

## **A STUDY ON CHANGING TRENDS IN RECRUITMENT AND SELECTION PROCESS AT INDIAN INFOLINE**

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### **To Cite this Article**

Anuganti Pravalika, Mr. Abburi Mahesh, "A Study On Changing Trends In Recruitment And Selection Process At Indian Infoline", *Journal of Science Engineering Technology and Management Science*, Vol. 02, Issue 07, July 2025, pp: 414-424, DOI: <http://doi.org/10.63590/jsetms.2025.v02.i07.pp414-424>

Submitted: 09-05-2025

Accepted: 16-06-2025

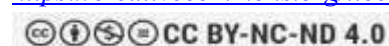
Published: 25-06-2025

### **ABSTRACT**

The Human Resources Management refers to the systematic approach to the problems in any organization. It is concerned with recruitment, training and Development of personnel. Human resource is the most important asset of an organization. It ensures sufficient supply, proper quantity and as well as effective utilization of human resources. In order to meet human resources needs, and organization will have to plan in advance about the requirement and the sources, etc. The organization may also have to undertake recruiting selecting and training processes. Human Resources Management includes the inventory of present manpower in the organization. In cases sufficient number of persons is not available in the organization then external sources are also identified for employing them.

**Key Words: Selection:** Recruitment, Human resource, etc.

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## **1. INTRODUCTION**

In this study helps the organization to identify the area of problem and suggest way to improve the recruitment and selection process, this study focus on understanding recruitment and selection process this study helps to manage a manpower budget for the recruitment and selection process, this study helps to evaluate the time constrain for the recruitment process. The study stratified sampling technique is used.

Recruitment is concerned with the process of attracting qualified and components personnel for different jobs. This includes the identification of existing sources of the labor market, the development of new sources and the need for attracting large number potential applications so that good selections may be possible. Selection process is concerned with the development of selection policies and procedure and the evaluation of potential employees in terms of job specifications. This process includes the development of application blanks, valid and reliable tests, interview techniques employee reversal systems, evaluations and selections of personnel in terms of jobs specifications the making up of final recommendations to the hire management and the sending of offers and rejection latter's.

## **REVIEW OF LITERATURE**

Akaninyene U. Udom and Peter I. Uche, (2009). In this paper the concept of time as an optimality performance criterion is used to obtain an optimal recruitment control vector for a manpower system modelled by a stochastic differential equation via the necessary condition of poetry again theorem.

**Dainty (2000)** point of view is that people in a country or region who are able to do a job & available for work they always help the organization to be profitable and the staff expected to be trying to achieve their target

**(EATCHIP, 1996).**Very often manpower planning is purely descriptive and becomes a theoretical exercise. Research is also required to assess the implications of any change in staffing related issues outlined in this report in order to identify possible threats and dangers in manpower planning at earliest possible stage.

**Fletcher (2001)** mentions that contextual performance deals with attributes that go beyond task competence and that foster behaviors which enhance the climate and effectiveness of the organization.

**M.Smith, (2001)** Selection procedure also should be in application to the modern techniques The literature says that employers are doing the traditional method of recruiting rather than the modern technologies.

### **1.1 NEED AND IMPORTANCES OF STUDY**

The purpose of study is to learn the practical applicability of the theoretical knowledge gained about recruitment and selection process. To gain knowledge about, the process of recruitment and selection in IIFL. To know the effectiveness or ineffectiveness of the process of recruitment and selection in IIFL.

### **1.2 SCOPE OF THE STUDY**

The study was confined to territorial division of “IIFL.” Hyderabad with special reference to its Recruitment policy. This study helps to make decision in selecting the right candidates for the right job. This study helps the organization to study the area of problem and suggest ways to improve the recruitment and selection process. This study focuses on understanding recruitment and selection process.

### **1.3 OBJECTIVES OF THE STUDY**

To understand the current Recruitment Policies being followed at “IIFL.” conducted this study and to know how effectively it is being implemented in the organization.

- 1) To study the present Recruitment Policies of “IIFL.”
- 2) To study the different methods of recruitment & selection depending on the requirements of the organization.
- 3) To analyze the relationship whether jobs offered based on qualification to the employees in the organization.
- 4) To study the level of job satisfaction in the organization.
- 5) To study the changes of recruitment policy in recent times in the organization.
- 6) To understand the average time spent for selection process
- 7) To suggest new ways of improving the present recruitment procedure.

## **3. RESEARCH METHODOLOGY**

### **Primary Data:**

Primary methods are those methods that provide firsthand information. The methods followed were interview methods and questionnaire method.

By this method the employees and managers of the IIFL were asked questions regarding the recruitment and selection process, its effectiveness and the relevant or required changes they intended to have in the present recruitment and selection process of the company. The managers of different departments were the majority to be interviewed in the entire sample taken.

### **Secondary Data:**

Secondary methods are those methods that provide already existing information of the past, also called as second hand information. The information was obtained from the different HR journals published by the organization for various purposes like HR 'department personal use, reference by any other department about the performance of various activities that have been started by the HR department, to know about the performance appraisal system or the bonus system etc.

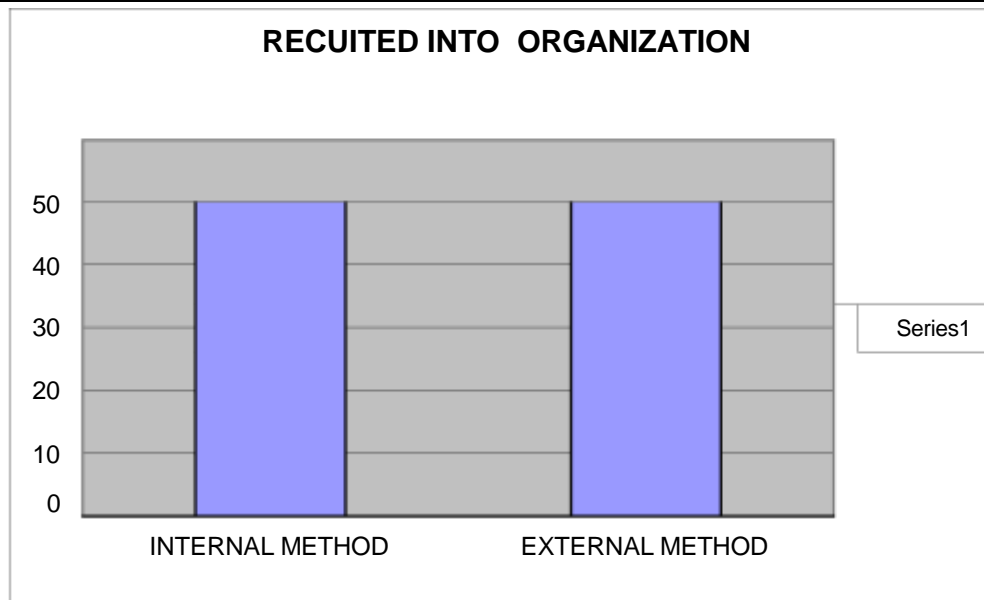
### 3.4 LIMITATIONS OF THE STUDY

- As the period of study is limited for 45 days the data collected is very limited.
- Due to time constraints, data is collected from limited number of employees of the Company.

### 4.DATA ANALYSIS AND INTERPRETATION

#### 1.By which method did you get recruited in to the organization?

No Response	No of Respondents	Percentage
Internal method	50	50%
External Method	50	50%
	100	100



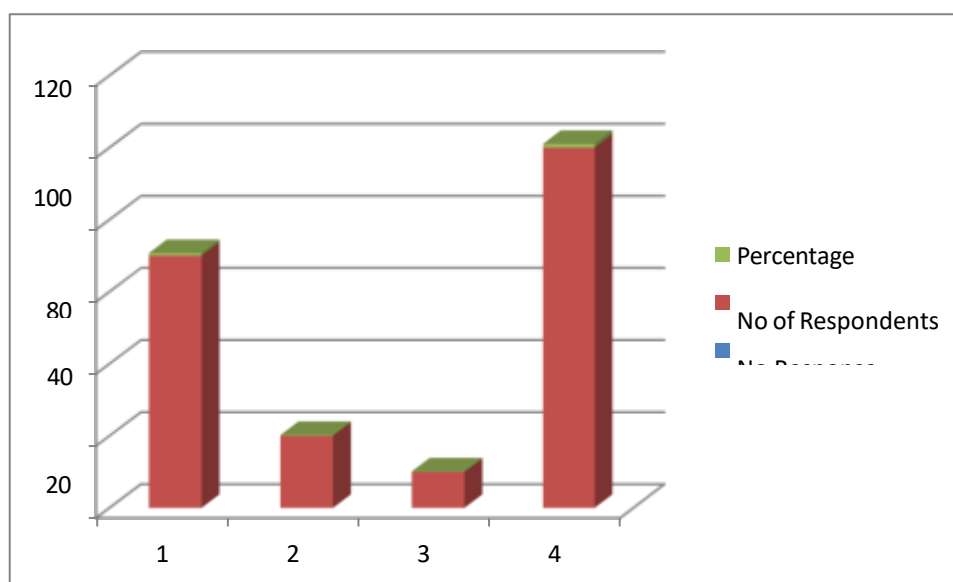
#### INTERPRETATIONS

The above table shows that 50% of respondents were recruited by internal method and remaining 50% by external method

#### 2. if by internal method by which method where you recruited?

No Response	No of Respondents	Percentage
Referred by employees	70	70%
Inter department transfer	20	20%

Promotion	10	10%
	100	100%

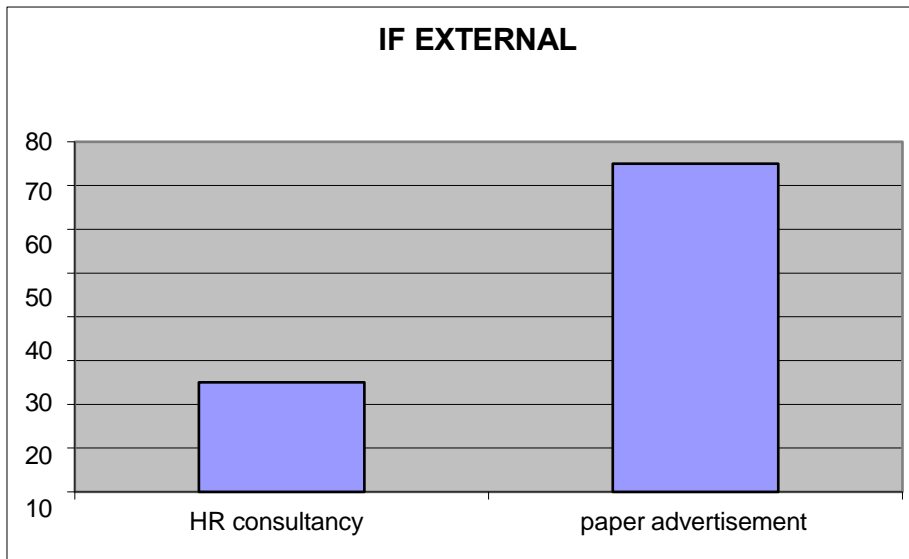


### INTERPRETATION

The percentage of usage of different internal methods of recruitment like employee referrals, interdivisional and promotion followed by the organization is 70%, 20% and 10% respectively.

### 3. If by external method, by which method where you recruited?

No Response	No of Respondents	Percentage
HR Consultancy	25	25%
Newspaper	75	75%
	100	100%

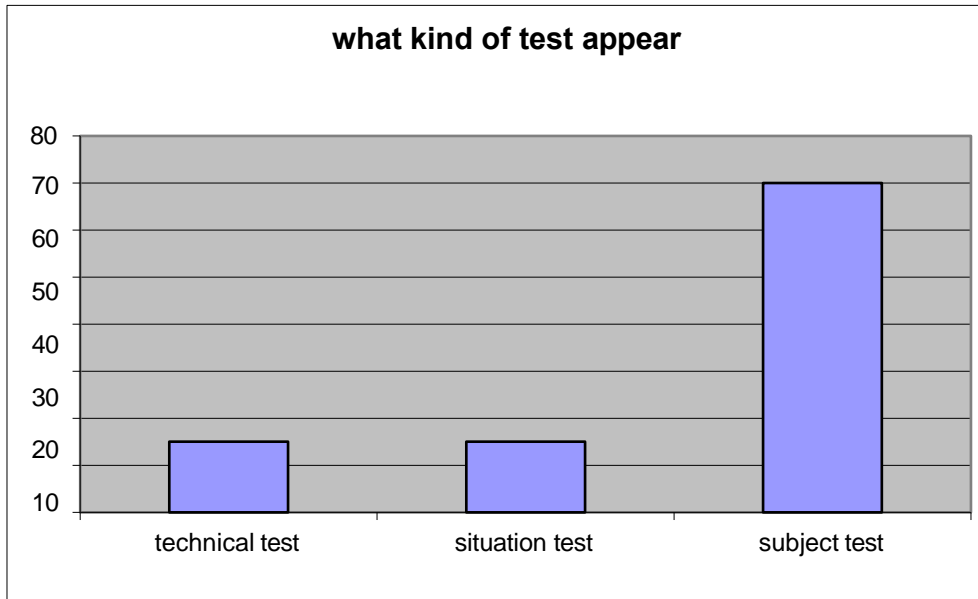


#### **INTERPREATAION**

The information regarding the preference of the external methods of recruitment like HR consultancy; Newspaper advertisements followed by the organization are 75% and 25% respectively.

#### **4. If we called for test what kind of test did you appear for?**

No Response	No of Respondents	Percentage
Technical Test	15	15%
Situation Test	15	15%
Subject Test	70	70%
	100	100%

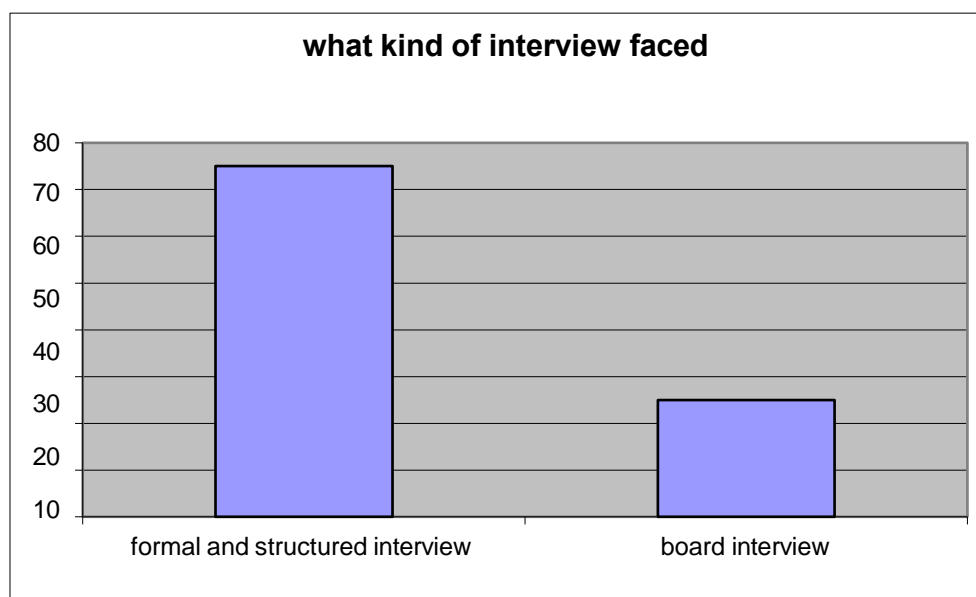


### **Interpretation**

The above table reveals that 15% of respondents attended technical test 15% of respondents attended situation test and 70% of respondents appeared for subject test.

### **5.If we called for an interview, what kind of interview did you did you face?**

No Response	No of Respondents	Percentage
Formal Interview	75	75%
Boar interview	25	25%
	100	100%

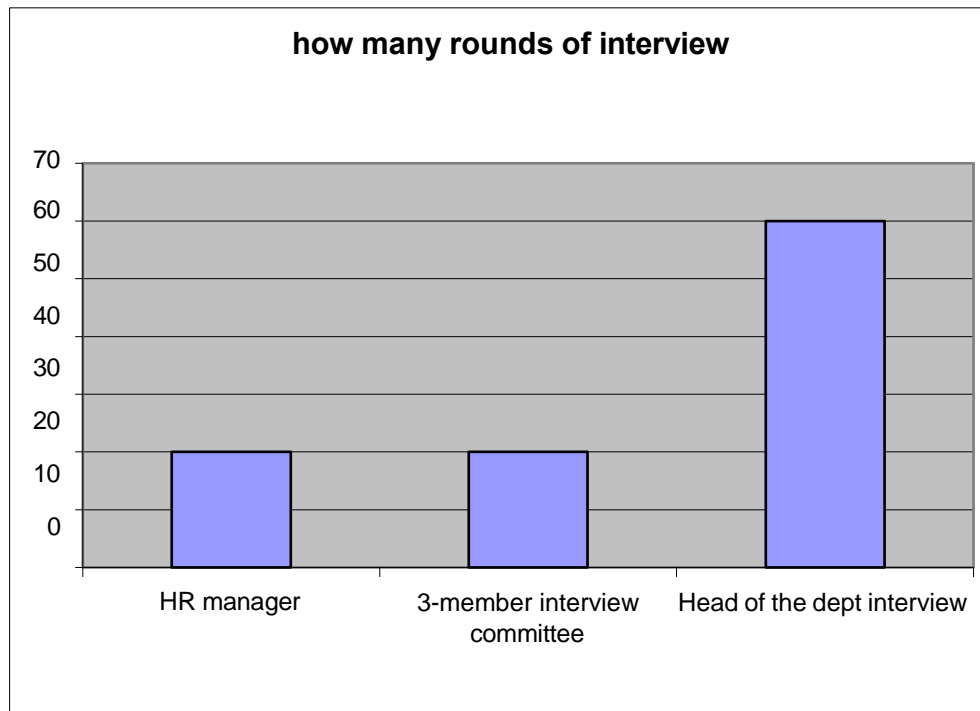


### **Interpretation**

The table reveals that 75% respondents faced formal interview, and the remaining 25% stress and board interview.

### **6. How many rounds of interview did you face?**

No Response	No of Respondents	Percentage
HR Manager Round	20	20%
3 Member Interview	20	20%
Head of dept	60	60%
	100	100%



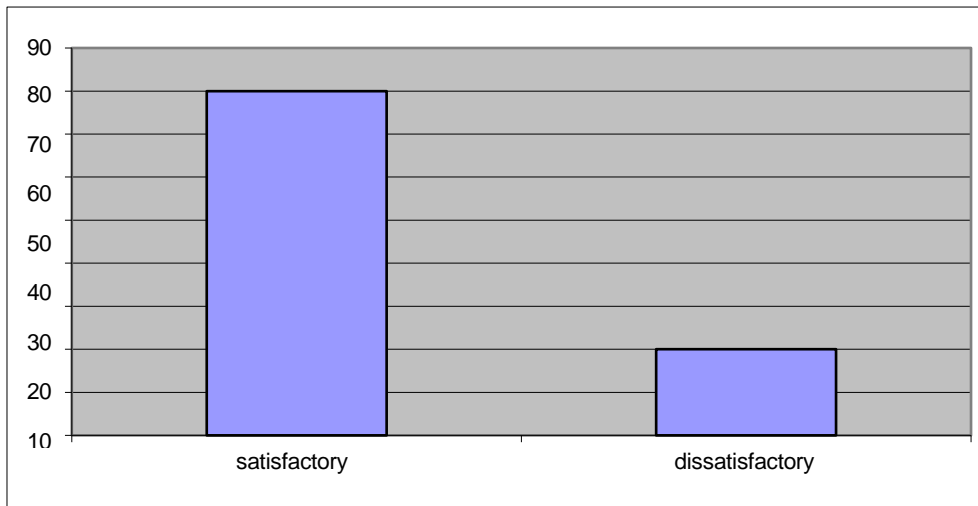
**Interpretation:**

The above table reveals that 20% of respondents faced HR manager round, 20% of respondents faced 3-member committee, and 60 respondents faced head of department round.

**7. Is the process of recruitment and selection satisfactory or dissatisfactory?**

Response	No. Of Respondents	Percentage
Satisfactory	80	80%
Dissatisfactory	20	20%
	100	100





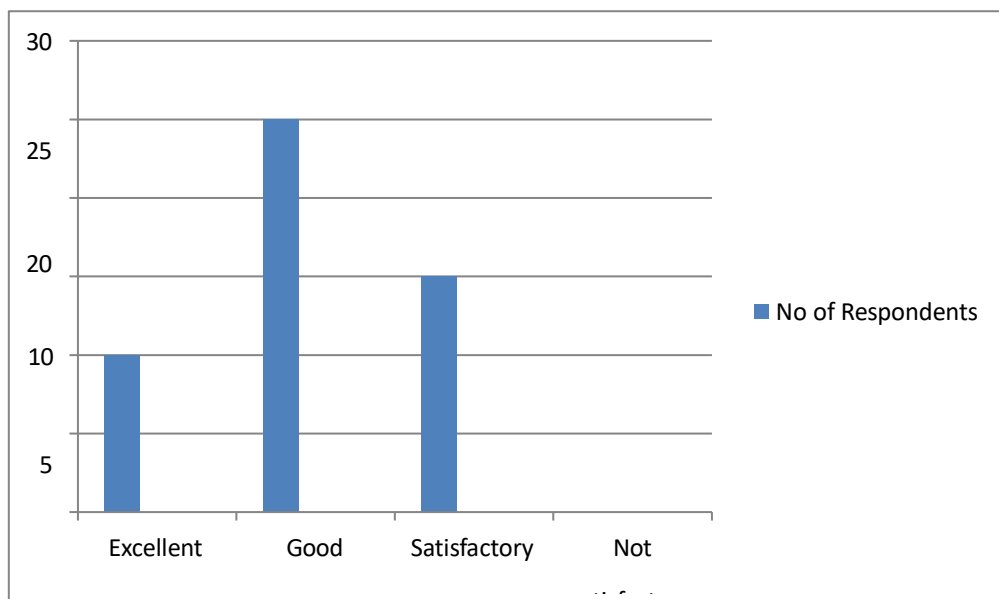
**Interpretation:**

The above table reveals that 20% of respondents faced HR manager round, 20% of respondents faced 3-member committee, and 60% of respondents faced head of department round.

**8. Rate the process of recruitment and selection in the organization?**

(a) Excellent (b) Good (c) Satisfactory (d) Dissatisfactory

Group	Percentage (%)	No of Respondents
Excellent	20%	10
Good	50%	25
Satisfactory	30%	15
Not satisfactory	0%	0
Total	100	50



**Interpretation:**

20% of the employees feel that the recruitment and selection process is excellent in Lakshmi IIFL. 50% of employees feel that the recruitment and selection process is good, and 30% feel that the recruitment and selection process is satisfactory.

**5.FINDINGS**

- 50% of respondents were recruited by internal method and remaining 50% by external methods.
- The percentage of usage of different internal methods of recruitment like employee referrals, interdivisional and promotion followed by the organization is 70%, 20% and 10% respectively
- The information regarding the preference of the external methods of recruitment like HR consultancy; Newspaper advertisements followed by the organization are 75% and 25% respectively.
- 55% of respondents agreed direct call for an interview and 15% call to attend the test and the remaining 30% by direct appointment
- 15% of respondents attended technical test 15% of respondents attended situation test and 70% of respondents appeared for subject test.
- 75% respondents faced formal interview, and the remaining 25% stress and board interview
- 20% of respondents faced HR manager round 20% of respondents faced 3-member committee and 60% respondents faced head of department round.
- 20% of respondents faced HR manager round 20% of respondents faced 3-member committee and 60% respondents faced head of department round.

**5.1 SUGGESTIONS:**

- 1) While it is a fact that IIFL is deploying a good number of recruitment methods. What is important is that the traveling public should further explore and install such recruitment methods, which go to improve public handling methods especially by Marketing Executives. It is suggested a sensitivity training method tailored to enable dealing with commuters should be evolved in consultation with management experts and social psychologists.
- 2) Employees who are on 'long sick', 'or long absent' should be included in the recruitment need analysis. They should be directed to undergo training at the training college. This is all the more important when it is realized that Work is skill oriented and time on and off the job has its impact on the effectiveness or otherwise of the working performance.
- 3) The top management should consider giving strict instructions to the management to relieve the employees due for refresher recruitment as per the she duke drawn up.
- 4) IIFL is one of the important public utilities, the requirements of the customers should be taken periodically and that they are factored into the training programmers. This is all the more important that the traveling public as a customer of the organization can always bank up on the

assistance and guidance of the consumer protection councils.

## **CONCLUSION:**

From the study, the following conclusions are arrived at: Depending on the job vacancy, job specifications and the appropriate source of recruitment is chosen. Mostly, the internal source of recruitment is through employee referrals. It is the responsibility of the recruitment personnel to conduct the needed tests, interviews etc. Most of the interviews that are conducted on the basis of depth interviews. Qualification experience and personal traits are all important and play a vital role in the selection of a candidate. Adequate manpower helps in recruitment process to fill the vacancies.

Good interpersonal relationship is maintained by the employees and HR personnel. Satisfied working conditions in the organization. Developmental needs of the employees are considered by the organization.

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