the responsibilities, duties, skills, accountabilities, work environment and ability requirements of a specific job. It also in volves determining the relative importance of the duties, responsibilities and physical and emotional skills for a given job. All these factors identify what a job demands and what an employee must possess to performa jobproductively.

SOURCES OF RECRUITMENT;

Internal Sources:

1. Promotions

This is a method of filling vacancies from internal resources of the company to achieve optimum utilization of a staff member's skills and talents. Transfer is the permanent lateral movement of an employee from one position to another position in the same or another job class assigned to usually same salary range. Promotion, on the other hand is the permanent movement of a staff member from a position in one job class to a position in another job class of increased responsibility or complexity of duties and in a higher salary range.

2. Internal Job Posting

Job Posting is an arrangement in which a firm internally posts a list of open positions (withtheir descriptions and requirements) so that the existing employees who wish to move todifferentfunctionalareasmayapply.Ithelpsthequalifiedemployeesworkinginthe organization to scale new heights, instead of looking for better perspectives outside. It also helps organization to retain its experienced and promising employees.

3. Employee Referrals

It is a recruitment method in which the current employees are encouraged and rewarded forintroducing suitable recruits from among the people they know. The logic behind employee **referralisthat "ittakesoneto knowone"**.

External Sources:

Externalmethodsofrecruitmentareagaindividedintotwocategories•DirectExternaIRecruitmentand IndirectExternalRecruitmentmethods.

Direct External Recruitment Methods

1. Campus Recruitment

In Campus Recruitment, Companies / Corporate visit some of the most important Technicaland Professional Institutes in an attempt to hire young intelligent and smart students at source.It is common practice for Institutes today to hire a Placement Officer who coordinates withsmall,mediumandlargesizedCompaniesandhelpsinstreamliningtheentireCampusRecruitmentprocedure.

Indirect External Recruitment Methods

Advertisements:

Advertisements are the most common form of external recruitment. They can be found in many places (local and national newspapers, notice boards, recruitment fairs) and should include some important information relating to the job (job title, pay package, location, job description, how to apply either by CV or application form, etc).

Job Portals:

Job Portals are the most popular and widely used tool by companies and recruitment teams to facilitate the smooth flow of recruitment process in the competitive world. Job Portals provide platform for the employers to meet the prospective employees. The job aspirants can registering job Portals by creating a user ID. Job Portals allow users to submit and edit their resumes and apply for specific jobs at companies of their choice. Once registered, job aspirants get email job alerts and can respond to job related questions from the employer companies. The companies have the choice to search for their ideal candidate from the resume database using various options and parameters availablein the job Portals.

Walk-ins: Walk-ins is relatively in expensive, and applicants may be filed and processed whenever vacancies occur. Walk-ins provide an excellent public relations opportunity because well treated applicants are likely to inform others. On the other hand, walk-ins show up randomly, and there may be no match with available openings. This is particularly true for jobs requiring specialized skills.

Public and private employment agencies: Public and private employment agencies are established to match job openings with listings of job applicants. These agencies also classify and screen applicants.

E-Recruiting: There are many methods used for e-recruitment, some of the important methods are as follows:

   a. Job boards: These are the places where the employers post jobs and search for candidates. One of the disadvantages is, it is generic in nature.

   b. Employerwebsites:Thesesitescanbeofthecompanyownedsites,orasite developedby various employers.

c. Professionalwebsites:Theseareforspecificprofessions,skillsandnotge
neralinnature.

Gate Hiring and Contractors: The concept of gate hiring is to select people
who approach on their own for employment in the organization. This happens
mostly in the case of unskilled and semi-skilled workers.

SELECTION

Thesizeofthelabormarket,theimageofthecompany,theplaceofposting,thenatu
reof job, the compensation package and a host of other factors influence the
manner of aspirants are likely to respond to the recruiting efforts of the company.
Through the process of recruitment the company tries to locate prospective
employees and encourages them to apply for vacancies at variouslevels.
Recruiting, thus, provides a pool of applicants for selection.

To select means to choose. Selection is the process of picking individuals who
have relevant qualifications to fill jobs in an organization. The basic purpose is to
choose the individual who can most successfully perform thejob from the poolof
qualified candidates.

Purpose:

Thepurposeofselectionistopickupthemostsuitablecandidatewhowouldmeettherequir
ements of the job in an organization best, to find out which job applicant will be
successful,if hired. To meet this goal, the company obtains and assesses
information about the applicants interms of age, qualifications, skills, experience,
etc. the needs of the job are matched with theprofile of candidates. The most
suitable person is then picked up after eliminating the unsuitableapplicantsthrough
successive stagesof selectionprocess.

TheSelectionProcess:

Selection is usually a series of hurdles or steps. Each one must be successfully
cleared before theapplicant proceeds to the next one. The time and emphasis place
on each step will definitely varyfrom one organizationto another and indeed, from

job to job within the same organization. Thesequence of steps may also vary from job to job and organizationto organization. For example,some organizations may give more importance to testing while others give more emphasis tointerviews and reference checks. Similarly a single brief selection interview might be enough for applicants for lower level positions, while applicants for managerial jobs might be interviewed by anumber of people.

SELECTIONPROCESSFLOWCHART:

RECEPTION:

Candidateshouldbereceivedproperly.

Theapplicantshouldbegiventheappropriate information.

↓

INFORMATIONEXCHANGE:

Checkcandidates'eligibilitytocontinue forfurtherstagesinselection

Checkforvariouscriteria's(Age,Education,Experience,Payexpectationsetc)

↓

EVALUATION:

Basedonvariousfactorslikeeducationalbackground,workexperience,kno
wledgerequiredforthecurrent positionwillbeevaluated.

↓

PHYSICALANDMEDICALEXAMINATION:

Psychologytestandothermedicaltestaredone.

↓

REFERENCECHECK:

Contactingthecandidate'ssupervisorathispreviousworkplaceandgettinghisfeedb
ack.

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1. Reception:

A company is known by the people it employs. In order to attract people with talents, skills and **experience a company has to create a favorable impression on the applicants' right from the** stage of reception. Whoever meets the applicant

initially should be tactful and able to extend helping a friendly and courteous way. Employment   possibilities must be presented honestly and

clearly. If no jobs are available at that point of time, the applicant may be asked to call back the personnel department after sometime.

2. Information Exchange:

Theinformationexchangeismainlyusefultostatethepurposeoftheinterview,howth equalificationsaregoing tobematchedwithskillsneeded to handlethejob.

Begin with open-ended questions where the candidate gets enough freedom to express himself. **Focus on the applicant's education, training, work experience, etc. Find unexplained gaps in**applicants pastworkorcollegerecordand elicitfacts that arenot mentioned in the resume.

3. Evaluation:

Evaluation is done on basis of answers and justification given by the applicant in the interview. Apreliminary interview is generally planned by large organizations to cut the cost of selection byallowing only eligible candidates to go through the further stages in selection. A junior executivefrom the Personnel Department may elicit responses from the applicants on important itemsdetermining the suitability of an applicant for a job such as age, education, experience, pay**expectations, aptitude, location, choice etc. this 'courtesy interview' as it is** often called helpsthedepartmentsscreenoutobviousmisfits.Ifthedepartmentfindsthecandidatesuit able,aprescribed applicationform is given totheapplicantstofillandsubmit.

SelectionTesting:

Selectiontestsortheemploymenttestsareconductedtoassessintelligence,abilities,andp **ersonalitytrait.Atestisastandardized,objectivemeasureofaperson's**behavior,perf ormance or attitude. It is standardized because the way the tests is carried out, the

environmentin which the test is administered and the way the individual scores are calculated• are uniformlyapplied. It is objective in that it tries to measure individual differences in a scientific way givingverylittleroomforindividualbiasandinterpretation. SomeofthemareIntelligence TestsAptitude TestPersonality TestSimulation TestsGraphologyTest

Typesofinterviews:

Severaltypesofinterviewsarecommonlyuseddependingonthenatureandimportanc eofthepositionto befilled within anorganization.

- O In a non•directive interview the recruiter asks questions as they come to mind. There is nospecificformatto befollowed.
- OIn a patterned interview, the employer follows a pre•determined sequence of questions.Here the interviewee is given a special form containing questions regarding ' his technicalcompetence, personalitytraits,attitudes,motivation,etc.
- OInastructuredorsituationalinterview,therearefixedjobrelatedquestionsthatarepr esented to each applicant.
- OIn a panel interview several interviewers question and seek answers from one applicant.The panel members can ask new and incisive questions based on their expertise andexperienceand elicitdeeperandmoremeaningfulexpertisefromcandidates.

4. PhysicalandMedicalExamination:

Aftertheselectiondecisionandbeforethejobofferismade,thecandidateisrequiredtound ergoa physical fitness test. A job offer is often contingent upon the candidate being declared fit afterthephysicalexamination.

5. ReferenceChecks:

Once the interview and medical examination of the candidate is over, the personnel departmentwill engage in checking references. Candidates are required to give the names of 2 or 3 referencesin their application forms. These references may be from

the individuals who are familiar with thecandidate'sacademicachievements orfromtheapplicant'spreviousemployer,whoiswellversedwiththeapplicant'sjobperfo rmanceandsometimesfromthecoworkers.

RESEARCHMETHODOLOGY

Research Methodology

Businessresearchisasystematicenquirythatprovidesinformationtoguidebusiness decision and aimed to solve managerial problems. Business research is of recent origin and it is largely supported by business organizations that hopes to achieve competitive advantages Research Methodology is a way to systematically solve the problems. It may be understood as a science of studying how research is done scientifically. It includes the overall research design, the sampling procedure, data collection method andanalysis procedure.

3.2 Title: To study, HR recruitment and selection process in YOUFIRST

3.3 Title Justification

The data was collected using primary resource (questionnaire and interviews with employees and candidatures) and secondary resource (Recruitment manual, service rules and Internet).The interpretation is done based on the primary data which has been collected through the questionnaire which were distributed to the employees for the purpose of getting feedback regarding **"HR Recruitment& Selection processing" at YOUFIRST**

3.4 Objectives of study

i. To understand the process of recruitment.

ii. To know the sources of recruitment and services at various levels and various jobs.

iii. To understand and analyze various HR factors including recruitment and selection process.

3.5 RESEARCH DESIGN: Exploratory Research

In this study, we specify the process of recruitment and selection and how much satisfied they are with all the procedures done. A research design is the specification of methods and procedures for acquiring the information needed to structure or solve the problem. It is the overall operational patter nor is framework of the project that stimulates what information to be collected from which source and by what procedure. On the basis of major purpose of our investigation the EXPLORATORY RESEARCH was found to be most suitable. This kind of research has the primary objective of development of insights into the problem. It studies the main area where the problem lies and also tries to evaluate appropriate courses of action.

3.6 Sampling

Sampling technique- Probability technique

Sampling type -Simple Random Probability technique

Sample unit- Employees of YOUFIRST

3.7 DATACOLLECTION SOURCES

Primary data
The data that is collected first hand by someone specifically for the purpose of facilitating the study is known as primary data. So, in this research thedata is collected from respondents through QUESTIONNAIRE

PRIMARYSOURCES

> The data required for the study has been collected from-

◆ **QUESTIONNAIRE**
Survey among the officials and employees of YOUFIRST

◆ **PERSONAL INTERVIEWS**
With the company representatives regarding recruitment and selection practices in organization.

Secondary Data

Secondary data refers to information gathered by someone or other than the researcher conducting the current study. Such data can be external

Internal to the organization and accessed through the Internet or perusal of recorded or published information. Secondary sources of data provide a lot of information for research and. problem solving. Such data areas we have seen mostly qualitative in nature.

SECONDARYSOURCES:

> The secondary data has been collected from:
>   - Internet, websites
>   - Organizational Reports
>   - Case Studies
>   - Business magazines
>   - Books
>   - Journals one-learning Industry.

ANALYSIS AND INTRPRETATION

INTERPRETATION OF QUESTIONNAIRE:

The analysis of the data is represented graphically along with the interpretations, which are as follows:

1) How do you come to know about openings in YOUFIRST

a) YOUFIRST Employees b)News Paper Ads   c)Consultants   d)Job Portal

Options	No. ofResponde nts	Percentage
YOUFIRST Employees	52	52%
NewspaperAds	8	8%
Consultants	10	10%
JobPortals	30	30%

Interpretation:

The data emphasizes that the external world will come to know about job openings in **YOUFIRST** through its employees (52%) which helps the company to bring the best talent pool into, as the people know what exactly is the requirement, secondly the other major source is Job portals (30%) as almost all vacancies are published on to the job portals. The dependency on consultants and newspapers comes into picture only when the

Requirement is niche or in large volume.

2) Are applicant streated fairly with courtesy?

a) Poor   b)Adequate   c)Excellent

Options	No.of Respondents	Percentage
Poor	6	6 %
Adequate	46	46%
Excellent	48	48%

Areapplicanttreatedfairlywithcourtesy?
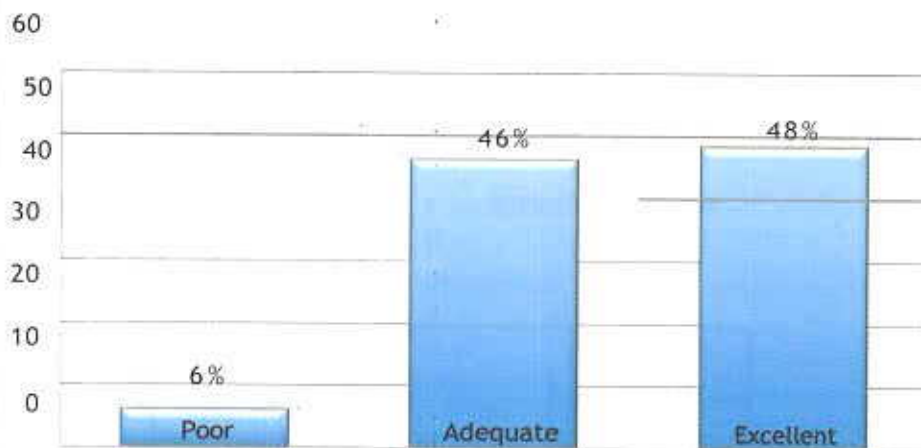
Interpretation:

The above data explains that all the applicants are treated fairly on equality basis:

Excellent• 48%, Adequate• 46%, Poor• 6%. Leadership team of

YOUFIRSTfirmlybelievesthatalltheapplicantsshouldbeinterviewedinthesameproce

ssacrosstheorganization.

3) DoestheHRteamactasaconsultanttoenhancethequalityoftheapplicantdurin

gpre•screening process?

a) Yes   b) No

Options	No. of Respondents	Percentage
Yes	96	96 %
No	4	4 %

Does the HR team act as a consultant to enhance the quality of the applicant during prescreening process

Interpretation:

It is very clear from the data that 96% of the employees feel that the HR team plays a crucial role in the initial screening so as to ensure the quality of hires. Remaining 4% feel that HR doesn't play prominent role in initial screening of profiles.

4) Does the organization clearly define the role and responsibilities of the position being interviewed for?

    a) Well defined   b)Partially defined   c)Undefined

Options	No.of Respondents	Percentage
Welldefined	78	78%
Partiallydefined	22	22%
Undefined	0	0 %

Doestheorganization clearlydefinestherolesandresponsibilities ofthe positionbeinginterviewedfor?
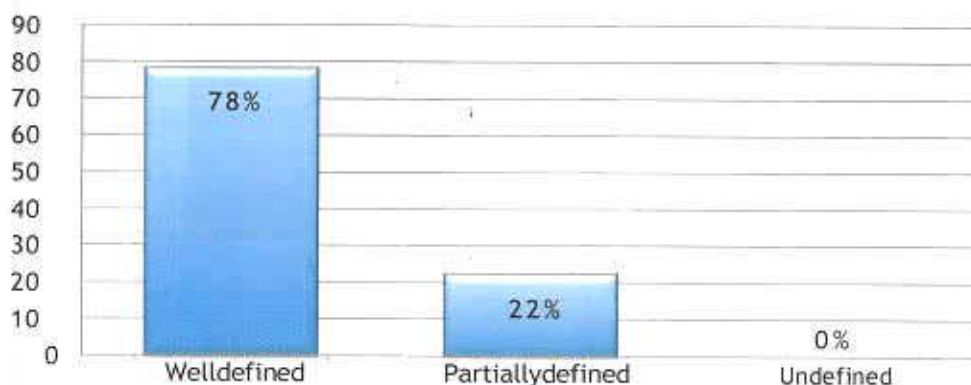
Interpretation:

Yes, 78%of employees feel that the roles and responsibilities of any position are clearly defined.

It is done with the help of Role Clarity(RC)Document.

5) Are the panel members competent enough for the role they are interviewing?

    a) Yes   b) No

Options	No. ofResponde nts	Percentage
Yes	84	84%
No	16	16%

Arethepanelmemberscompetentenoughfor therolethey areinterviewing?

Interpretation:

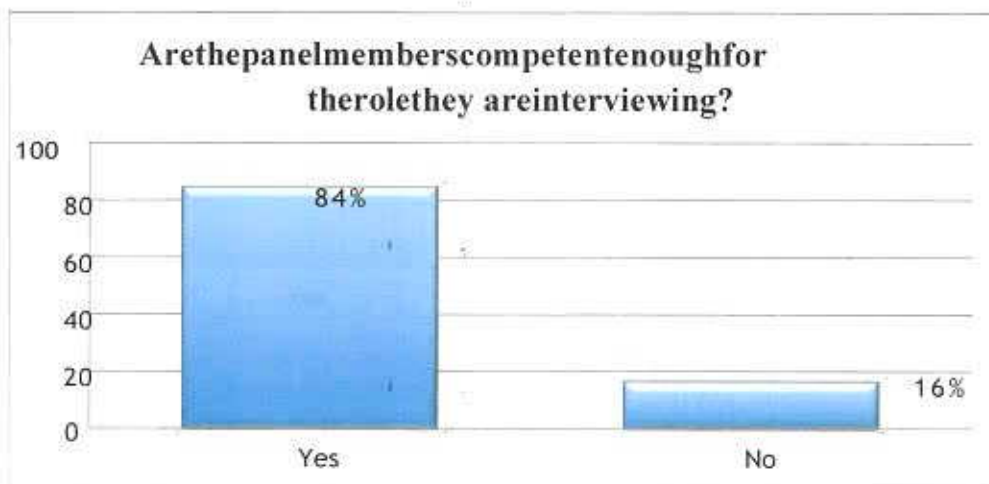Yes, the employeesofYOUFIRSTstronglyfeelthatthetechnical panel people who are interviewing are competent enough(84%) intermsoftheirtechnicalityfortheroletheyareinterviewing,averyles spercentage(16%)of employees feel that panel are not competent.

6) Are the HR people trained for making the best hiring decisions?

a) Yes   b)No

Options	No. of Respondents	Percentage
Yes	90	90%
No	10	10%

Are HR people trained for making the best Hiring decisions?

Interpretation:

Yes,90%ofDRL employees feel that HR people are trained for making the best

hiring decisions so as to avoid the wrong hiring decisions

7) Doyoufeelthatselectionprocessin YOUFIRSTisconnectedwiththevaluesoftheorganization

a) Poor b)Adequate c)Excellent

Options	No. ofResponde nts	Percentage
Poor	0	0%
Adequate	30	30%
Excellent	70	70%

Interpretation:

Yes,70%ofpeoplefeelthattherecruitmentprocessisconnectedwiththevalueoforgani zation. Because the competencies on which the recruitment is done are aligned with theorganization culture.

8) What should be **the company's main source of recruitment?**

a) Direct Hires b)Employee Referrals c)Newspaper ads
d)Placement Agency

Options	No. of Respondents	Percentage
Direct Hires	40	40%
Employee Referrals	30	30%
Newspaper Ads	20	20%
Placement Agency	10	10%

Interpretation:

The major portion (40%) of employees feel that the major source of recruitment should be direct hires also giving importance to employee referrals(30%) so as to increase the cost effectiveness of the company. Dependency of Consultant(10%) and Newspaper(20%)is very less.

9) According to you, what should be the percentage of fresher and experienced people in the organization(ex:70%experienced, 30%fresher)

Options	No. of Respondents	Percentage
90%•10%	2	2 %
80%•20%	60	60%
70%•30%	20	20%
60%•40%	18	18%

Interpretation:

Theabovedataemphasizesthat60%ofemployeesinDRL feelthatthereshouldbe80%**experienced** **people** **and** **20%** **fresher's** **in** **the** **organization because considering the criticality of** manufacturing process and at the same time they also want to provide a chance for young talent pool.
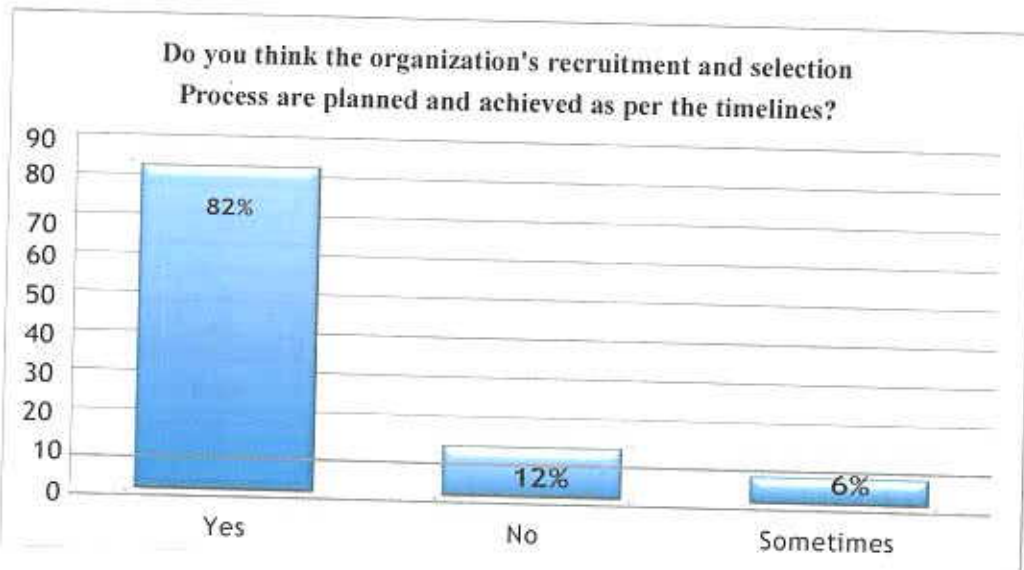
10) **Do you think the organization's the recruitment and selection process preplanned and Achieved as per the timelines?**

a) Yes   b)No   c)Sometimes

Options	No.of Respondents	Percentage
Yes	82	82%
No	12	12%
Sometimes	6	6 %

**Do you think the organization's recruitment and selection Process are planned and achieved as per the timelines?**

Interpretation:

Yes,82%oftheemployeesfeelthattheTalentAcquisitionTeam(TAT)comp

letestherecruitmentprocesswithinthegivenServicelevelAgreement(SLA)

11) Rate how well HR finds good candidates from non-traditional sources
   (ex: LinkedIn)whennecessary?

   a) Poor   b)Adequate   c)Excellent

Options	No. ofResponde nts	Percentage
Poor	4	4%
Adequate	56	56%
Excellent	40	40%

Rate how well HR finds good candidates from non •traditional sources when necessary
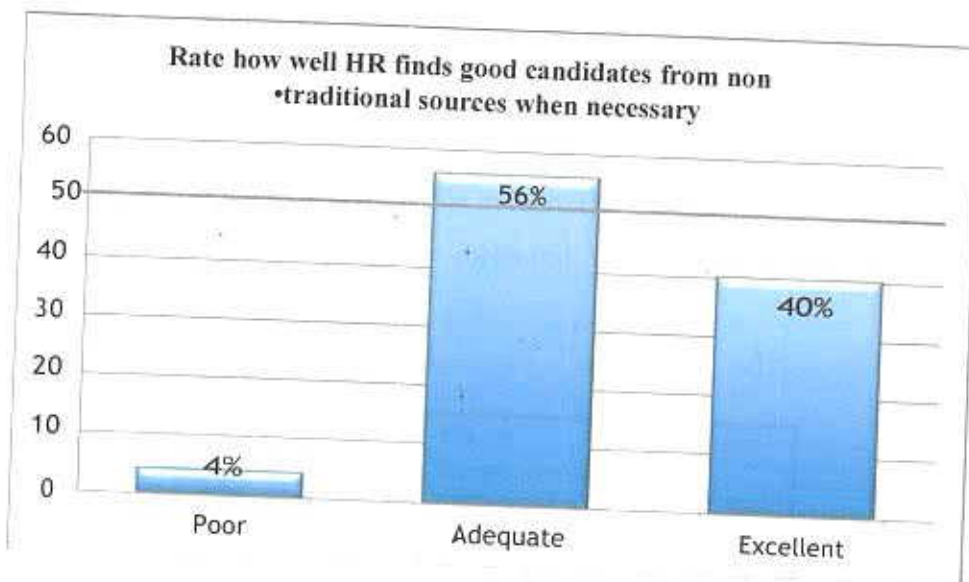
Interpretation:

Accordingtotheabovedata,56%ofpeoplefeelthatpotentialcandidatescanalsobe found put from nontraditional sources because of the current scenario ofman power market.

12) Does the TAT maintain an adequate pool of quality applicants in pipeline?

a) Yes   b)No   c)Sometimes

Options	No. ofResponde nts	Percentage
Yes	76	76%
No	10	10%
Sometimes	14	14%

Interpretation:

According to the above data, 76% of people feel that the TAT maintains required number of quality applicants in buffer so as to ensure the supply ifmanpower,10% of people feels that TAT
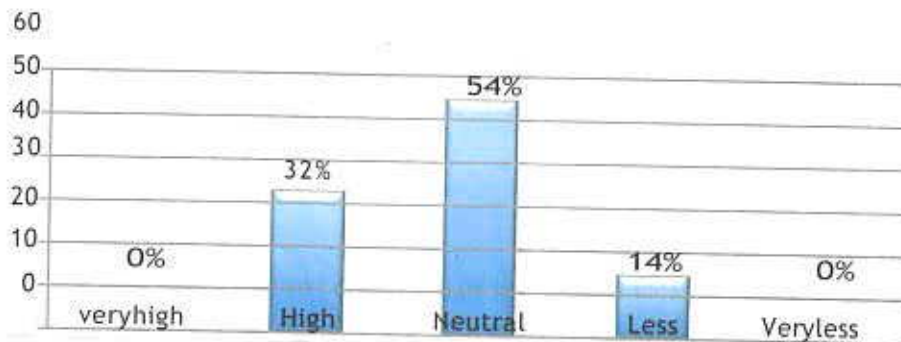
doesn'tmaintainbufferand14%feelthatsometimesitmaintains.

13) Impact of Employee reference in recruiting process?

    a) Very high   b)High   c)Neutral   d)Less   e)Very less

Options	No. of Respondents	Percentage
Veryhigh	0	0%
High	32	32%
Neutral	54	54%
Less	14	14%
Veryless	0	0%

Impact of employe reference in Recruiting process
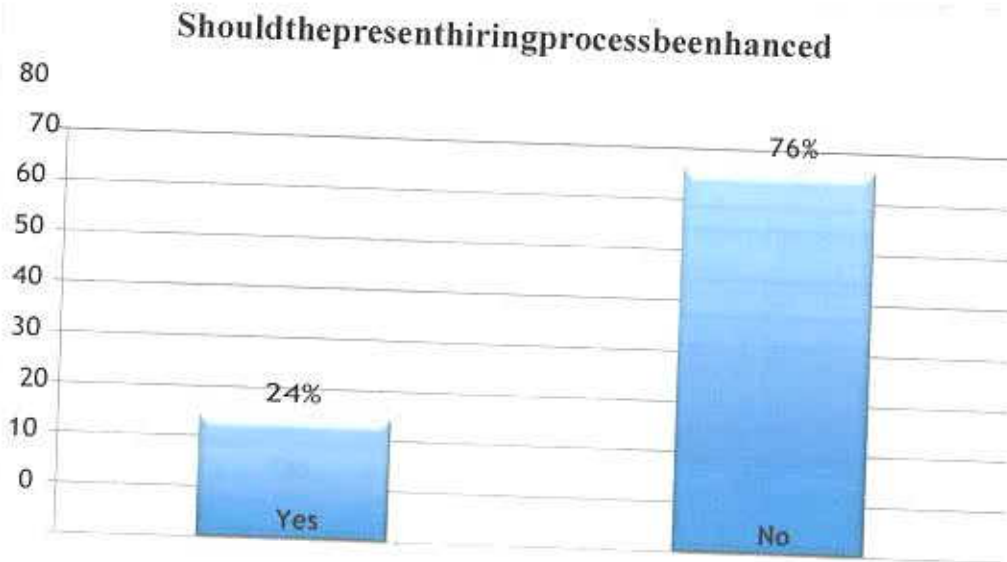

Interpretation:

According to the above data, 54% of people feel that employee referral doesn't influence the selection process as the panel and HR people adhere to the rules, regulations and policies of recruitment..

14) Should the present hiring process be enhanced?

a)Yes   b) No

Options	No. ofResponde nts	Percentage
Yes	24	24%
No	76	76%

Shouldthepresenthiringprocessbeenhanced

Interpretation:

The above data clearly shows that 76% of the people feel that there is no need to enhance the recruitment process as the technical panel and HR people strictly follow the Competence Based Interviewing (CBI) Model ensuring the right qualitative hire.
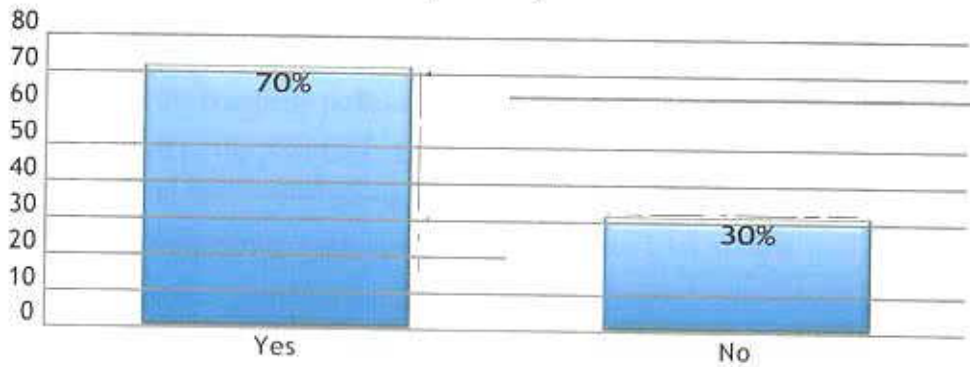
15) Do you feel the process of raising the man power request is systematic?

a) Yes   b) No

Options	No.of Respondents	Percentage
Yes	70	70%
No	30	30%

Doyoufeeltheprocessofraisingmanpower requestissyatematic?

Interpretation:

Raisingthemanpowerrequestisveryimportant,where70%oftheemployeesfeelthatYOUFIRSTisfollowingasystematicprocess.Other30%peopledon'tfeelthisas asystematicprocess.

FINDINGSANDSUGGESTION

FINDINGS

- ☐ The flow of recruitment is routed through SAP only.
- ☐ The prescreening process is done well in order to get the good talent pool.
- ☐ The HR people are making the best hiring decisions by considering all the competencies.
- ☐ All the company policies are strictly followed at any point of time.
- ☐ Most of the positions closed are through direct hires within SLA (service level agreement).
- ☐ Miscellaneous work is more that consumes a lot of time.
- ☐ Company provides good facilities for both applicants as well as employees.

SUGGESTIONS

- ☐ The candidate, selected by the Technical and HR panel of one unit should be considered to **place even at other units of YOUF1RST**
- ☐ Budgeting for critical skill set should be revised.
- ☐ Critical positions should be closed within the given SLA by proactively keeping the profiles in buffer.
- ☐ Peopleshouldbesenttocertificationsinsteadrecruitingnewpeople(safetydepartment).
- ☐ The Entry level salary of lower level employees has to be enhanced because of market level competition where presently a technical trainee of diploma is offered 1Lacwhereasothercompaniesare offering more than this.
- ☐ As there is a lot of miscellaneous work, it can be outsourced.
- ☐ New referral schemes can be implemented in order to get the required skill set at the time of emergency.

CONCLUSION

Conclusion: -

'The Summer Internship project has helped me gain huge practical knowledge which can't be gained only through books. This experience gave me an opportunity to learn new things which provided me a peek into the corporate culture. Being a fresher, I would never be exposed to a corporate environment if it were not for this project. I thank National Institute of Smart Government for giving me the chance to work 'with them as a summer intern and showing me the path of knowledge and experience, which will help me succeed in my career and enter into a bright fun.

The various illustrations of the company given in this report indicate that these processesrequireagreatdealofthoughtandadvancedplanning.Infact,itisnotonlytheHRdepart ment that is involved but various departments like finance, Production, Packing, SCM,etcdepartmentprovidesthebudgetandbudgetednumbersfortheprocessesandthemanpo wergapisdeterminedby inputs sfrom all the departments.

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ANNEXURE

Questionnaire

1) How do you come to know about openings in YOUF1RST

   a) DRL Employees   b)Newspaper Ads   c)Consultants
   d)Job Portal

2) Are applicants treated fairly with courtesy?

   a) Poor   b)Adequate   c)Excellent

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

   a) Yes   b) No

4) Does the organization clearly define the roles and responsibilities of the position being interviewed for?

   a) Well-defined   b)Partially defined   c)Undefined

5) Are the panel members competent enough for the role they are interviewing?

6) a) Yes   b) No

7) Are the HR people trained for making the best hiring decisions?

   a) Yes   b) No

8) Doyoufeelthatselectionprocessin YOUF1RSTisconnectedwiththevaluesoftheorganizati on

   a) Poor   b)Adequate   c)Excellent

9) What should be the company's main source of recruitment?

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   d)Placement Agency

10) According to you, what should be the percent age of fresher and experienced people in the organization

    (ex:70% experienced, 30% fresher)

11) Doyouthinktheorganization'stherecruitmentandselectionprocessareplanneda ndachieved asper the timelines?

a) Yes   b)No   c)Sometimes

12) Rate how well HR finds good candidates from nontraditional sources (ex: LinkedIn)when necessary?

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13) Does the TAT maintain an adequate pool of quality applicants in pipeline?

a) Yes b) No   c)Sometimes

14) Impact of Employee reference in recruiting process

a) Very high   b)High   c)Neutral   d)Less   e)Very less

15) Should the present hiring process been handed?

a)Yes   b) No

If Yes, suggestions please

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16) Do you feel the process of raising the manpower request is systematic?

a) Yes   b) No

Tushar Jagdish
Kamble.