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A STUDY ON RECRUITMENT TOWARDS EMPLOYEES IN OIL AND GAS INDUSTRIES

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A
DISSERTATION REPORT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR

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DECLARATION

DECLARATION BY THE GUIDE

This is to certify that the **Mrs. AMUDHARANI A.M**, a student of MBA (OIL & GAS MANAGEMENT), **SAP ID 500065311** of UPES has successfully completed this dissertation report on **"A STUDY ON RECRUITMENT TOWARDS EMPLOYEES IN OIL AND GAS INDUSTRIES"** under my supervision.

Further, I certify that the work is based on the investigation made, data collected and analyzed by her and it has not been submitted in any other University or Institution for award of any degree. In my opinion it is fully adequate, in scope and utility, as a dissertation towards partial fulfillment for the award of degree of MBA.

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EXECUTIVE SUMMARY

Recruitment refers to the process of sourcing, screening, and selecting people for a job or vacancy within an organization. Though individuals can undertake individual components of the recruitment process, mid- and large-size organizations generally retain professional recruiters. Recruitment involves process of attracting and obtaining as many applications as possible. Recruitment and selection is required to enrich the organization's human resources by filling vacancies with the best qualified people, attitudes towards recruiting handicaps, minority groups, women, friends and relatives of present employees, promotion from within. To analyze the job description of selection. To analyze cost of selection. Suggestions to improve the current job.

While in the past, companies were able to offer security of employment, promotion prospects in return for loyalty, commitment and conformity, the modern organizations instead exchange high pay, rewards and a job for long hours, broader skills and tolerance of change and ambiguity. Employers now and in the future are looking for people who can 'hit the ground running' and produce more or less instant results. Technological changes, societal and market changes are all factors that impact on how companies will be searching for, selecting and assessing their employees in the future.

- Since it is a questionnaire the answers given by the respondents cannot be completely relied.
- The study is limited only to Seldom Technologies.
- Interview cannot be carried out with all the employee of the organization.

Every organization has the option of choosing the candidates for its recruitment processes from two kinds of sources: internal and external sources. The sources within the organization itself (like transfer of employees from one department to other, promotions) to fill a position are known as the internal sources of recruitment. Recruitment candidates from all the other sources (like outsourcing agencies etc.) are known as the external sources of recruitment.

Its IT services, Training, business solutions, Projects Delivery and outsourcing bring you a level of integrity that no other competitor can match. You'll experience requirements that are met on-time, within budget, and with high quality; greater efficiency and responsiveness to your business; and the ability to shift investment to strategic initiatives rather than tactical functions.

The term research describes an entire collection of information about a particular subject. "According to Clifford woody research comprises defining and redefining problems, formulating hypothesis or suggested

solutions; collecting, organizing and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

The secondary data, on the other hand, are those which have already been collected by some one else and which have already been passed through the statistical process.

An element of randomness is introduced in to this kind of sampling by using random numbers to pick up the unit with which to start. In this study, the first item would be selected randomly from the first five and thereafter every 5th item would be automatically included in the sample. Thus, in systematic sampling only the first unit is selected randomly and the remaining units of the sample are selected at fixed intervals.

Analysis and interpretation are central steps in the research process. The global of analysis is to summarize the collected data in such a way that they provide answer to the questions that triggered the research findings.80% of the respondents feel that the current job is related to the area of their interest. 72% of the respondents get partially stressed at work. 72% of the respondents agree that career growth and opportunities are found in their job.56% of the respondents feel that other areas of the company have to be improved for better commitment with the job.

The management should provide complete information about the job during screening process. The organization should reduce the senior work pressure, and should maintain proper work timings attract the potential candidate and to retain the potential employee.

Management should reduce the false commitment that is being given to the employee at the time of recruitment. It is recommended that the organization can focus on employees growth in their carrier and should provide rewards and recognition when target is achieved.It is recommended to increase the salary of the employees and to reduce senior work pressure. Recruitment is said to be the life blood of any business organization. An effective Recruitment process helps an organization to withstand the competition and to overcome the competitors.

The study focuses on the analysis of the recruitment and selection process in SELDOM TECHNOLOGIES. The management can take necessary action to reduce its expenditure and increase its income level and profit by adopting effective recruitment process and meet the organizations legal and social obligations regarding the composition of its workforce.

CHAPTER - I
INTRODUCTION OF THE STUDY

CHAPTER I

1.1 INTRODUCTION TO THE STUDY

Living in a world of organizational changes, companies are facing severe competitive pressures and rapidly changing markets. Most of these changes involve new trends and technologies, among other factors that make organizations seek ways to become more flexible, adaptive, and competitive recruitment process.

Recruitment refers to the process of sourcing, screening, and selecting people for a job or vacancy within an organization. Though individuals can undertake individual components of the recruitment process, mid- and large-size organizations generally retain professional recruiters. Recruitment involves process of attracting and obtaining as many applications as possible.

Recruitment begins when new recruits are sought and ends when their applications are submitted. The result is a pool of applicants from which new employees are selected. Though, theoretically, Recruitment process is said to end with the receipt of applications, in practice the activity extends to screening of applications so as to eliminate those who are not qualified for the job.

Selection might be defined as careful screening of recruited candidates through testing and interviewing them; with a view to discovering 'best-fits' from among them for assignment to various jobs in the organization.

The process of selection is a process of elimination of unsuitable candidates – at various stages, comprised in the selection procedure. The selection-procedure might be compare to a hurdle-race; and those who clear through all the hurdles and emerge victorious – are the ones, who get finally selected.

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1.2 NEED FOR THE STUDY

Basically this study is done to understand the recruitment and selection process that is being carried out in the organization.

Recruitment and selection is required to enrich the organization's human resources by filling vacancies with the best qualified people, attitudes towards recruiting handicaps, minority groups, women, friends and relatives of present employees, promotion from within.

It involves:

- To find and employ the best qualified persons for each job.
- To retain the most promising of those hired.
- To offer promising opportunities for life time working careers.
- To provide facilities and opportunities for personal growth on the job.

1.3 OBJECTIVES OF THE STUDY

Primary Objective

- To study the recruitment and selection process in Seldom Technologies.

Secondary Objectives

- To analyze the effectiveness of recruitment and selection.
- To analyze sources of recruitment process
- To analyze the job description of selection
- To analyze cost of selection
- Suggestions to improve the current job.

1.4 SCOPE OF THE STUDY

Recruiting people who are wrong for the organization can lead to increased labour turnover, increased costs for the organization, and lowering of morale in the existing workforce. Such people are likely to be discontented, unlikely to give of their best and end up leaving voluntarily or involuntarily when their unsuitability becomes evident. They will not offer the flexibility and commitment that many organizations seek.

While in the past, companies were able to offer security of employment, promotion prospects in return for loyalty, commitment and conformity, the modern organizations instead exchange high pay, rewards and a job for long hours, broader skills and tolerance of change and ambiguity. Employers now and in the future are looking for people who can 'hit the ground running' and produce more or less instant results. Technological changes, societal and market changes are all factors that impact on how companies will be searching for, selecting and assessing their employees in the future.

The main features of recruitment and selection are:

- **efficient** - cost effective in methods and sources
- **effective** - producing enough suitable candidates without excess and ensuring the identification of the best fitted for the job and the organisation
- **Fair** - ensuring that right through the process decisions are made on merit alone.

1.5 LIMITATIONS OF THE STUDY

- Time constraint is the major limitation.
- The time to meet the employees was only during their break timings.
- Some of them are unwilling and disinterested in the survey because of the perception that this survey will not benefit them.
- Employees are busy with their work schedule and organization commitment. There were also shifts problem for workers and staff.
- Since it is a questionnaire the answers given by the respondents cannot be completely relied.
- The study is limited only to Seldom Technologies.
- Interview cannot be carried out with all the employee of the organization.

1.6 CHAPTERISATION

CHAPTER – I

The first chapter deals with outline of the project, need, scope, objectives of the study, research methodology, limitations of the study and Chapterization, review of literature, profile seldom technologies.

CHAPTER – II

The second chapter deals with the, data analysis and interpretation various techniques and statistical tools have been adopted in this chapter. The analytical study been done in this chapter.

CHAPTER – III

Finally the last chapter comprises the summary, Finding, suggestions and recommendations, conclusion, and the questionnaire used in the survey.

CHAPTER - II
LITERATURE REVIEW

CHAPTER II

2.1 LITERATURE REVIEW

Recruitment and selection forms the foundation of the core activities and processes underlying human resource management and such activities include the acquisition, training and development, and rewarding performance of workers (Gilmore, and Williams, 2009). The success and sustainability of most organizations is directly proportional to skills and competencies of the employees. Equally, the entry point into any organization is dependent on the effectiveness of the recruitment and selection practices of the hiring team within the organization. In light of this, competition in the UK employment market has increased tremendously over the past few decades. This can be attributed to the inability of the employment market to absorb the growing pool of graduates from institutions of higher learning.

According to Mohamed Branine, (2008, p. 497), graduate recruitment is one of the leading and toughest challenges facing the majority of potential employers. Mohamed (2008) argues that the causes of this phenomenon can be in part due to the complexities associated with the selection of the most qualified individuals and as well, due to the availability of several graduates in different disciplines from Ivy League institutions. To that purpose, the demand for quality graduates will remain highly competitive, the most advantaged recruiters will be those with strong recruitment policies, coupled with exceptional training and development policies. In some instances, financial abilities of potential recruiters will play a substantial role in future graduate recruitment and selection processes.

Varied researches and studies have been carried out and written up regarding the aspect of graduate recruitment, the attitudes of graduates, and the attitudes of recruiters with respect to choosing their employees and as well, the perceptions of graduates towards their formative years in the employment sector. Covered in past researches also includes the influences of management executives on recruiting activities, the strategies and methods used to conduct and communicate information regarding the recruitment process, and reliability and

accuracy of the recruiting tools and instruments. Much of this research has, however, concentrated on different aspects within the recruitment and selection process in different organizations across the work.

2.1.1 Theoretical Review of the concept

Recruitment is a continuous process whereby the firm attempts to develop a pool of qualified applicants for the future human resources needs even though specific vacancies do not exist. Usually, the recruitment process starts when a manger initiates an employee requisition for a specific vacancy or an anticipated vacancy.

A few definitions of recruitment are:

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

"Selection is a process of choosing the most suitable person out of all the applicants. It is a process of weeding out unsuitable candidates and finally identify the most suitable candidate".

STEPS IN RECRUITMENT PROCESS–

1. Identify vacancy
2. Prepare job description and person specification
3. Advertising the vacancy
4. Managing the response
5. Short-listing
6. Arrange interviews
7. Conducting interview and decision making

STEPS IN SELECTION PROCESS –

1. Preliminary interview
2. Application blank
3. Selection test
4. Employment interview
5. Medical examination
6. Reference checks
7. Final approval

2.1.2 SOURCES OF RECRUITMENT-

Every organization has the option of choosing the candidates for its recruitment processes from two kinds of sources: internal and external sources. The sources within the organization itself (like transfer of employees from one department to other, promotions) to fill a position are known as the internal sources of recruitment. Recruitment candidates from all the other sources (like outsourcing agencies etc.) are known as the external sources of recruitment.

Various sources of recruitment may be classified in to two broad categories:

- **Internal sources** – Transfers, Promotions, Upgrading, demotion, etc.
- **External sources** – Press Advertisements, Educational and Institutions, Placement Agencies, Employment Exchanges, Labour Contractors, Unsolicited Applicants, Recommendations, Recruitment at factory gate.

SOURCES

INTERNAL	EXTERNAL
• Transfers • Promotions • Upgrading • Demotion • Retired employees • Retrenched employees • Dependents and relatives of deceased employees	• Press advertisements • Educational institutes • Placement agencies/ outsourcing • Employment exchanges • Labour contractors • Unsolicited applicants • Employee referrals • Recruitment at factory gate
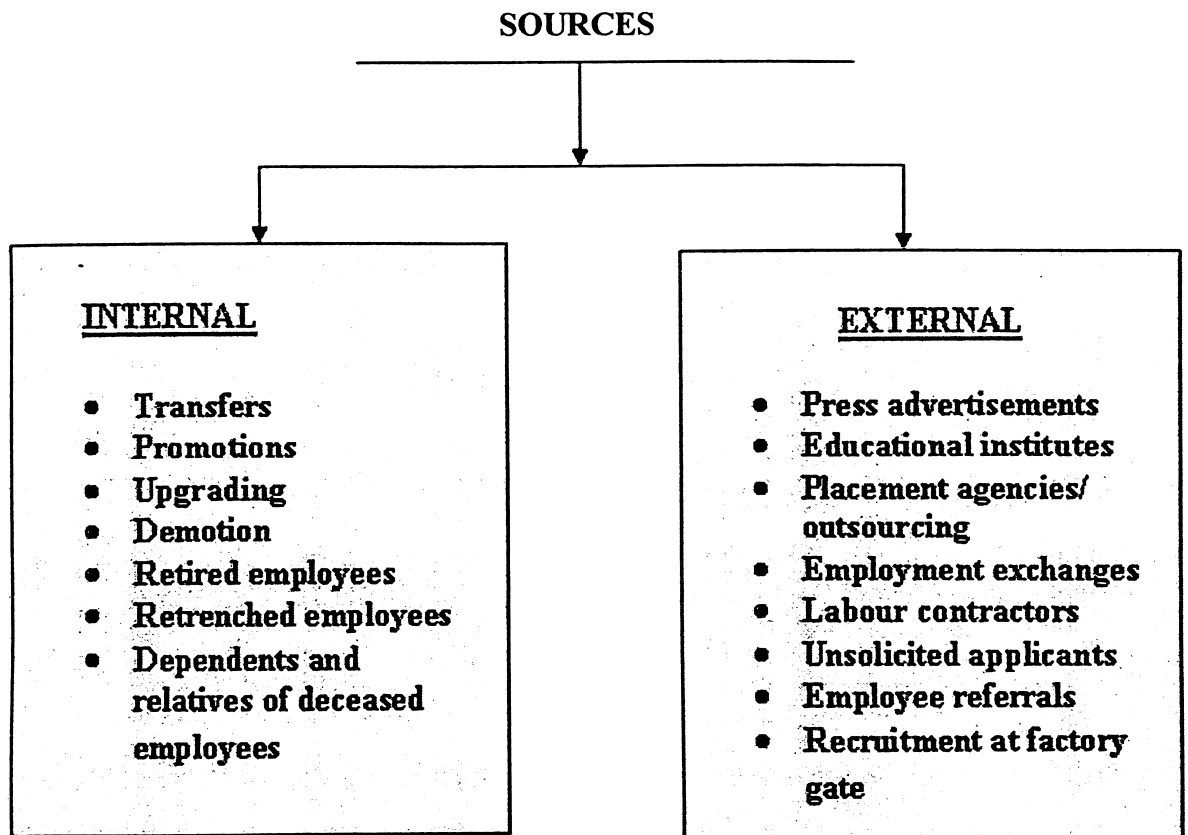
Internal sources

1. **Transfer**

   The employees are transferred from one department to another according to their efficiency and experience

2. **Promotions**

   The employees are promoted from one department to another with more benefits and greater responsibility based on efficiency and experience.

3. Others are Upgrading and Demotion of present employees according to their performance.

4. Retired and Retrenched employees may also be recruited once again in case of shortage of qualified personnel or increase in load of work. Recruitment such people save time and costs of the organizations as the people are already aware of the organizational culture and the policies and procedures.

5. The dependents and relatives of Deceased employees and Disabled employees are also done by many companies so that the members of the family do not become dependent on the mercy of others.

External sources

1. Press advertisements

Advertisements of the vacancy in newspapers and journals are a widely used source of recruitment. The main advantage of this method is that it has a wide reach.

2. Educational institutions

Various management institutes, engineering colleges, medical Colleges etc. are a good source of recruiting well qualified executives, engineers, medical staff etc. They provide facilities for campus interviews and placements.

3. Placement agencies

Several private consultancy firms perform recruitment functions on behalf of client companies by charging a fee. These agencies are particularly suitable for recruitment of executives and specialists. It is also known as RPO (Recruitment Process Outsourcing)

4. Employment Exchanges

Government establishes public employment exchanges throughout the country. These exchanges provide job information to job seekers and help employers in identifying suitable candidates.

5. Unsolicited applicants

Many job seekers visit the office of well-known companies on their own. Such callers are considered nuisance to the daily work routine of the enterprise. But can help in creating the talent pool or the database of the probable candidates for the organization.

6. Employee referrals /recommendations

Many organizations have structured system where the current employees of the organization can refer their friends and relatives for some position in their organization. Also, the office bearers of trade unions are often aware of the suitability of candidates. Management can inquire these leaders for suitable jobs. In some organizations these are formal agreements to give priority in recruitment to the candidates recommended by the trade union.

Other major Sources of Recruitment:
1. Campus
2. Advertisement
3. Reference
4. Consultancy
5. Job Portals
6. Promotions / Transfer

Campus

Many employers visit colleges and universities every year and interview students who are in their final year of study. The faculty may also be involved in the process. Those students who are found to deserving may be given placement by the employers in their concerns. The students will be absorbed on completion of their degree course. Students studying such courses as MA.HRM, MBA, MSW etc usually have the benefit of campus interviews.

Advertisement

Advertising is paid communication through a non-personal medium in which the sponsor is identified and the message is controlled. Variations include publicity, public relations, product placement, sponsorship, underwriting, and sales promotion. Every major medium is used to deliver these messages: television, radio, movies, magazines, newspapers, and billboards.

Advertisements can also be seen on the seats of grocery carts, on the walls of an airport walkway, and on the sides of buses, or heard in telephone hold messages or in-store PA systems nearly anywhere a visual or audible communication can be placed. The advantages of News paper advertisements are that it has a wider coverage. Newspapers reach every nook and corner and therefore the employer is sure to get a number of applications from all eligible candidates. But the drawback of this approach is that sometimes the employer may get innumerable applications of which many may be from unsuitable candidates. Therefore a lot of time may be wasted on scrutinizing the applications.

Reference

Applicants introduced by existing employees or business friends can be a good source of recruitment. Many employers prefer such candidates because some screening takes place when a candidate is recommended. Some concerns have agreements with labour unions to give preference to relatives of existing and retired employee's subject to prescribed qualifications and experience.

Consultancy

Many consulting firms perform recruitment and selection services for different companies. These private agencies are specialized concerns and serve as intermediary between the enterprise and the applicants. After receiving requisition from a client company, the agency advertises the vacancy and receives applications. It may pass on the applications to the client company. The recruiting company gets the benefit of expertise. Such agencies are well staffed with experts and maintain high standards of ethical practices. Ma Foi, People One, K 10, Mind Tree are some of the well known placement consultancies in India

Job Portal

The employers register annually with these web sites to have access on the different kind of profiles available with them. These web portals advertise and make candidates to upload their resumes. These resumes are categorized according to their qualification, experience, and their skills. Then the employers have access to those profiles and contact those candidates in person who meet their requirement. Some of the popular job portals are Monsters, Naukri, Jobs ahead, and Times job.

Promotion / Transfer

If the employer believes in the proverb 'a known devil is better than an unknown angel' he will rely on the promotions and transfer. Usually when the vacancy arises at a higher level in an organization, it is filled up by elevating a person who comes next in the organizational hierarchy. For example, if the post of sales- manager is vacant, the senior most sales officer with proven records can be appointed for that post. The process of elevating a person to a higher level job is what is known as promotion. Promotion gives the individual concerned greater authority and emoluments as well

Transfer is the easiest way to filling up a vacancy. If a particular department has a couple of surplus staff and another department is short staffed. The surplus staff may be transferred to that other department. Such an approach avoids the need to dispense with surplus staff (called retrenchment) in one place and make fresh recruitment in another place of the organization. The nature of work of the employee in the new job, however, cannot be totally different from the one he was doing earlier. Transfer of an employee may be either from one section to another or from one department to another or from one branch to another.

The purpose of the interview is to obtain and assess information about a candidate which will enable a valid prediction to be made of his or her future performance in the job in comparison with the predictions made for any other candidates. Interviewing therefore involves processing and evaluating evidence about the capabilities of a candidate in relation to the job specifications.

2.1.3 SELECTION PROCESS

Selection is the process of picking individual (out of the pool of job applicants) with requisite qualifications and competence to fill jobs in the organization.

A formal definition of selection is "It is the process of differentiating between applicants in order to identify (and hire) those with a greater likelihood of success in a job.

Recruitment and selection are two crucial steps in HR process and are often used interchangeably. There is, however, a fine distinction the two-steps. While recruitment refers to the process of identifying and encouraging prospective employees to apply for jobs, Selection is concerned with picking the right candidates from a pool of applicants. Recruitment is said to be positive in its approach as it seeks to attract as many candidates as possible. Selection, on the other hand, is negative in its application in as much as it seeks to eliminate as many unqualified applicants as possible in order to identify the right candidates.

Environmental factors affecting selection

Selection is influenced by several factors. More prominent among them are supply and demand of specific skill in the labor market, unemployment rate, and labour-market conditions, legal and political considerations. The last three constitute the internal environment of the selection process.

PRELIMINARY INTERVIEW

The applicants received the job seekers would be subject to scrutiny so as to eliminate unqualified applicants. This is usually followed by a preliminary interview the purpose of which is more or less the same as scrutiny of applicants that is elimination of unqualified applications.

Preliminary interview, on the other hand reject misfits for reasons, which is not appear in the application forms. Besides preliminary interview often called 'courtesy interview' is a good public relations exercise.

SELECTION TESTS

Job seekers who pass the screening and the preliminary interview called for tests. Different types of test may be administrated depending upon the job and the company. Generally tests are used to determine the applicant's ability, aptitude and personality.

Ability test: assist in determines how well and individuals can perform tasks related to the job. An excellent illustration is the typing test given to a prospective employee for a secretarial job.

Aptitude test: help in determine a person's potential to learn in a given area.

Personality tests: given to measure a prospective employee's motivation to function in a particular working environment. There are various tests to assess the candidate's personality for example self-sufficiency, neurotic tendency, sociability, locus to control and self confidence.

Interest tests: used to measure individual's activity preferences. These tests are particularly useful for students considering many careers or employees deciding upon career changes.

Graphology test: is designed to analyze the hand writing of an individual. It has been said that an individual's handwriting can suggest the degree of energy, inhibitions and spontaneity, as well as disclose the idiosyncrasies.

Polygraph tests: are designed to ensure accuracy of the information given in the applications.

Medical test: reveal physical fitness of a candidate. With the developmental of technology, medical tests have become diversified. Drug tests help measure the presence of illegal; or performance affecting drugs. Genetic screening identifies genetic predispositions to specific medical problems. Medical servicing helps measure and monitor a candidate's physical resilience upon exposure to hazardous chemicals.

EMPLOYMENT INTERVIEW

Interview is a formal, in depth conversation conducted to evaluate the applicant's acceptability. It can be adapted to unskilled, skilled, managerial and professional employees. It allows a two way exchange of information, the interviews learn about the applicant, and the applicant learns about the employer. The employment interview can be i) one to one ii) sequential and iii) panel

One to one:

There are only two participants the interview and the interviewee. This can be the same as the preliminary interview.

Sequential:

The sequential interview takes the one to one a step further and involves a series of interview. Usually utilizing the strength and knowledge base of each

interviewer, so that each interviewer can ask question in relation to his or her subject area of each candidate, as the candidate move from room to room.

<u>Panel interview</u>:

The panel interview consists of two or more interviewers and the figure may go up to as many as 15. Any panel interview is less intimate and more formal that the one to one, but id handled and organized well it can provide the wealth of information.

PHYSICAL EXAMINATION

After the selection decision and before the job offer is made, the candidate is required to undergo a physical fitness test. A job offer is often contingent upon the candidate being declared fit after medical examination. The results of the medical fitness tests are recorded in a statement and are preserver in the personnel records. There are several objectives behind physical test

1. Physical test is to detect if the individuals carries any infectious diseases.
2. The test assists in determining whether the applicant is fit to perform the work.
3. The physical examination information may be used to determine if there are certain physical capabilities which differentiate successful and less successful employees.
4. Medical check up protects applicants with health defects from undertaking work that could be detrimental to them selves or might otherwise endanger the employer's property.
5. Will protect employer from workers compensation claims that are not valid because the injuries or illnesses were when the employee was hired.

JOB OFFER

The next step in the selection process is job offer to those who have crossed the entire previous hurdle. Job offer is made through a letter of appointment. Such a letter generally contains a date by which the appointee must report on duty. The appointee must be given reasonable time for reporting. This is particularly necessary when he or she has already employed, in that case the appointee is required to obtain a relieving order from the previous employer. Again a new job may require movement to another city that means considerable preparation and movement of property.

The company may also want the individual to delay the date of reporting on duty. If the new employee's first job upon joining the company is to go on training, the organization may request that the individuals' delays joining the company until perhaps a week before such training begins. Naturally this practice cannot be abused, especially if the individual and does not have sufficient finances. Decency demands that the rejected applicants be informed about their non-selection. Their application may be preserved for-future use, if any. It needs no emphasis that the applications of selected candidates must also be preserved for-future references.

2.1.4 RECRUITMENT vs. SELECTION

Recruitment and Selection are two interrelated function but yet different.

1. Recruitment comes first and is followed by Selection.
2. Recruitment is positive process while Selection is a negative process.
3. Recruitment is calling large pool of candidates while Selection is choosing the suitable   candidate.
4. Recruitment is the process of finding potential candidates for a Job. while

Selection is the process of selecting the right person for the right job.
5. When there is a Job Opening,

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Step 1 - Recruitment

       * publish ads to let others know of the job openings.

       * Invite applications from various sources like consultants, referrals etc .

       * Screening of resumes

Step 2 – Selection

       * Filter candidates who may be suitable for that particular job

       * Conduct Interviews

       * Reference checks

       * Select the best of the best from the rest.

2.1.5 COMPANY PROFILE

SELDOM TECHNOLOGIES

SELDOM TECHNOLOGY is the leading IT Solution Company, is known for its pioneering work in the field of IT education, Training, Consulting, Web, and Multimedia. Our strong research orientation has helped us continuously innovate and implement cutting-edge technologies.

Its IT services, Training, business solutions, Projects Delivery and outsourcing bring you a level of integrity that no other competitor can match. You'll experience requirements that are met on-time, within budget, and with high quality; greater efficiency and responsiveness to your business; and the ability to shift investment to strategic initiatives rather than tactical functions.

SELDOM develops Each and Every Individuals Talents, Each and Every Customer's INFORMATION TECHNOLOGY. That's why "We Build IT for you." Its core team also provides the necessary expertise to develop, maintain and execute end-to-end training solutions. Currently we furnish to a large segment of clients across India, equipping trainees with a comprehensive corporate skill kit, performance tools, behavioral comfort and a thorough corporate acclimatization to boost performance.

SELDOM partners with its clients in achieving success in the global market with its specialized expertise in providing Onsite, Offsite and Offshore IT services and solutions. The range of SELDOM services covers the entire spectrum from IT architecture to application development and integration, maintenance, enhancement, testing, Training and IT enabled services.

Our strength relies on our determination to excel. We compliment this strength with our achievements bringing real value to our customers. Our

relentless effort in achieving this goal keeps us in-tune with the latest technologies through which we provide next generation solutions to match your requirements.

Our talented development teams routinely produce award winning solutions, on time, on budget, and on spec. We have honed our development process to maximize productivity and minimize false starts and missteps. Our proprietary development process is rapid and iterative, generating excellent results in the shortest possible timeframe.

VISION

To be a global IT leader, accepting and overcoming advanced technologies, to surpass customer expectations in an environment that is motivating, congenial and fosters employee pride.

Primary objective is to convert vision in to realistic and viable technology solutions, leveraging offshore resources. We strive to serve as an extended–arm to our clients by providing quality solutions in a cost effective manner by using global delivery model.

QUALITY POLICY

"We at SELDOM India, provide Software Solutions and Services, Embedded Systems, CAD solutions and Services that meets the customer requirements consistently in quality, delivery and cost."

"We are committed to continual improvement in every activity of our organization and enhance productivity. We aim to provide timely and cost effective quality products & services to our customers. We strive to create an environment which enables employees to adapt to new technologies and customer needs."

QUALITY OBJECTIVES

- Meet Customer expectation through on-time and error-free delivery.
- Have appropriate metrics to monitor improvement on a continual basis.

CHAPTER - III

RESEARCH METHODOLOGY

CHAPTER III

3.1 RESEARCH METHODOLOGY

The term research describes an entire collection of information about a particular subject. "According to Clifford woody research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organizing and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

METHODOLOGY

Methodology is defined as" the analysis of the principles of methods, rules, and postulates employed by a discipline" or methodology can also be defines as "the development of methods, to be applied within a discipline" or "a particular procedure or set of procedures". The important thing should be noted is that methodology is frequently used when method would be more accurate.

3.1.1 RESEARCH DESIGN:

According to Jahoda, Deutshe and Cook, "A Research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure"
In this study I have used **"Research design in case of descriptive research studies"**. The design in such studies must be rigid and not flexible and must focus attention on the following.

    a) Formulating the objectivity of the study.
    b) Designing the methods of data collection.
    c) Selecting the sample.
    d) Collecting the data.
    e) Processing and analyzing the data.
    f) Reporting the findings.

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Descriptive Research:

Descriptive research includes surveys and fact finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. The main characteristic of this method is that the researcher has no control over the variables. He can only report what is happened or what is happening.

3.1.2 SOURCES OF DATA:

The task of data collection begins after a research problem has been defined and research design out. While deciding about the method of data collection to be used for the study, the researcher should keep in mind two types of data namely primary and secondary. The primary data are those which are collected a fresh and for the first time, and thus happened to be original in character.

The secondary data, on the other hand, are those which have already been collected by some one else and which have already been passed through the statistical process.

There are several methods of collecting primary data, particularly in surveys and descriptive researchers. Important ones are

- Observation methods
- Interview method
- Through questionnaire
- Through schedules

In this study primary data is mainly collected through questionnaires. The questionnaire is collected through the referred candidates. Collection of data through questionnaires seems to be more popular particularly in case of big enquiries .This is being done to collect data from the candidates.

Primary Data

The Primary data used in our research is the questionnaire.

Secondary data:

Secondary data are based on the reports of the company .It also concerns the data available in the magazines, journal and other sources.

3.1.3 POPULATION AND SAMPLE:

Population definition:

All items in any field of inquiry constitute a 'universe' or 'population'. The population in SELDOM TECHNOLOGIES is 300 employees.
Typically, we seek to take action on some population, for example when a batch of material from production must be released to the customer or sentenced for scrap or rework.

Sampling Size:

Sample size taken for study is 100.

Sampling method:

Sampling is a procedure to draw conclusion about the whole population by studying small part of universe.
Sampling method can be classified in to two types –

a) Probability or random sampling –

    1. Simple random sampling

    2. Stratified random sampling

    3. Systematic random sampling

    4. Cluster sampling

b) Non-probability or Non-random sampling –

    1. Convenience or accidental sampling

    2. Purposive or Judgment sampling

    3. Quota sampling

In this study, **"Probability or Random sampling method"** is used. Each and every item in the population has an equal chance of being selected in the sample. Once an item is selected for the sample, it cannot appear in the sample again.

The sampling technique used in this study is **"Complex random sampling"**. Probability sampling under restricted sampling techniques may result in complex random sampling design. Under Complex random sampling, **"Systematic sampling technique"** is used.

Systematic sampling technique:

The most practical way of selecting every n^{th} item on a list. Sampling of this type is known as systematic sampling. An element of randomness is introduced in to this kind of sampling by using random numbers to pick up the unit with which to start. In this study, the first item would be selected randomly from the first five and thereafter every 5th item would be automatically included in the sample. Thus, in systematic sampling only the first unit is selected randomly and the remaining units of the sample are selected at fixed intervals.

3.1.4 STATISTICAL TOOLS USED:

The Analysis was done with the help of the following statistical tool.

1. Percentage analysis
2. Chi-square

1. PERCENTAGE ANALYSIS

In case multiple choice question the respondent were categorized based on the nature and percentage is calculated for each category. The percentage analysis is the ratio of a current value to based value either the result multiplied by 100.

$$PERCENTAGE\ ANALYSIS = \frac{NO\ OF\ RESPONDENTS}{TOTAL\ NO\ OF\ RESPONDENTS} \times 100$$

2. CHI-SQUARE ANALYSIS

Chi- square analysis in statistics is to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution. Therefore it is a measure to study the divergence of actual and expected frequencies.

The formula for computing chi-square is as follows:

$$\textbf{Chi-square} = \sum \{(O-E)^2 / E\}$$

Where

χ^2 = Chi square
O = Observed Frequency
E = Expected Frequency

The calculated value of Chi-square is compared with the table of Chi-square for the given degrees of freedom at the specified level of significance. If the calculated value is greater than the tabulated value then the differences between the observed frequency and the expected frequency are significant. The degrees of freedom is (n-2) where 'n' is number of observed frequencies and in case of contingency table the degrees of freedom is (C-1) (R-1) where C is number of columns and R is number of rows.

CHAPTER - IV
DATA ANALYSIS AND INTREPRETATION

CHAPTER – IV

4.1 ANALYSIS AND INTERPRETATION

Analysis involves estimating the values of unknown parameters of the population and testing hypothesis for drawing inference. Interpretation refers to the task of drawing inference from the collected facts from an analytical study. Analysis and interpretation becomes integral in any study as the usefulness and utility of the research findings lie in them. This chapter analysis and interprets the data collected from the respondents with use tabulation.

Analysis and interpretation are central steps in the research process. The global of analysis is to summarize the collected data in such a way that they provide answer to the questions that triggered the research findings.

4.1 PERCENTAGE ANALYSIS

Table 1- ATTITUDE TOWARDS SELECTION PROCESS

STAGES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
APTITUDE TEST	30	30
TECHNICAL INTERVIEW	22	22
PERSONAL INTERVIEW	48	48
TOTAL	100	100

Inference:

From the above table it is inferred that 30% of the respondents found aptitude test and 22% of them found technical interview easy and 48% of them found personal interview easy in selection process stages.

Chart 1- ATTITUDE TOWARDS SELECTION PROCESS

ATTITUDE TOWARDS SELECTION PROCESS

Percentage

- APTITUDE TEST
- TECHNICAL INTERVIEW
- PERSONAL INTERVIEW

APTITUDE TEST	TECHNICAL INTERVIEW	PERSONAL INTERVIEW
30	22	48
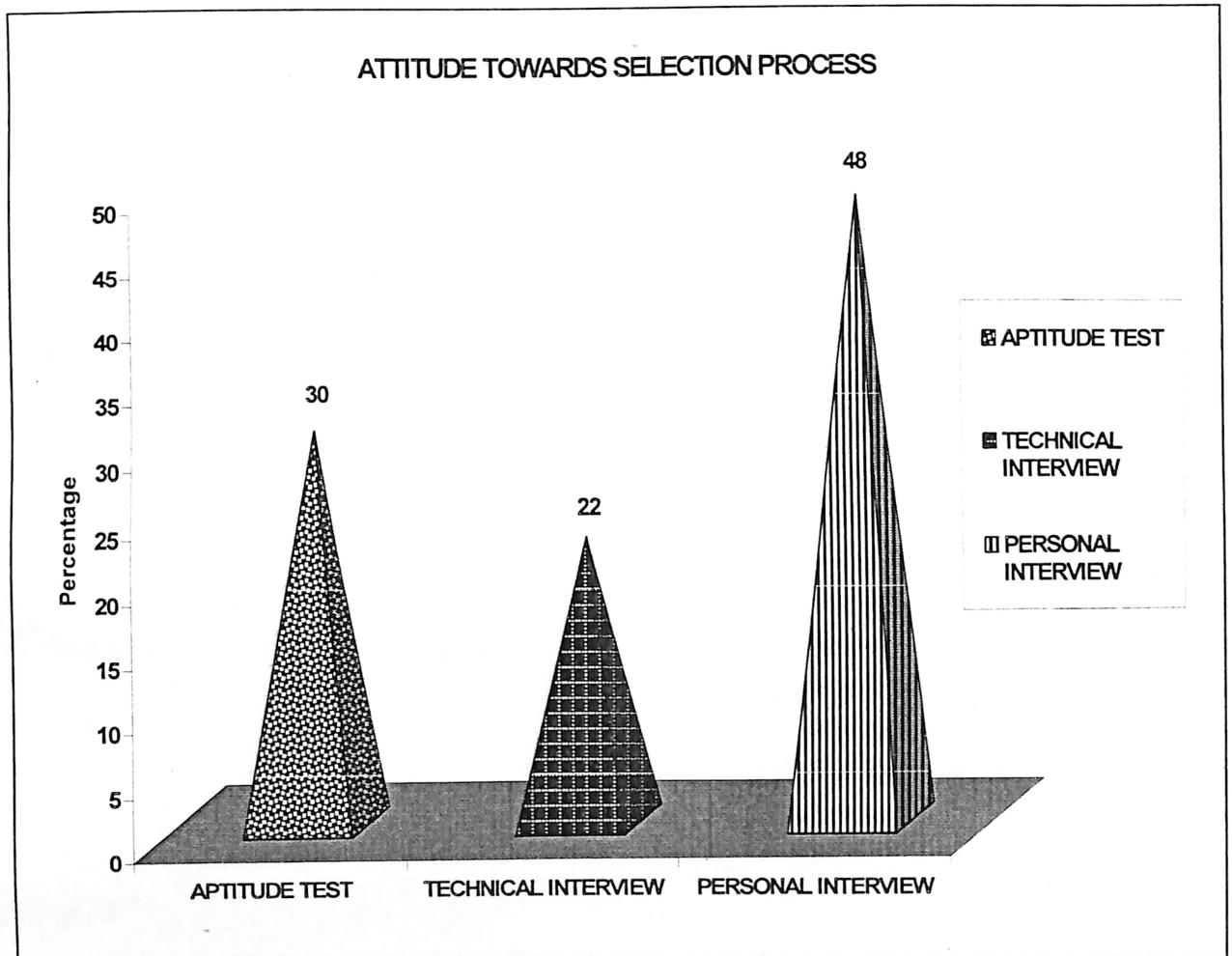
Table 2- SATISFACTION OF COMPANY'S CAREER POLICY AND GOALS

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	96	96
NO	4	4
TOTAL	100	100

Inference:

From the above table it is inferred that 96% of the respondents say that they are satisfied with the company's career policy and goals, 4% of the respondents say that they are not satisfied.

Chart 2 – SATISFACTION OF COMPANY'S CAREER POLICY AND GOALS

SATISFACTION OF COMPANY'S CAREER POLICY AND GOALS
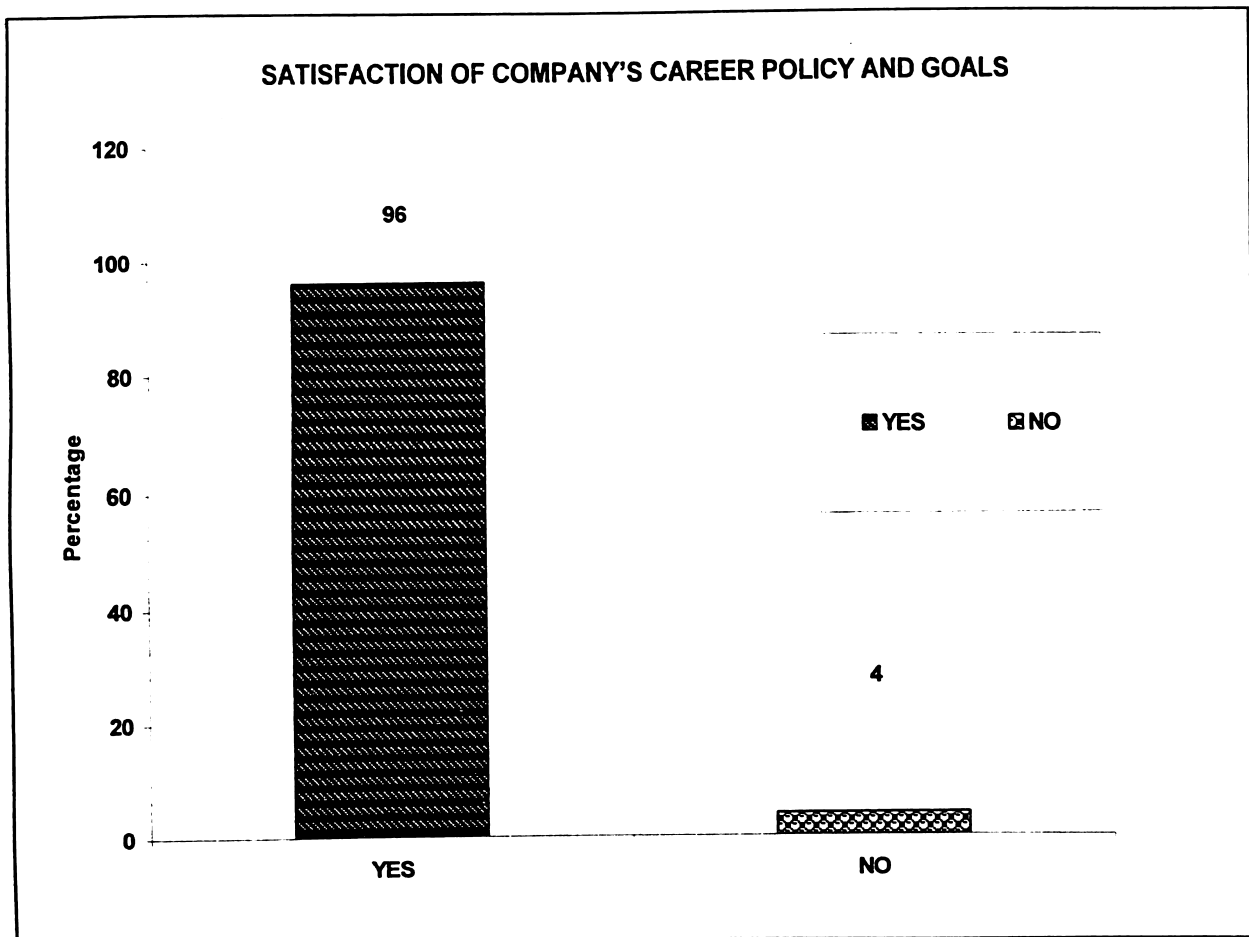
Table 3 - MAJOR ISSUES FOR COLLEAGUES LEAVING THE JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
SALARY	10	10
WELFARE SCHEME	30	30
GROWTH	36	36
JOB SECURITY	24	24
TOTAL	100	100

Inference:

From the above table it is inferred that 10% of the respondents feel that salary as major issue, 30% of the respondents feel that welfare scheme as major issue, 36% of the respondents feel that growth as major issue and 24% of respondents feel that job security as major issue for colleagues leaving the job.

Chart 3 - MAJOR ISSUES FOR COLLEAGUES LEAVING THE JOB

MAJOR ISSUES FOR COLLEAGUES LEAVING THE JOB

Legend:
- □ SALARY
- ▨ WELFARE SCHEME
- ▨ GROWTH
- ▨ JOB SECURITY

Category	Percentage
SALARY	10
WELFARE SCHEME	30
GROWTH	36
JOB SECURITY	24
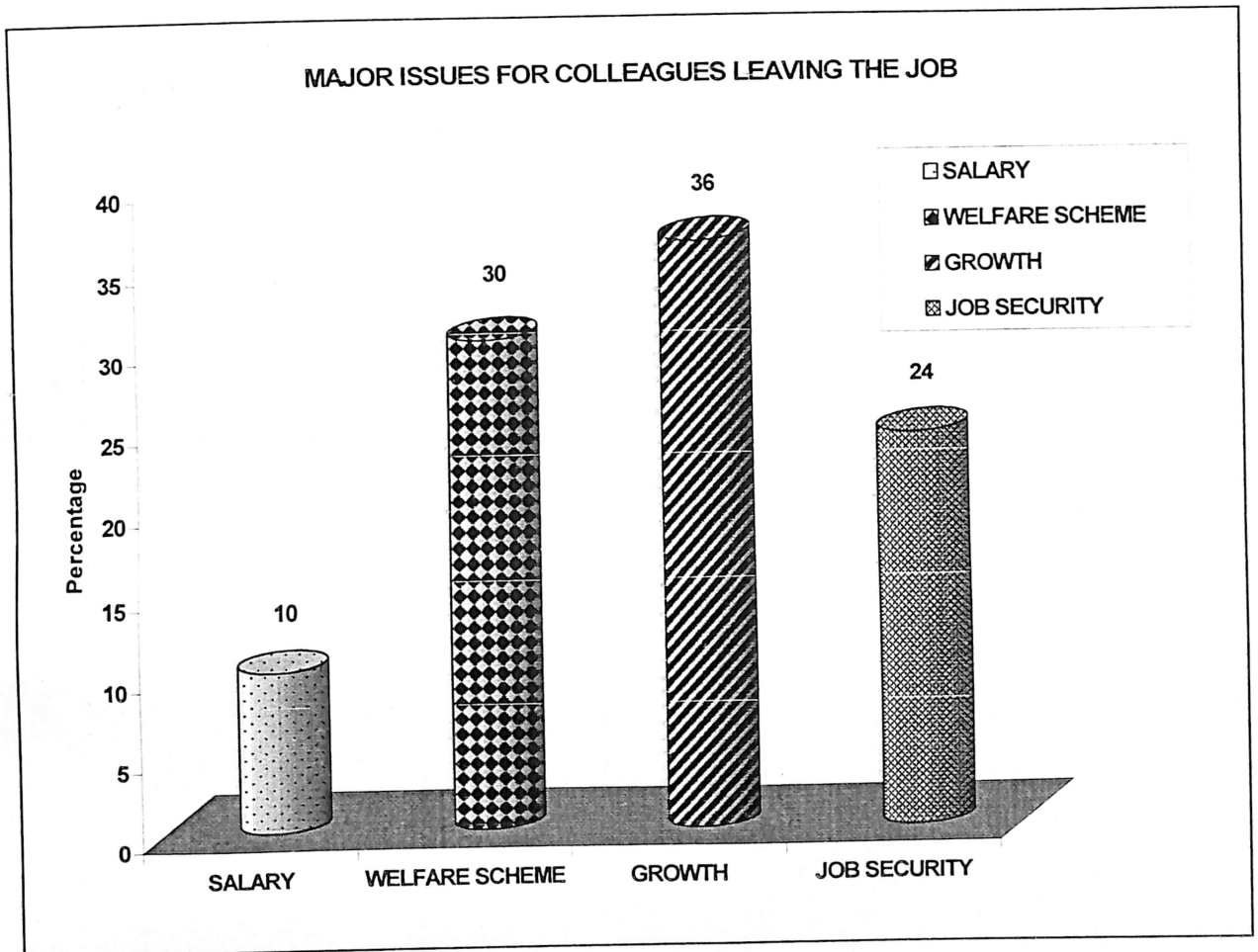
Table 4 - SATISFACTION WITH THE PAYMENT

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	90	90
NO	10	10
TOTAL	100	100

Inference:

From the above table it is inferred that 90% of the respondents say that they are satisfied with the payment and 10% of the respondents say that they are not satisfied.

Chart 4 - SATISFACTION WITH THE PAYMENT

SATISFACTION WITH THE PAYMENT

NO
10%

YES
90%

▣ YES   ☒ NO
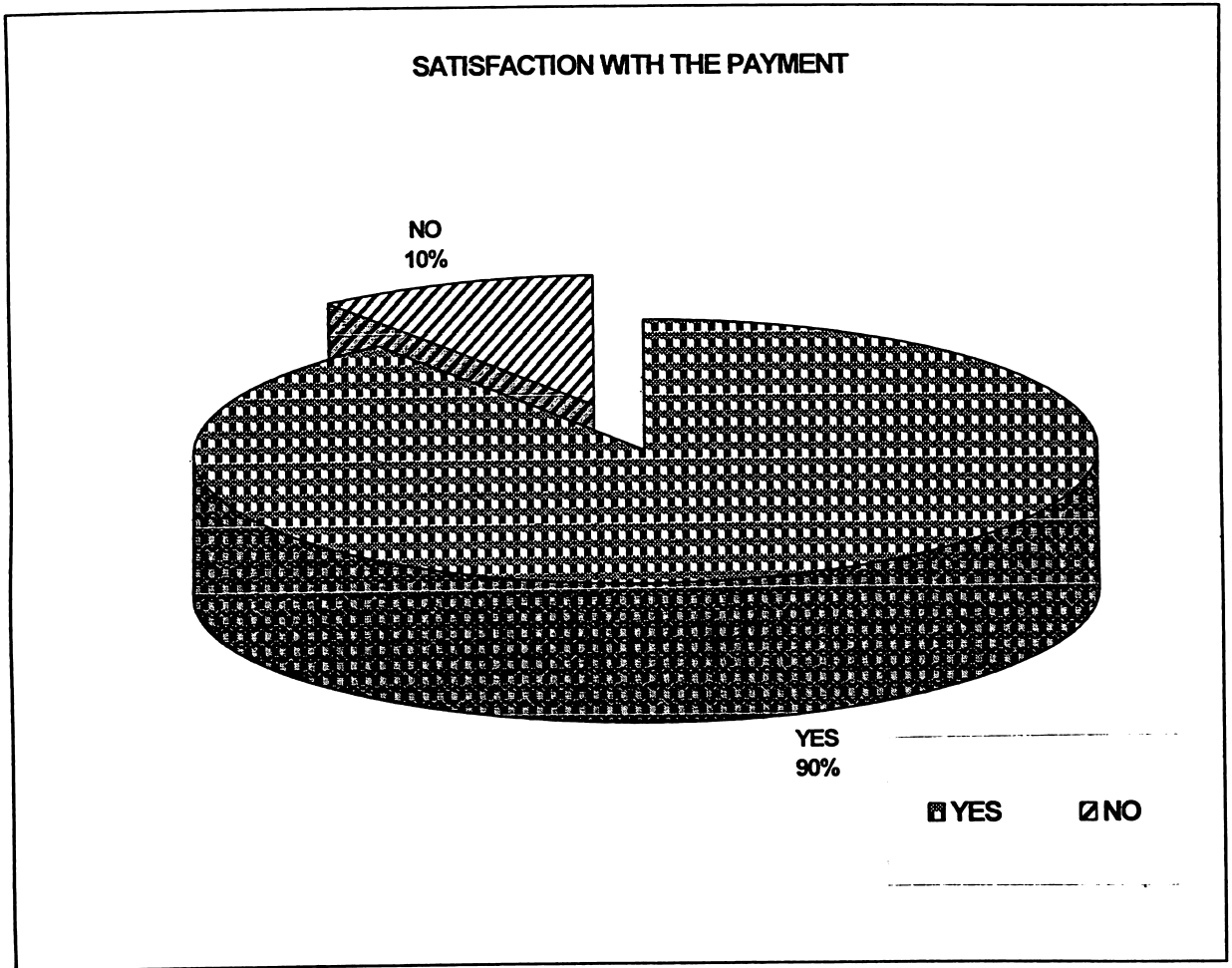
Table 5 - EMPLOYEES GET MOTIVATION TO THE COMPANY'S REWARD FOR THEIR CONTRIBUTION.

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	100	100
NO	0	0
TOTAL	100	100

Inference:

From the above table it is inferred that 100% of the respondents say that they are motivated by the company's reward for their contribution.

Chart 5 - EMPLOYEES MOTIVATION TO THE COMPANY'S REWARD FOR THEIR CONTRIBUTION.

EMPLOYEES GET MOTIVATION TO THE COMPANY'S REWARD FOR THEIR CONTRIBUTION.
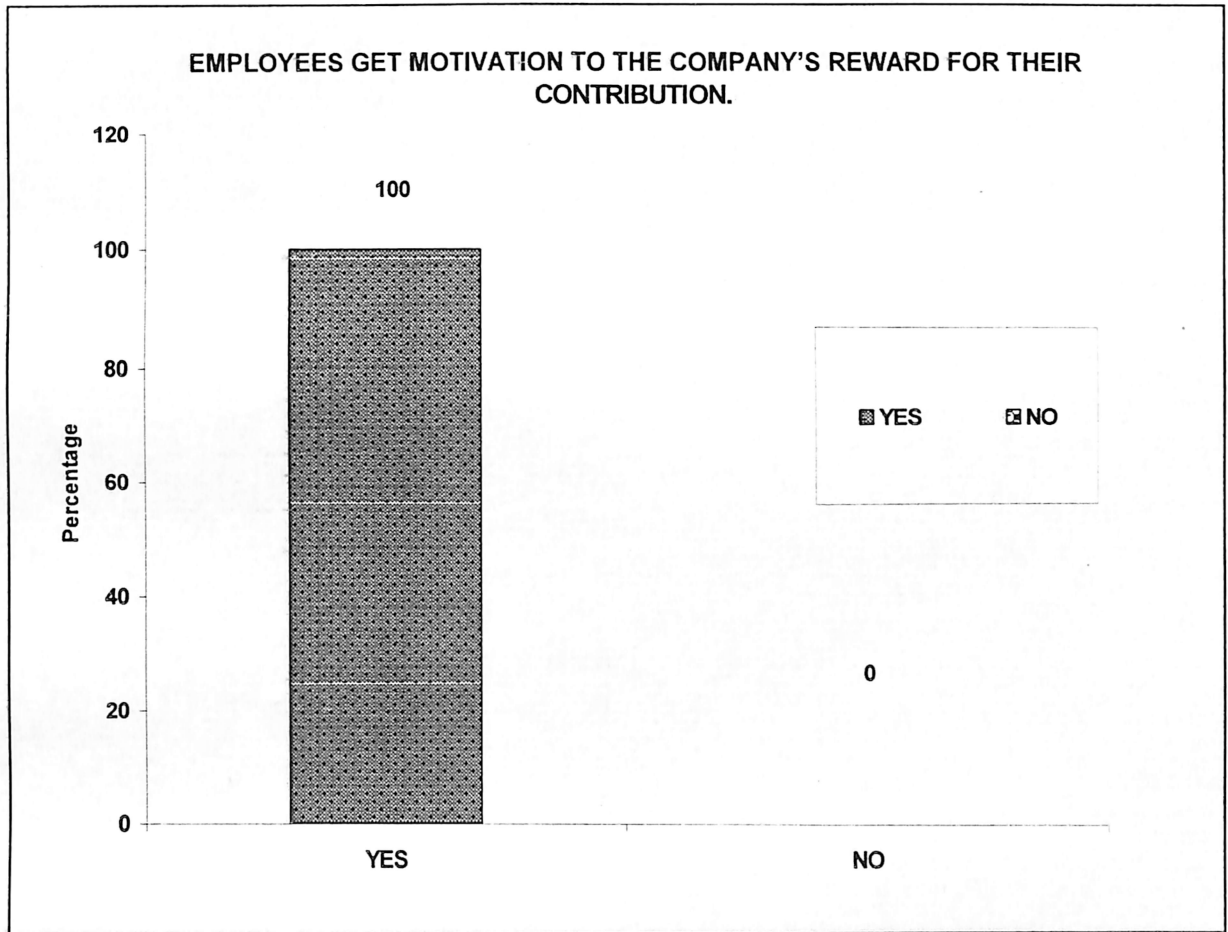
Table 6 - WAYS OF REWARD

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
CASH INCENTIVE	44	44
KIND INCENTIVE	0	0
PROMOTION	56	56
OTHERS	0	0
TOTAL	100	100

Inference:

From the above table it is inferred that 44% of the respondents say that cash incentives and 56% of the respondents say that promotion are the ways of rewards given in the company.

Chart 6 - WAYS OF REWARD

WAYS OF REWARD

Legend:
- CASH INCENTIVE
- KIND INCENTIVE
- PROMOTION
- OTHERS

Values:
- CASH INCENTIVE: 44
- KIND INCENTIVE: 0
- PROMOTION: 56
- OTHERS: 0
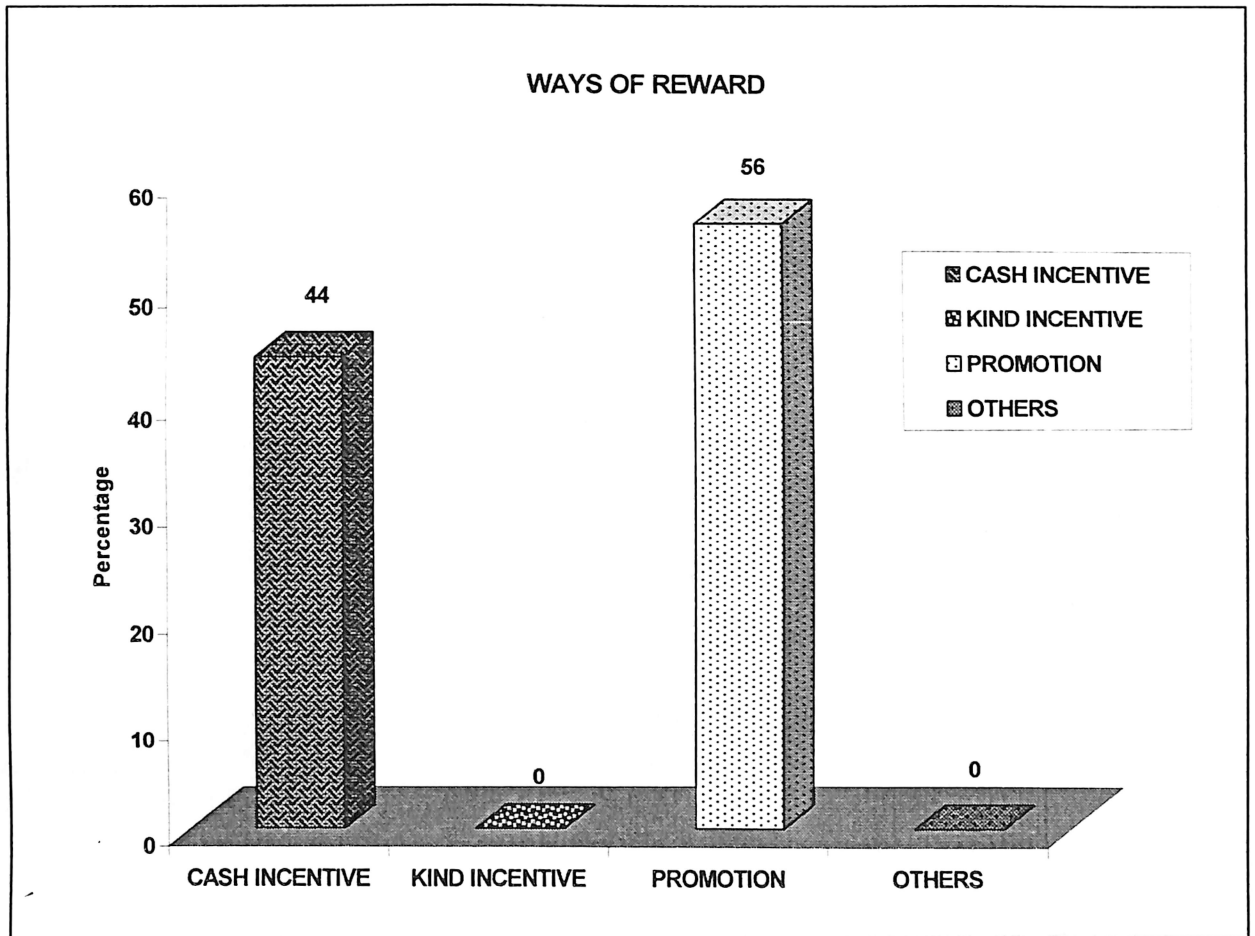
Y-axis: Percentage

Table 7 - ATTITUDE TOWARDS TRAINING THEY UNDERGONE TO LEARN A JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	100	100
NO	0	0
TOTAL	100	100

Inference:

From the above table it is inferred that 100% of the respondents had undergone training to learn a job in the organization.

Chart 7 - ATTITUDE TOWARDS TRAINING THEY UNDERGONE TO LEARN A JOB

ATTITUDE TOWARDS TRAINING THEY UNDERGONE TO LEARN A JOB
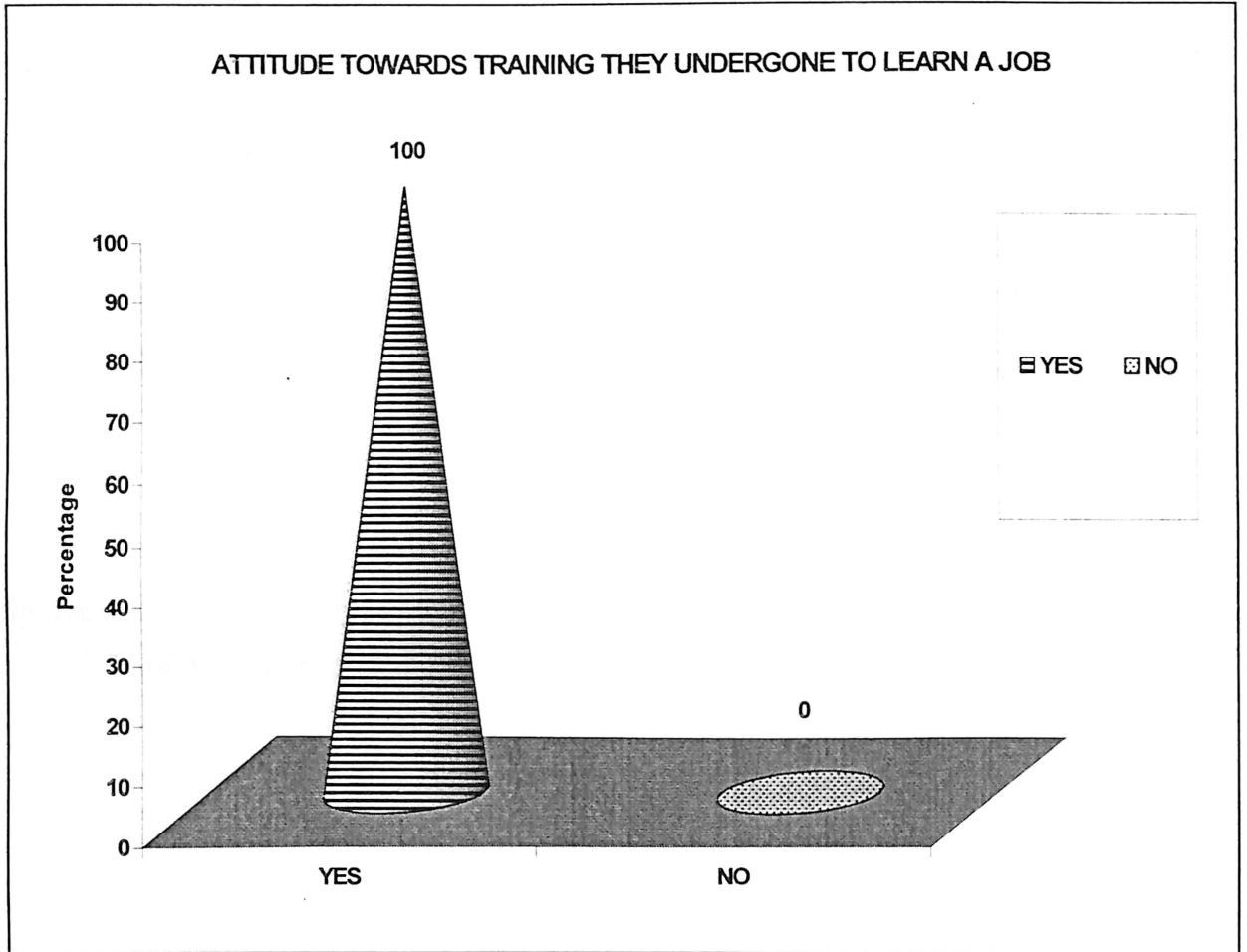
Table 8 - EXTENT OF EMPLOYEES SATISFACTION WITH THE TRAINING PROGRAM

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
TO A GREAT EXTENT	32	32
TO SOME EXTENT	44	44
TO A LITTLE EXTENT	12	12
DON'T KNOW	12	12
TOTAL	100	100

Inference:

From the above table it is inferred that 32% of the respondents are satisfied to a great extent, 44% are satisfied to some extent, 12% of the respondents feel that they are satisfied to a little extent and 12 % of respondents feel they don't know the extent of satisfaction with the training program given by the company.

Chart 8 - EXTENT OF EMPLOYEES SATISFACTION WITH THE TRAINING PROGRAM

EXTENT OF EMPLOYEES SATISFACTION WITH THE TRAINING PROGRAM

DON'T KNOW
12%

TO A LITTLE EXTENT
12%

TO A GREAT EXTENT
32%

TO SOME EXTENT
44%

- ▩ TO A GREAT EXTENT
- ▨ TO SOME EXTENT
- ▧ TO A LITTLE EXTENT
- ▧ DON'T KNOW

44
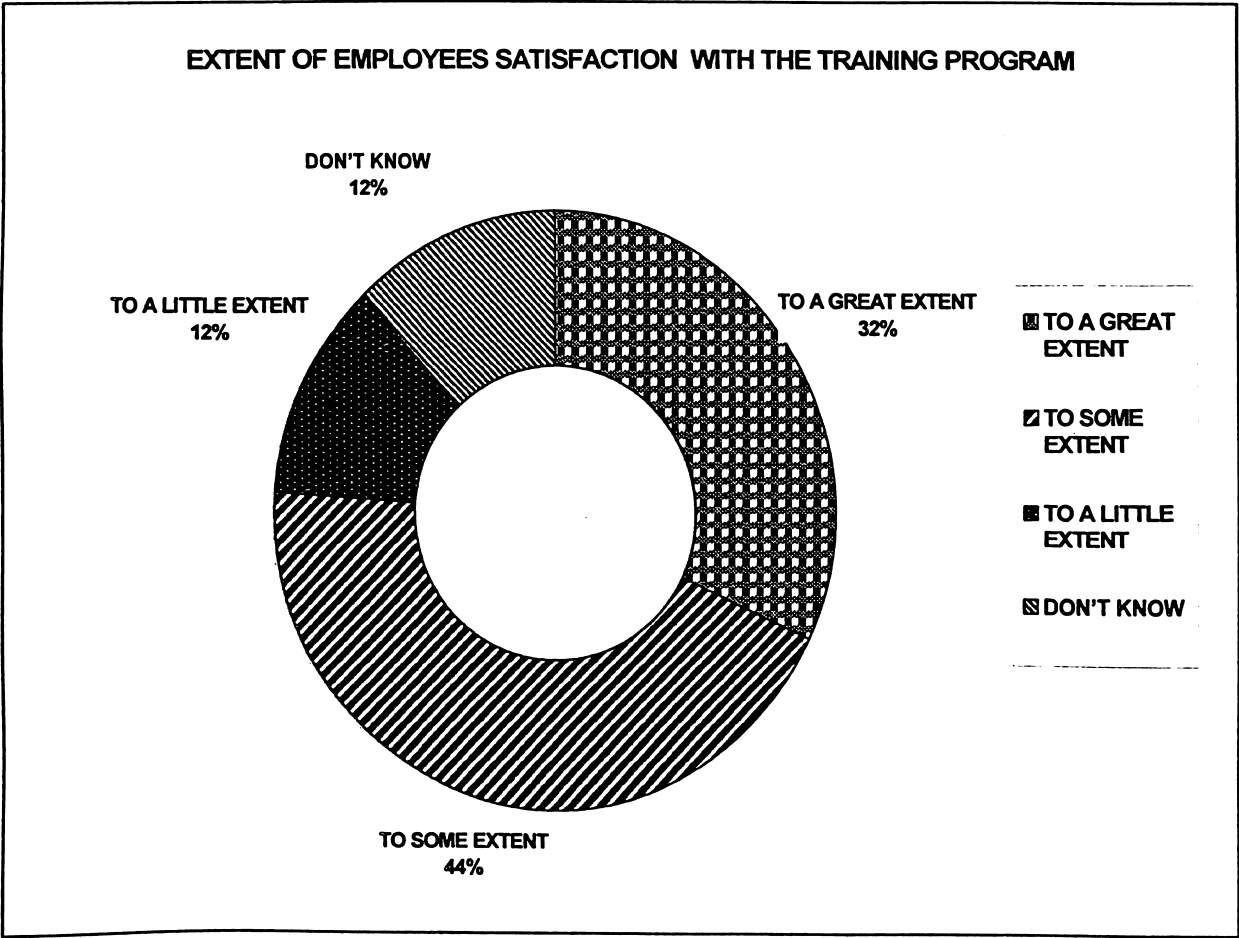
Table 9 - RESPONSES ABOUT RECRUITMENT INFORMATION RECEIVED

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
THROUGH FRIENDS	58	58
CAMPUS	20	20
OTHERS	22	22
TOTAL	100	100

Inference:

From the above table it is inferred that 58% of the respondents received recruitment information through friends, 20% of the respondents through campus and 22% of the respondents through other medias.

Chart 9 -RESPONSES ABOUT RECRUITMENT INFORMATION RECEIVED

RESPONSES ABOUT RECRUITMENT INFORMATION RECEIVED
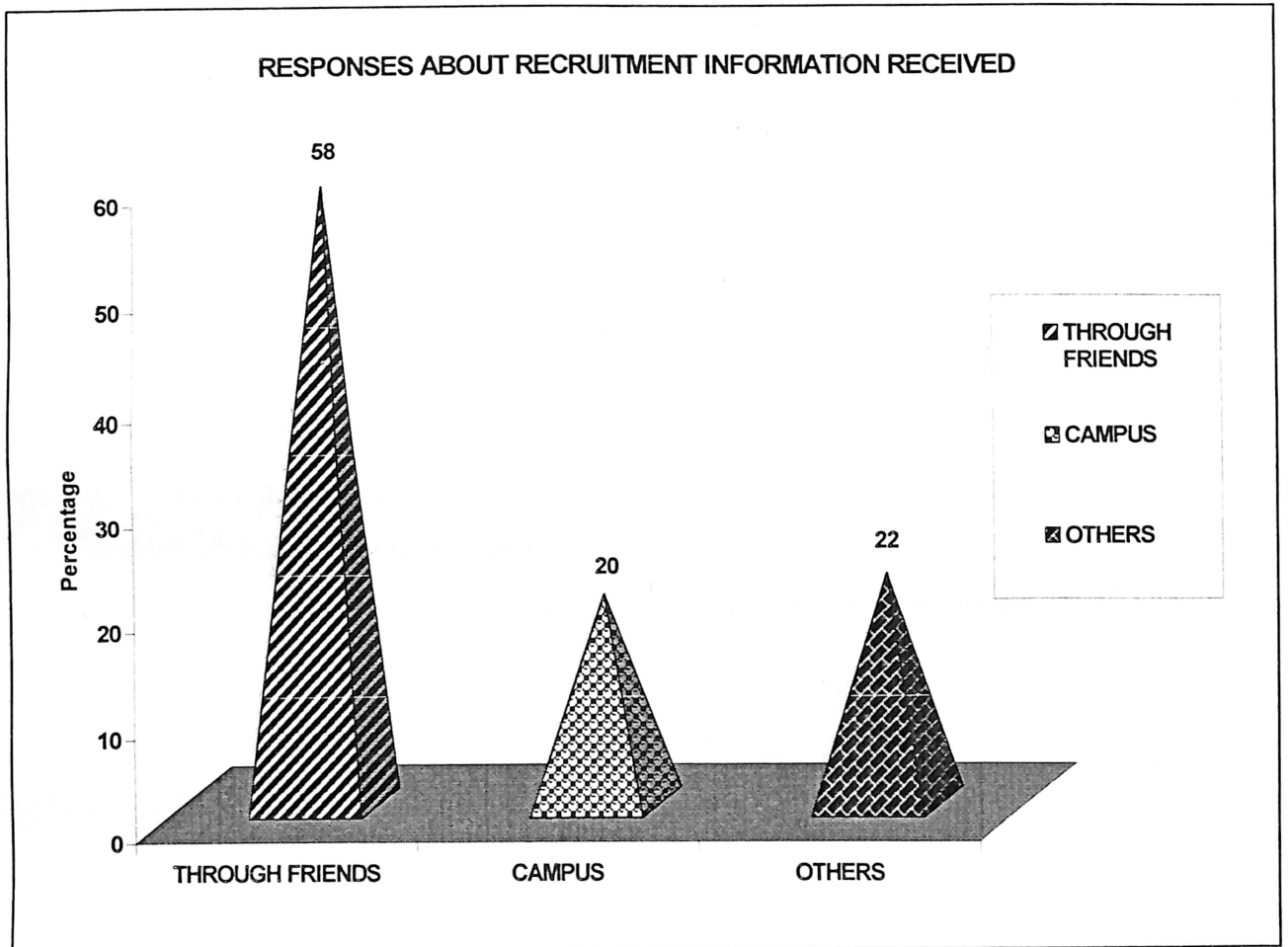
Table 10 - MATERIALS GIVEN DURING RECRUITMENT PROCESS

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
BOOK LETS	28	28
BROACHERS	48	48
LEAFLETS	24	24
TOTAL	100	100

Inference:

From the above table it is inferred that 28% of the respondents received booklets during recruitment process, 48% of the respondents received broachers and 24% of the respondents received leaflets during recruitment process.

Chart 10 - MATERIALS GIVEN DURING RECRUITMENT PROCESS

MATERIALS GIVEN DURING RECRUITMENT PROCESS

Legend:
- ⊟ BOOK LETS
- ⊡ BROACHERS
- ▣ LEAFLETS

BOOK LETS: 28
BROACHERS: 48
LEAFLETS: 24

Y-axis: Percentage (0, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50)
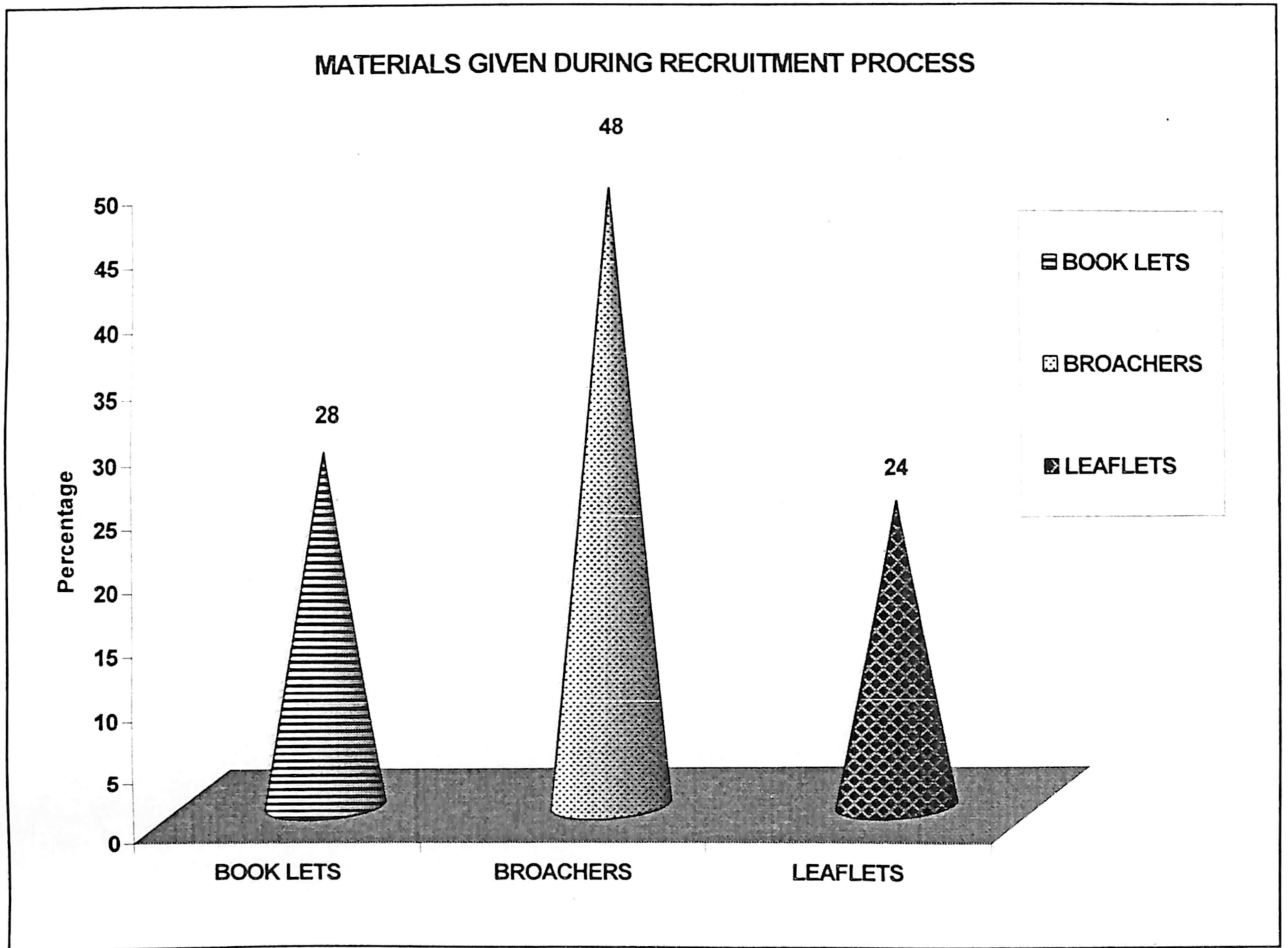
Table 11- RESPONSES WHETHER COMPLETE INFORMATION ABOUT JOB WAS GIVEN DURING SCREENING

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	90	90
NO	10	10
TOTAL	100	100

Inference:

From the above table it is inferred that 90% of the respondents received complete information about job during screening and 10% of the respondents had not received complete information about the job in the company.

Chart 11- RESPONSES WHETHER COMPLETE INFORMATION ABOUT JOB WAS GIVEN DURING SCREENING

RESPONSES WHETHER COMPLETE INFORMATION ABOUT JOB WAS GIVEN DURING SCREENING

Table 12 - RESPONSES WHETHER RECRUITMENT FROM EXTERNAL SOURCES FOR HIGHER LEVEL JOBS AFFECTS THE MOTIVATION AND LOYALTY OF EXISTING STAFF

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	72	72
NO	28	28
TOTAL	100	100

Inference:

From the above table it is inferred that 72% of the respondents say, yes and 28% of the respondents say no to the fact that recruitment from external sources for higher level jobs affects the motivation and loyalty of the existing staffs.

Chart 12 - RESPONSES WHETHER RECRUITMENT FROM EXTERNAL SOURCES FOR HIGHER LEVEL JOBS AFFECTS THE MOTIVATION AND LOYALTY OF EXISTING STAFF
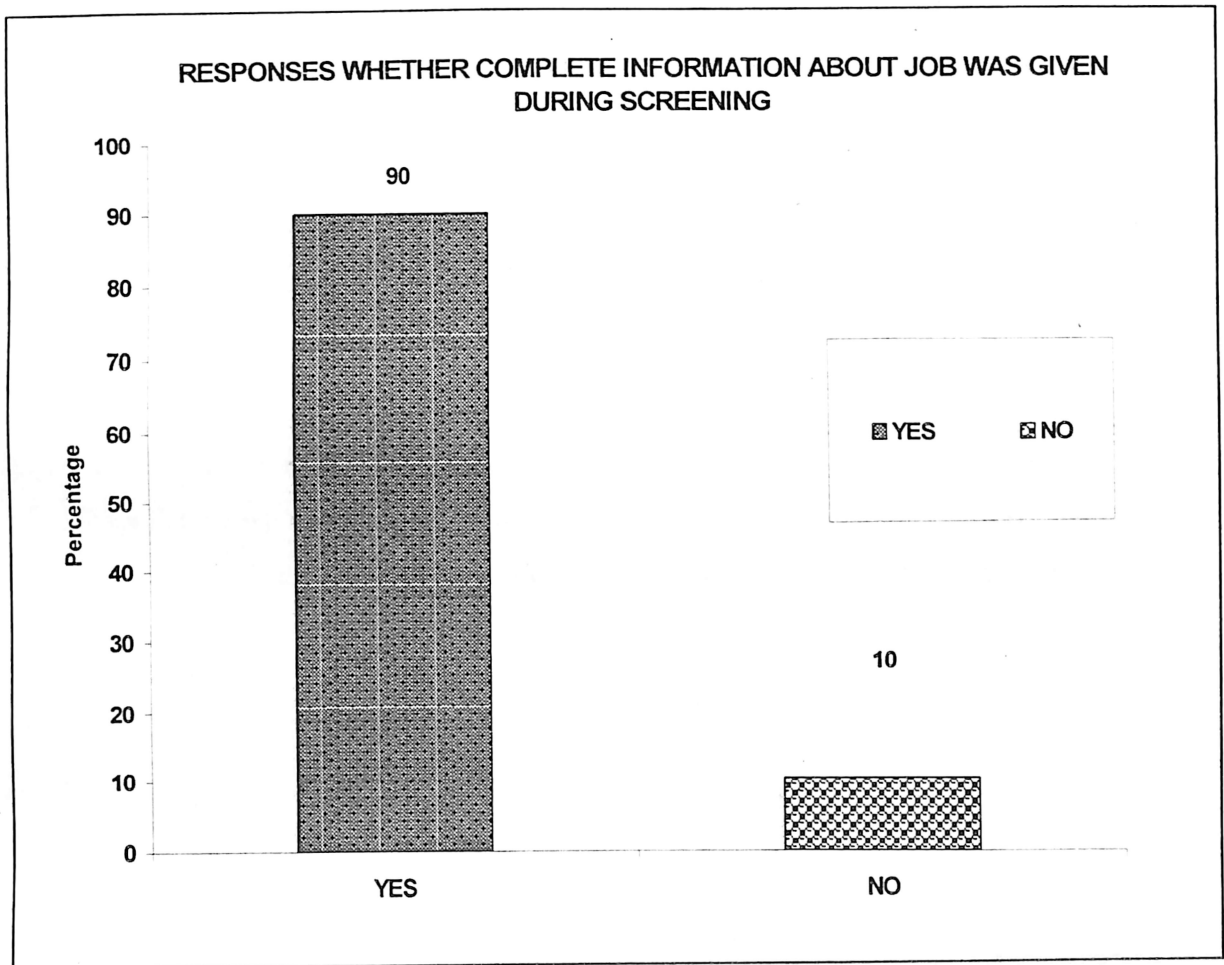
RESPONSES WHETHER RECRUITMENT FROM EXTERNAL SOURCES FOR HIGHER LEVEL JOBS AFFECTS THE MOTIVATION AND LOYALTY OF EXISTING STAFF

Legend: ■ YES ◧ NO
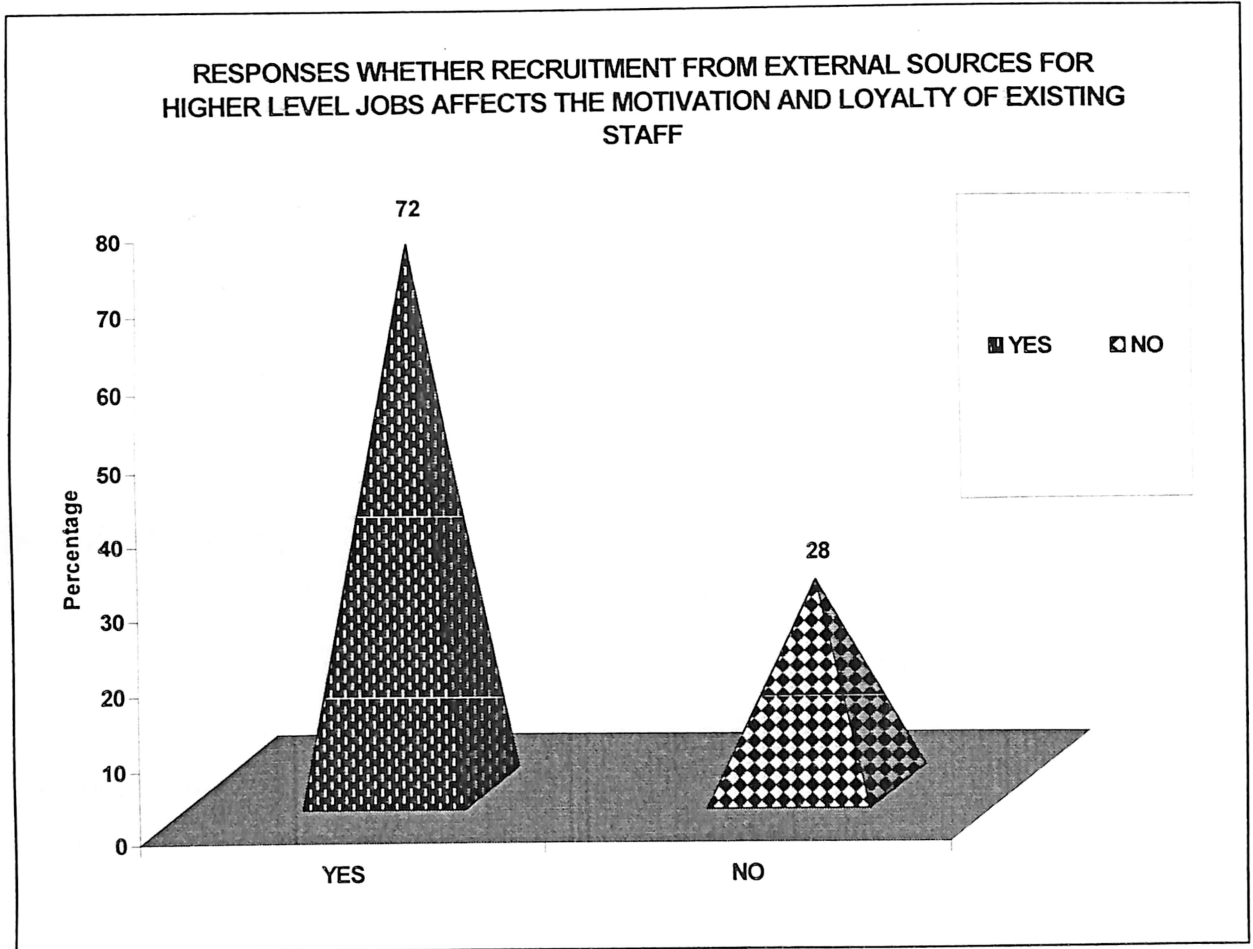
Table 13 - WHAT MADE THE EMPLOYEES TO ENTER IN TO THIS FIELD

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
SKILL SET	30	30
TECHNOLOGY	40	40
I.T FIELD	28	28
OTHERS	2	2
TOTAL	100	100

Inference:

From the above table it is inferred that 30% of the respondents entered in to this field due to skill set, 40% of the respondents due to technology, 28% of the respondents due to I.T field and 2% of the respondents entered due to other reasons.

Chart 13 - WHAT MADE THE EMPLOYEES TO ENTER IN TO THIS FIELD

WHAT MADE THE EMPLOYEES TO ENTER IN TO THIS FIELD
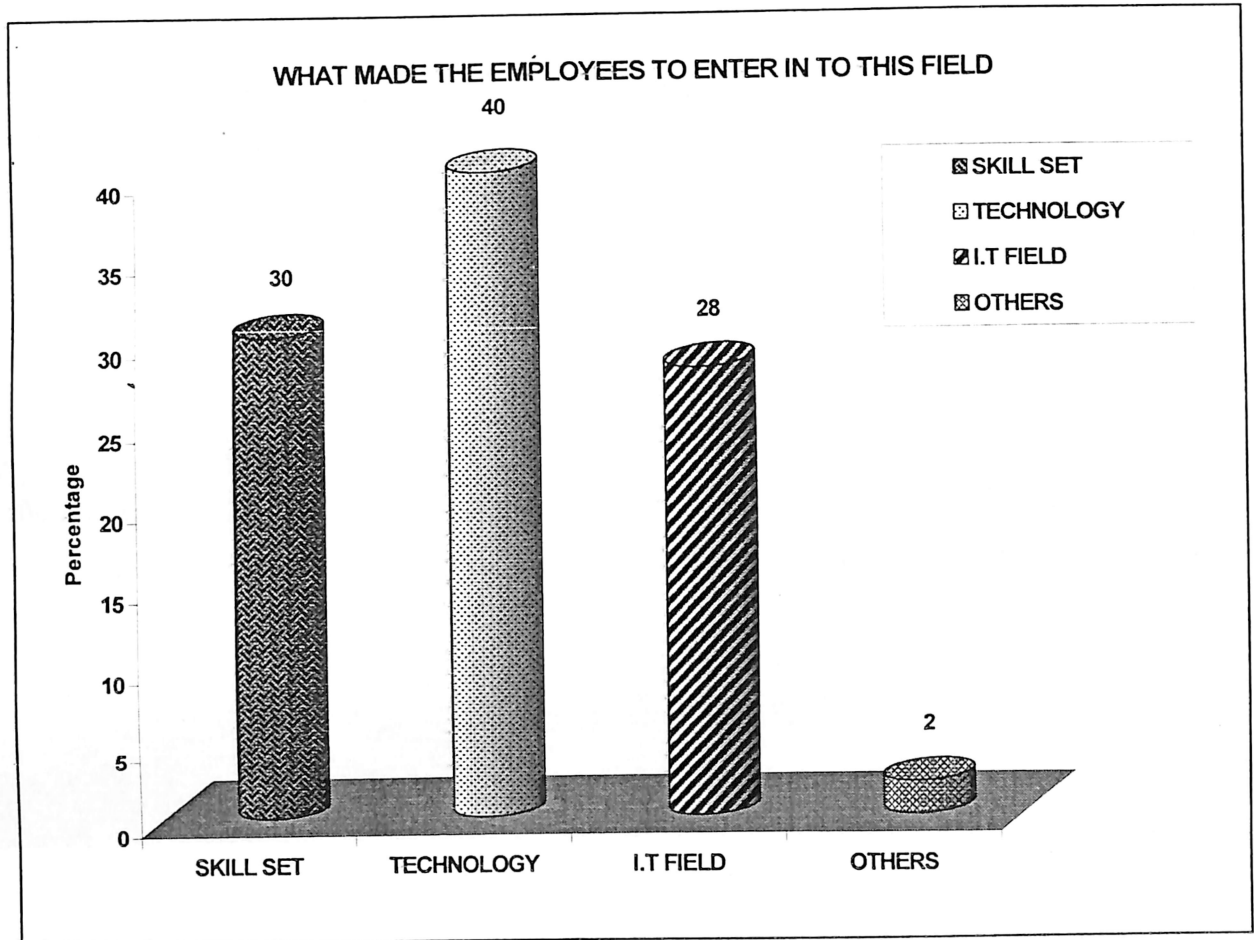
Table 14 - RESPONSES WHETHER THE EMPLOYEES HAD THE NECESSARY SKILLS AT THE TIME OF JOINING

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	92	92
NO	8	8
TOTAL	100	100

Inference:

From the above table it is inferred that 92% of the respondents had necessary skills and 8% of the respondents didn't had the necessary skills required at the time of joining. It includes such as communication skill, adaptability etc.

Chart 14- RESPONSES WHETHER THE EMPLOYEES HAD THE NECESSARY SKILLS AT THE TIME OF JOINING

RESPONSES WHETHER THE EMPLOYEES HAD THE NECESSARY SKILLS AT THE TIME OF JOINING

NO
8%

YES
92%

YES   NO
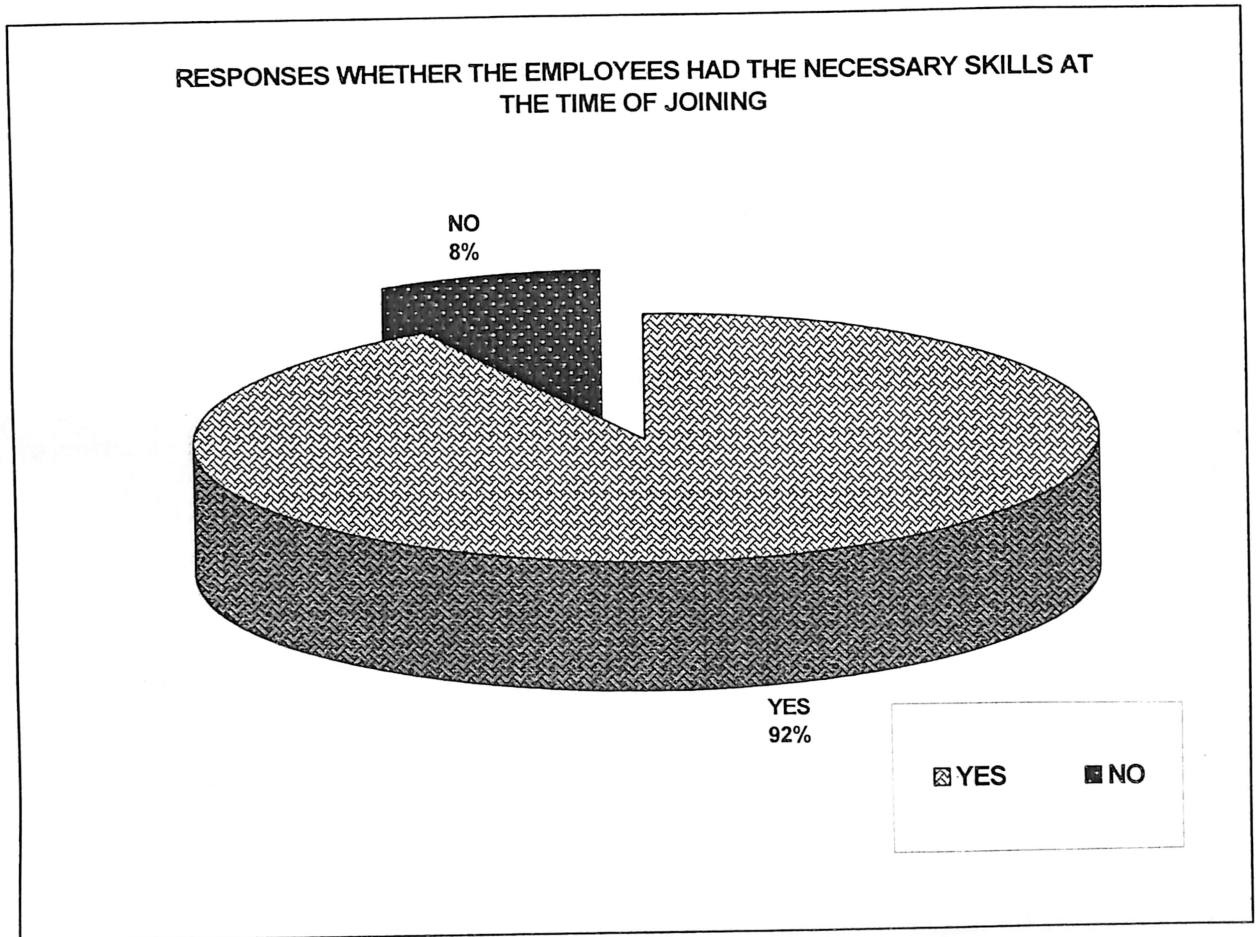
Table 15 - RESPONSES WHETHER THE COMPANY PROVIDES ENOUGH OPPORTUNITY TO INTERACT WITH OTHER EMPLOYEES ON A NORMAL LEVEL

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	86	86
NO	14	14
TOTAL	100	100

Inference:

From the above table it is inferred that 86% of the respondents feels that the company provides enough opportunity to interact with other employees on a normal level and 14% of the respondents feels that the company doesn't provides enough opportunity to interact with other employees on a normal level.

Chart 15 - RESPONSES WHETHER THE COMPANY PROVIDES ENOUGH OPPORTUNITY TO INTERACT WITH OTHER EMPLOYEES ON A NORMAL LEVEL

RESPONSES WHETHER THE COMPANY PROVIDES ENOUGH OPPORTUNITY TO INTERACT WITH OTHER EMPLOYEES ON A NORMAL LEVEL

NO
16%

YES
84%

☒ YES   ☒ NO
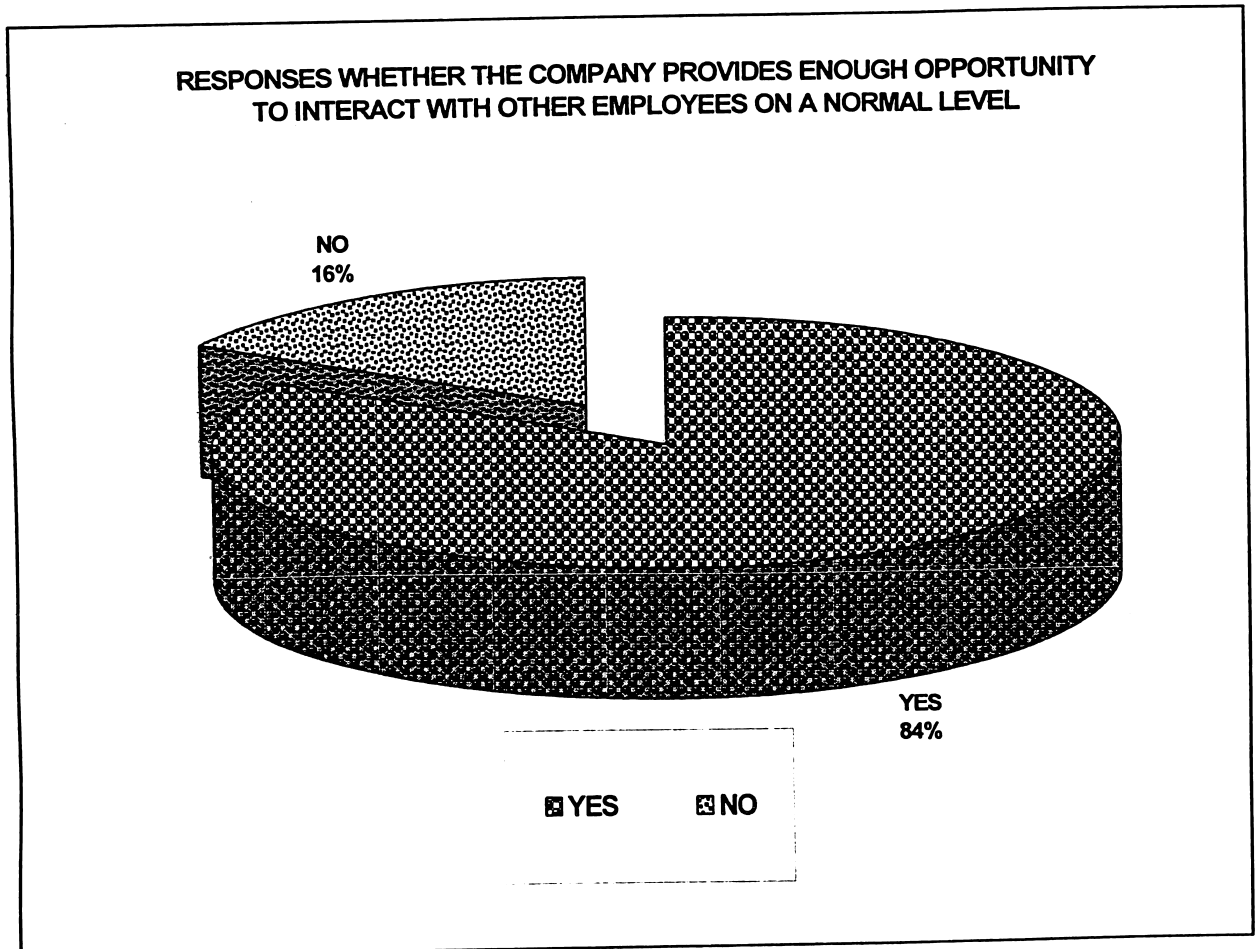
Table 16 - MANAGEMENT UNDERSTANDING TOWARDS THE PROBLEMS FACED BY THE EMPLOYEES IN THEIR JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	68	68
NO	32	32
TOTAL	100	100

Inference:

From the above table it is inferred that 68% of the respondents feels that the management understands the problems faced by the employees and 32% of the respondents feels that the management doesn't understands the problems faced by the employees in their job.

Chart 16 - MANAGEMENT UNDERSTANDING TOWARDS THE PROBLEMS FACED BY THE EMPLOYEES IN THEIR JOB

MANAGEMENT UNDERSTANDING TOWARDS THE PROBLEMS FACED BY THE EMPLOYEES IN THEIR JOB
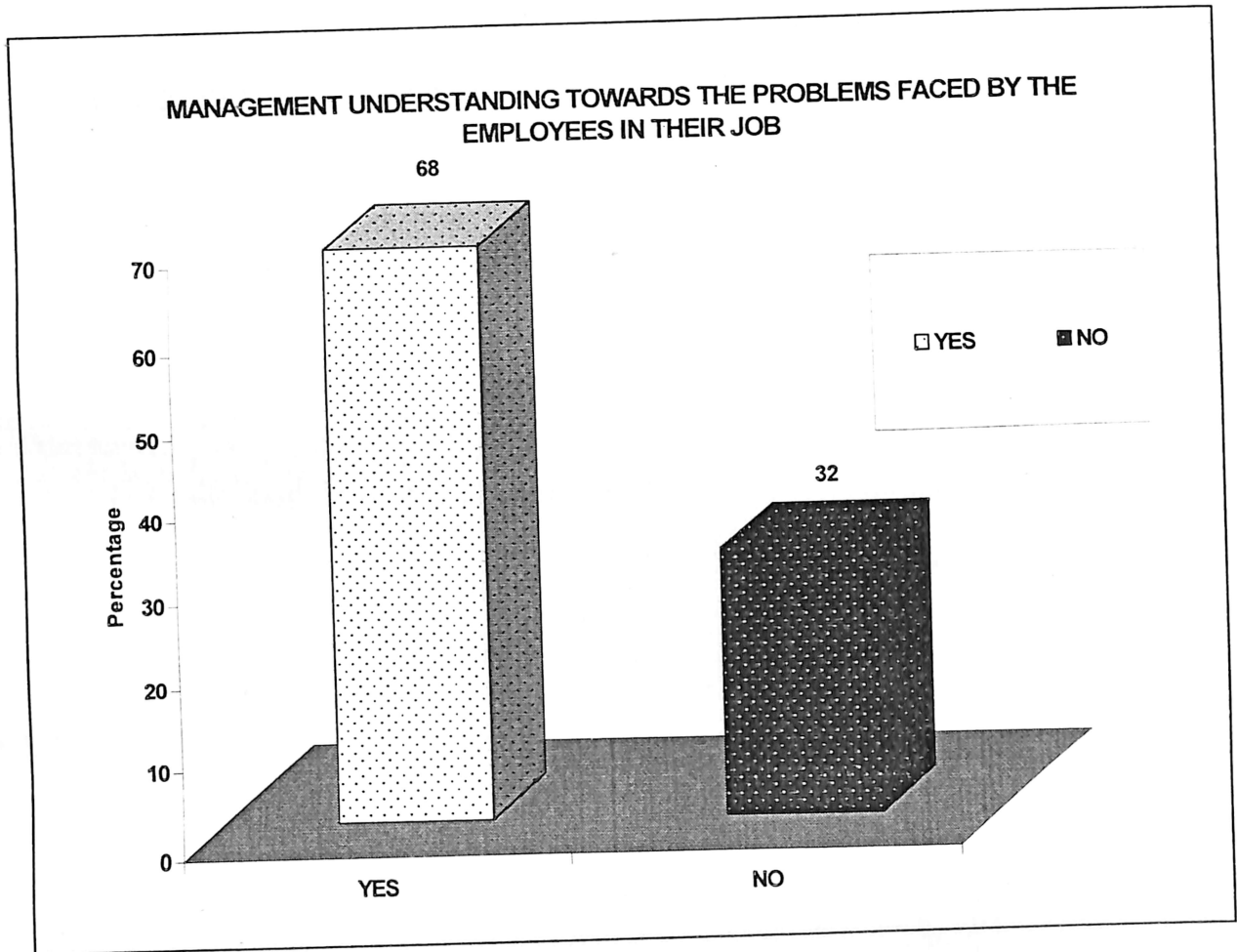
Table 17 - ANY CONTRACT (BOND) IS SIGNED BY THE EMPLOYEES WHILE JOINING THE ORGANISATION

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	100	100
NO	0	0
TOTAL	100	100

Inference:

From the above table it is inferred that 100% of the respondents had signed a contract (bond) while joining the organization.

Chart 17 - ANY CONTRACT (BOND) IS SIGNED BY THE EMPLOYEES WHILE JOINING THE ORGANISATION

ANY CONTRACT (BOND) IS SIGNED BY THE EMPLOYEES WHILE JOINING THE ORGANISATION
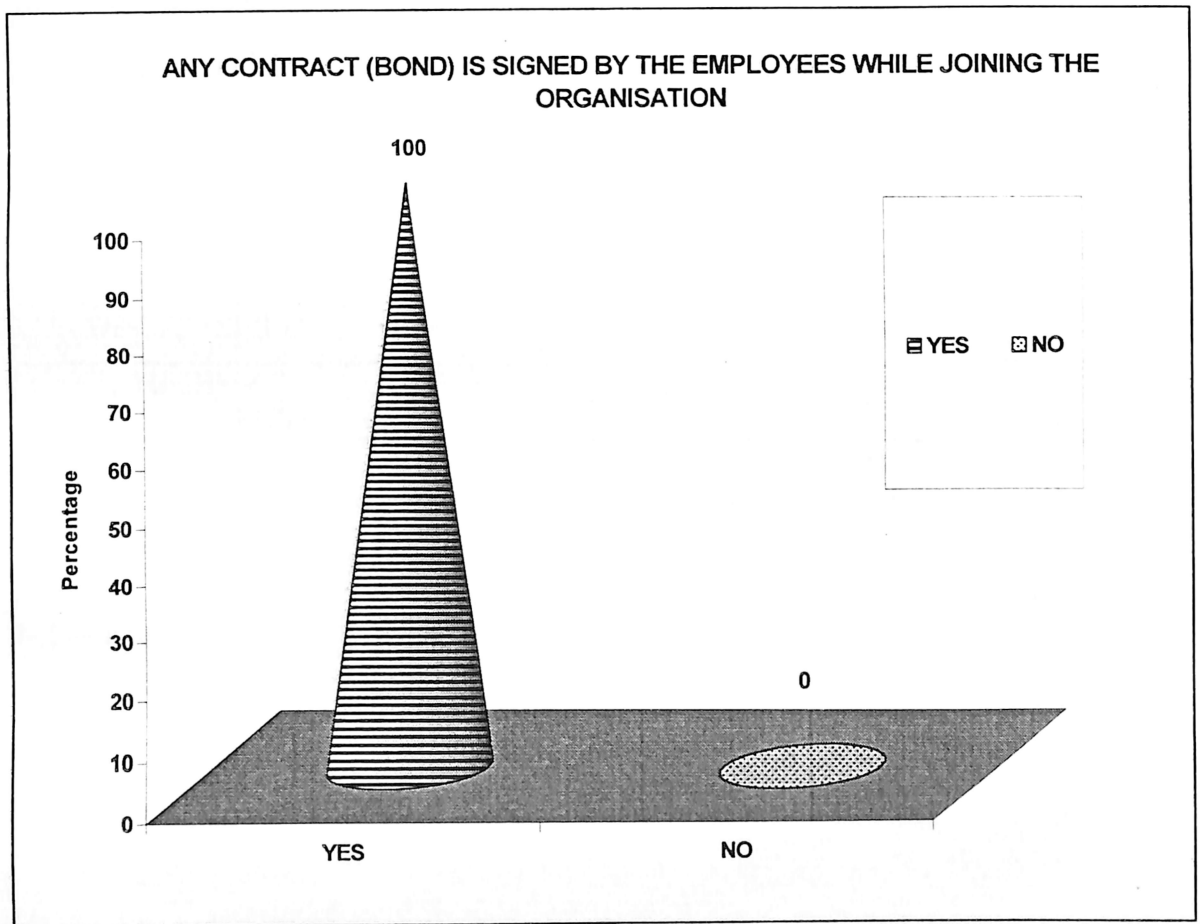
Table 18 - SATISFACTION LEVEL OF THE EMPLOYEES WITH THE EXISTING JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
HIGHLY SATISFIED	10	10
SATISFIED	80	80
NEUTRAL	10	10
·DISSATISFIED	0	0
HIGHLY DISSATISFIED	0	0
TOTAL	100	100

Inference:

From the above table it is inferred that 10% of the respondents are highly satisfied, 80% of the respondents are satisfied and 10% of the respondents are neutral with the existing job.

Chart 18 - SATISFACTION LEVEL OF THE EMPLOYEES WITH THE EXISTING JOB

SATISFACTION LEVEL OF THE EMPLOYEES WITH THE EXISTING JOB
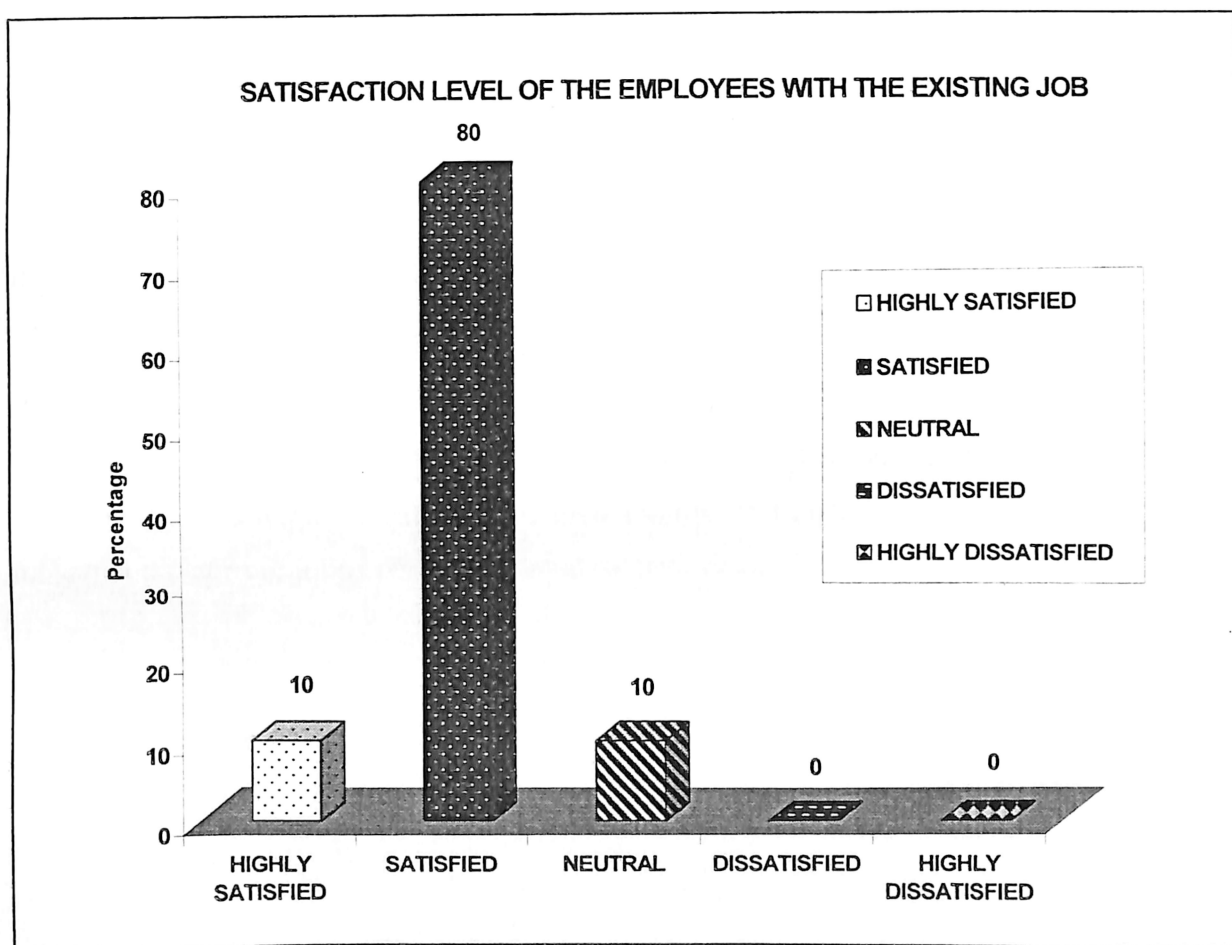
Table 19 - THE CURRENT JOB RELATED TO AREA OF INTEREST

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	80	80
NO	0	0
PARTIAL	20	20
TOTAL	100	100

Inference:

From the above table it is inferred that 80% of the respondents feels that the current job is related to the area of their interest and 20% of the respondents feels that the current job is partially related to the area of their interest.

Chart 19 - THE CURRENT JOB RELATED TO AREA OF INTEREST

THE CURRENT JOB RELATED TO AREA OF INTEREST

Legend:
- YES
- NO
- PARTIAL
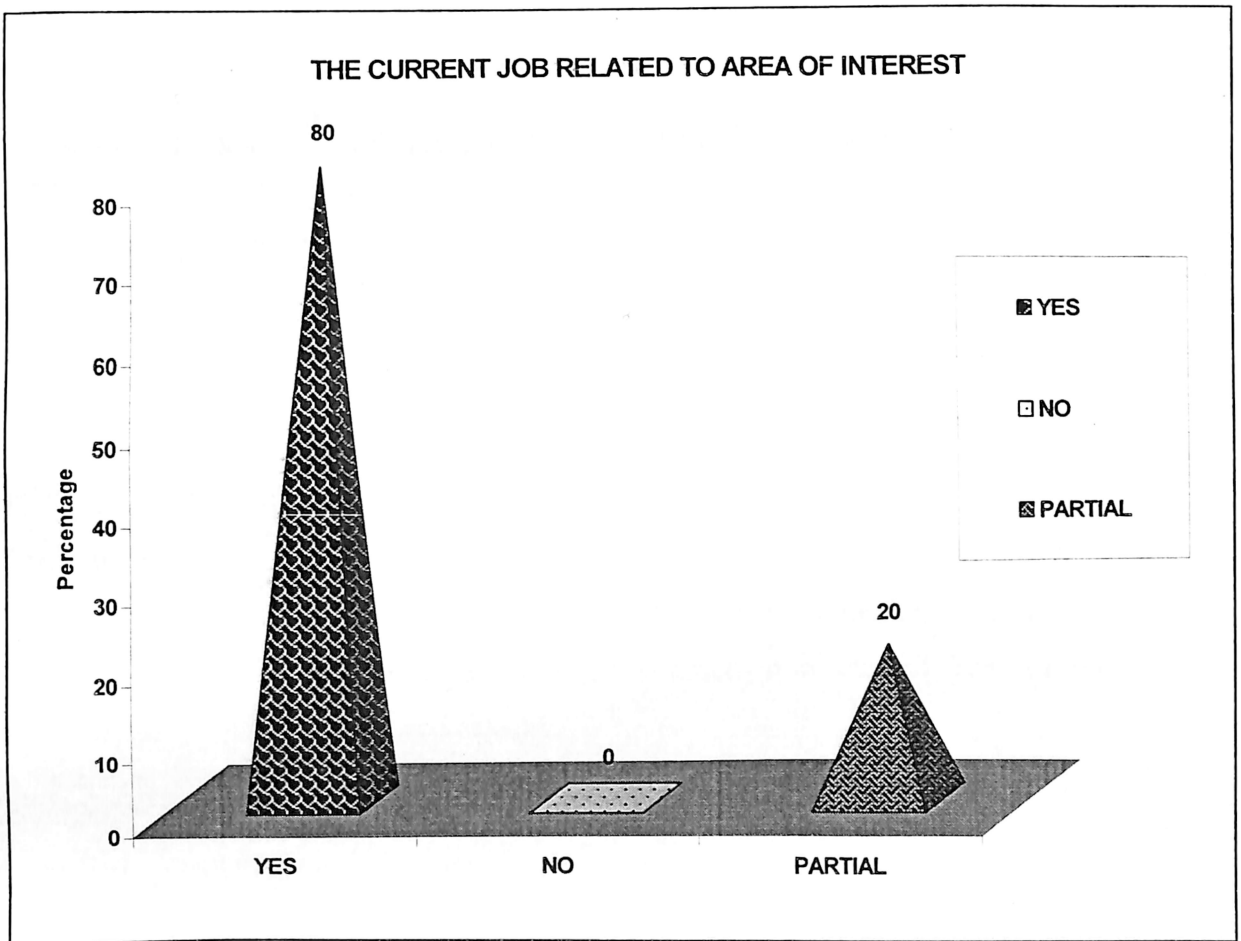
Table 20 - ATTITUDE TOWARDS EMPLOYEES STRESS AT WORK

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
YES	10	10
NO	18	18
PARTIAL	72	72
TOTAL	100	100

Inference:

From the above table it is inferred that 10% of the respondents get stressed at work, 18% of the respondents don't get stressed at work and 72% of the respondents get partially stressed at work.

Chart 20 - ATTITUDE TOWARDS EMPLOYEES STRESS AT WORK

ATTITUDE TOWARDS EMPLOYEES STRESS AT WORK

YES
10%

NO
18%

PARTIAL
72%

YES

NO

PARTIAL
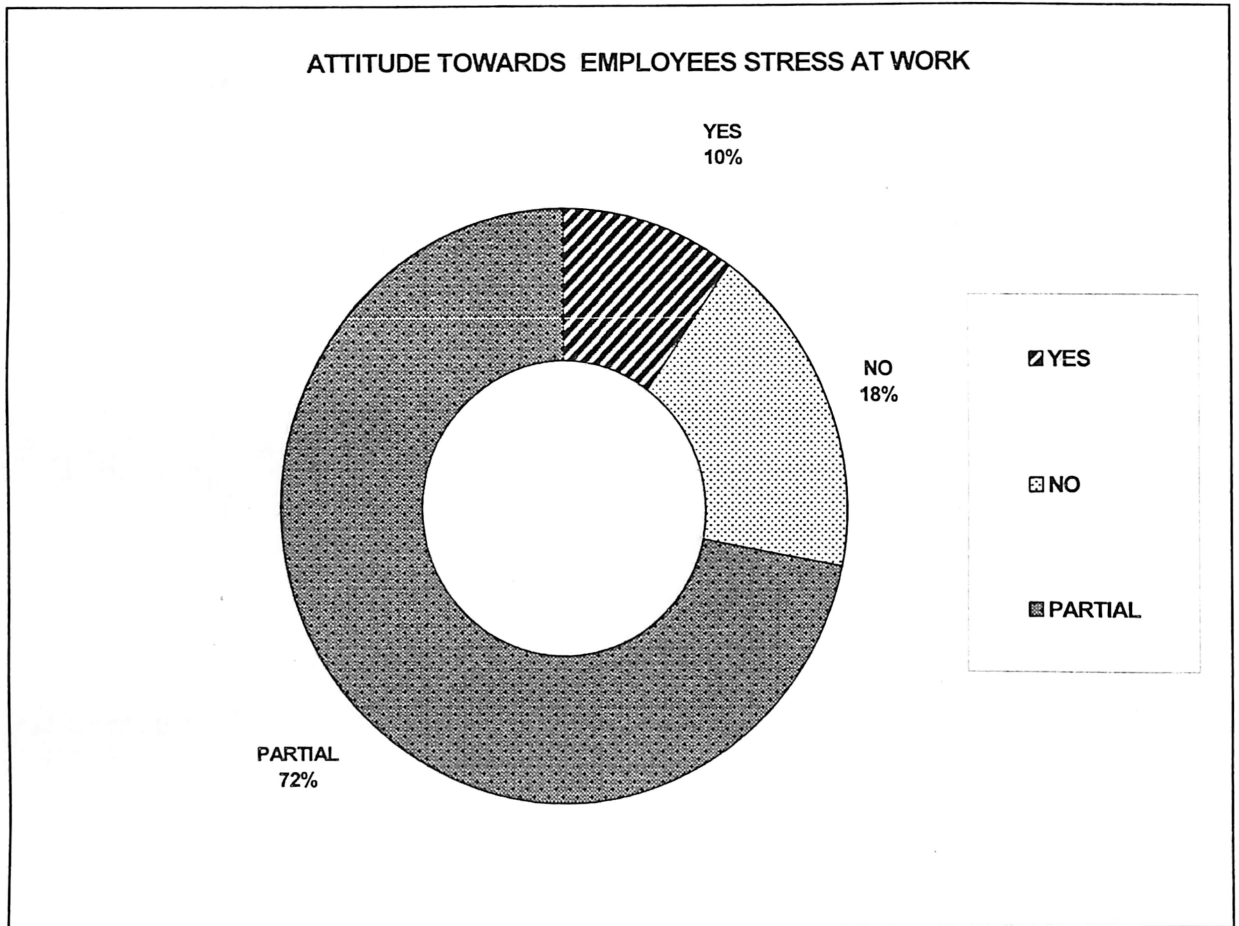
Table 21- CAREER GROWTH AND OPPORTUNITIES FOUND IN JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
STRONGLY AGREE	24	24
AGREE	72	72
DISAGREE	0	0
STRONGLY DISAGREE	4	4
TOTAL	100	100

Inference:

From the above table it is inferred that 24% of the respondents strongly agree, 72% of the respondents agree and 4% of the respondents strongly disagree that career growth and opportunities are found in their job.

Chart 21- CAREER GROWTH AND OPPORTUNITIES FOUND IN JOB

CAREER GROWTH AND OPPORTUNITIES FOUND IN JOB
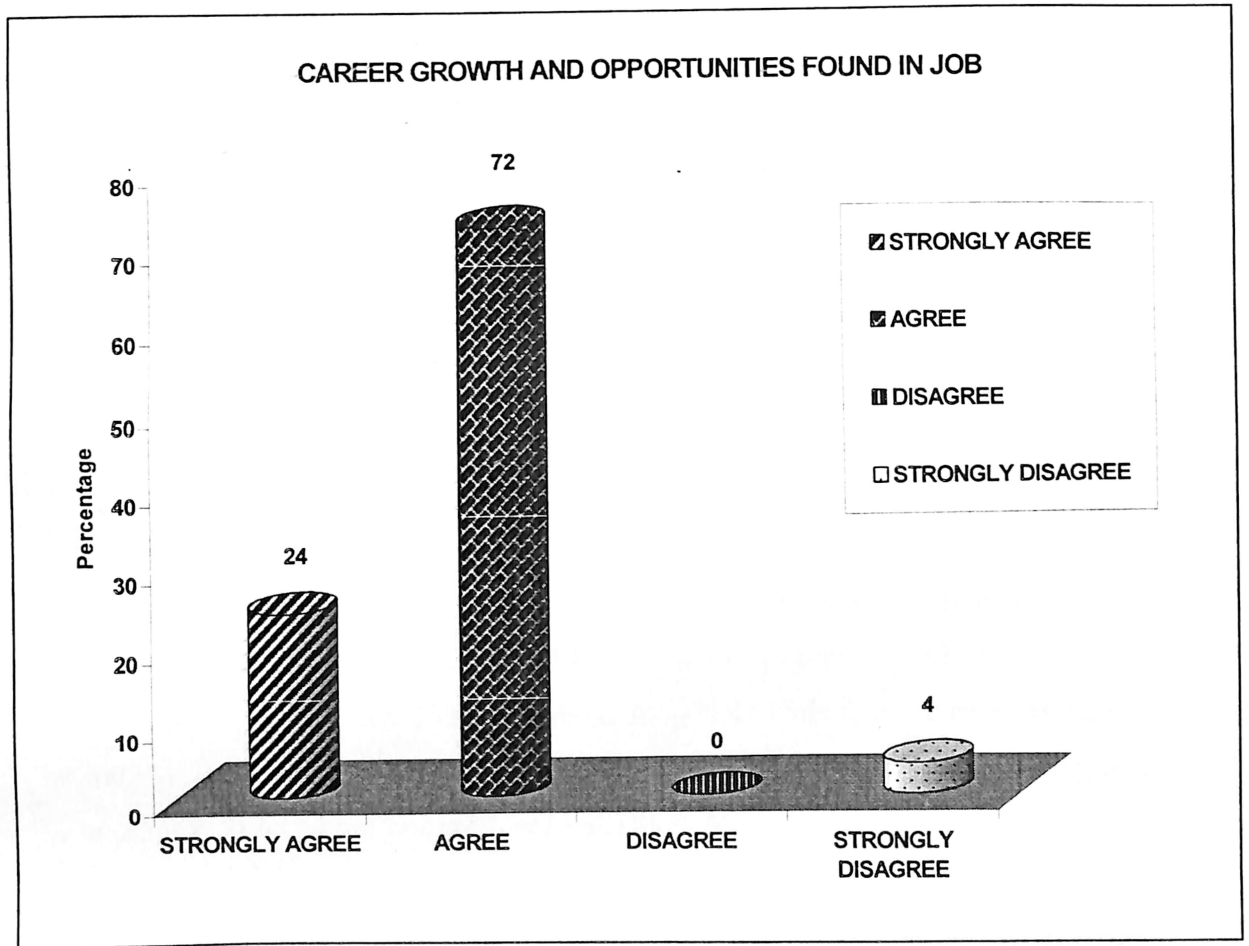
Table 22 - AREAS THE COMPANY NEEDS TO IMPROVE FOR BETTER COMMITMENT WITH THE JOB

RESPONSES	NO. OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
SALARY	6	6
WELFARE SCHEME	18	18
JOB SECURITY	20	20
OTHERS	56	56
TOTAL	100	100

Inference:

From the above table it is inferred that 6% of the respondents feels that the company needs to improve salary, 18% of the respondents feels that welfare schemes has to be improved, 20% of the respondents feels that job security has to be improved and 56% of the respondents feels that other areas of the company has to be improved for better commitment with the job.

Chart 22 - AREAS THE COMPANY NEEDS TO IMPROVE FOR BETTER COMMITMENT WITH THE JOB

AREAS THE COMPANY NEEDS TO IMPROVE FOR BETTER COMMITMENT WITH THE JOB

SALARY
6%

WELFARE SCHEME
18%

OTHERS
56%

JOB SECURITY
20%

Legend:
☐ SALARY
▨ WELFARE SCHEME
▦ JOB SECURITY
▧ OTHERS
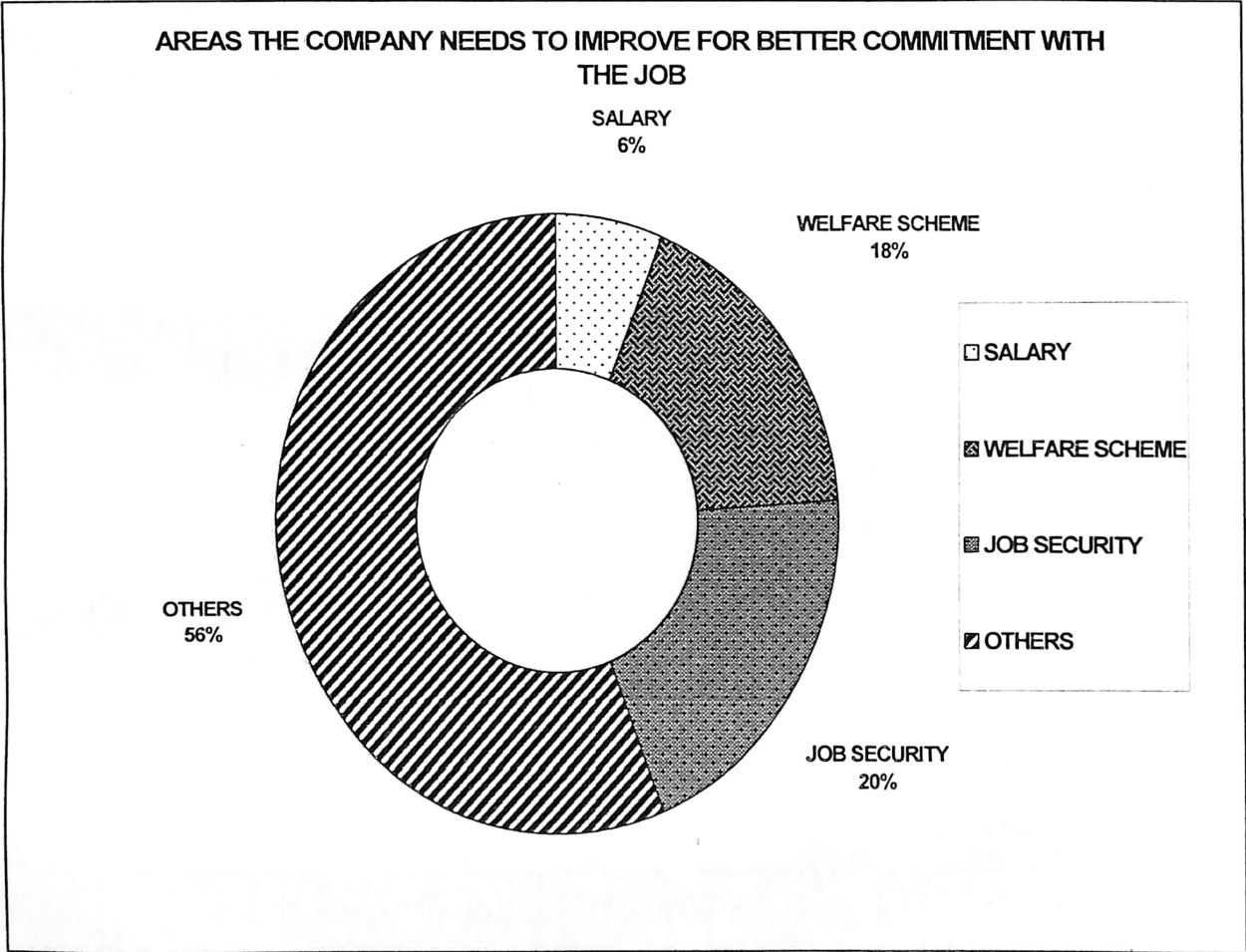
CHI-SQUARE TEST

AIM:

To test the significance difference between cash incentive and promotion which are the two ways of rewards given in seldom technologies.

NULL HYPOTHESIS (H_0):

There is no significance difference between cash incentive and promotion.

ALTERNATIVE HYPOTHESIS (H_1):

There is significance difference between cash incentive and promotion.

Ways of rewards / satisfaction	Cash incentive	promotion	Total
Yes	32	42	74
No	14	12	26
Total	46	54	100

O	E	O-E	(O-E)^2	(O-E)^2/E
32	34.04	-2.04	4.08	0.11985899
14	11.96	2.04	4.08	0.34113712
42	39.96	2.04	4.08	0.1021021
12	14.04	-2.04	4.08	0.29059829
			TOTAL	0.8536965

Degree Of Freedom (D.O.F) = (r-1)*(c-1)

$$= (2\text{-}1)*(2\text{-}1)$$

$$= 1*1 = 1.$$

TABLE VALUE:

Table Value of $\psi 2$ for @ **5% is 3.841.**

RESULT:

The Calculated Value of $\psi 2$ is **0.8536965** which are lesser than the tabulated value **3.841**. Hence the null hypothesis is accepted.

INFERENCE:

There is no significance difference between cash incentive and promotion.

CHAPTER 5
FINDINGS, SUGGESTION AND RECOMMENDATION

CHAPTER - V

5.1 FINDINGS OF THE STUDY

The study was an effort to understand and to analyze the recruitment process and its effectiveness and the followings findings were inferred.

The study reveals that

- 48% of the respondents feel personal interview was the easiest recruitment stage. 96% of the respondents are satisfied with the company's career policy and goals. 36% of the respondents feel that growth as major issue for colleagues leaving the job.

- 90% of the respondents are satisfied with the payment.

- 56% of the respondents say that promotion is the reward given in the company. 44% are satisfied to some extent with the training program given by the company. 58% of the respondents received recruitment information through friends.

- 48% of the respondents received broachers during recruitment process.

- 90% of the respondents received complete information about job during screening.

- 72% of the respondents feel that recruitment from external sources for higher jobs affects the motivation and loyalty of existing staff.

- 40% of the respondents entered in to this field due to technology.

- 92% of the respondents had necessary skills required at the time of joining.

- 86% of the respondents feel that the company provides enough opportunity to interact with other employees on a normal level.

- 68% of the respondents feel that the management understands the problems faced by the employees.

- 80% of the respondents are satisfied with the existing job.

- 80% of the respondents feel that the current job is related to the area of their interest.

- 72% of the respondents get partially stressed at work.

- 72% of the respondents agree that career growth and opportunities are found in their job.

- 56% of the respondents feel that other areas of the company have to be improved for better commitment with the job.

5.2 SUGGESTION OF THE STUDY

It is suggested that:

- Based on the findings of the study, management should focus on appropriate selection process for recruiting the potential candidate.
- The management should increase the salary to attract the potential candidate and to retain the present potential employee.
- The management should provide complete information about the job during screening process.
- The organization should reduce the senior work pressure, and should maintain proper work timings attract the potential candidate and to retain the potential employee.
- Management should reduce the false commitment that is being given to the employee at the time of recruitment.
- The management should provide proper training to their employees.
- The management should provide job security to their employees.

5.3 RECOMMENDATION OF THE STUDY

- It is recommended that the management should focus on appropriate selection process for recruiting the potential candidate.
- It is recommended that the organization can focus on employees growth in their carrier and should provide rewards and recognition when target is achieved
- It is recommended to increase the salary of the employees and to reduce senior work pressure.

CHAPTER 6

CONCLUSION AND BIBLIOGRAPHY

CHAPTER - VI

6.1 CONCLUSION

Recruitment is said to be the life blood of any business organization. An effective Recruitment process helps an organization to withstand the competition and to overcome the competitors.

The study focuses on the analysis of the recruitment and selection process in SELDOM TECHNOLOGIES.

The management can take necessary action to reduce its expenditure and increase its income level and profit by adopting effective recruitment process and meet the organizations legal and social obligations regarding the composition of its workforce.

As a result it is concluded that, any organization that aims to achieve success in this century, this could be the right time to adopt proper recruitment process in their organization.

6.2 BIBLIOGRAPHY

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APPENDICES
A STUDY ON THE RECRUITMENTATION IN SELDOM TECHNOLOGIES

Questionnaire:

Dear Sir/ Madam,

PRIMARY OBJECTIVE:

To study about recruitment and selection process for data conversion project in seldom technologies.

SECONDARY OBJECTIVE:

- To analyse the effectiveness of recruitment and selection
- To analyse sources of recruitment process
- To analyse job description of selection
- To analyse cost of selection
- Suggestions to improve the current job

PERSONAL PROFILE:

Name:

Sex: **Male/Female**

Age: --------------- years

Experience: ---------------

Marital Status: Unmarried ☐ Married ☐

Position/ Level: Senior ☐ Middle ☐ Junior ☐

Qualification: 12th ☐.G   P.G ☐   ☐

TO ANALYSE THE EFFECTIVENESS OF RECURITMENT AND SELECTION PROCESS:

1. Which stage of selection process you would find it easy?

     a. Aptitude Test,

     b. Technical interview,

     c. Personal Interview.

2. During the interview process recruiters briefing about -

Factors	Highly Satisfied	Satisfied	Undecided	Dissatisfied	Highly Dissatisfied
Company					
Expectations of the organization					
Job specification & Title					
Salary package & welfare					
Facilities (like food, Transportation, accommodation etc.,					

3. Are you satisfied with the company's career policy and goals?

    a. Yes

    b. No

4. What are the major issues for colleagues leaving the job?

    a. Salary,

    b. Welfare Scheme,

    c. Growth,

    d. Job Security.

5) How did you feel the contents of the offer letter issued by the organization?

Factors	Highly Satisfied	Satisfied	Undecided	Dissatisfied	Highly Dissatisfied
Salary					
Location					
Position					
Time allotted for joining					
Documents Required for joining					

1. Are you satisfied with the payment?
   a. Yes,
   b. No.

2. Did Company reward you for your contributions?
   a. yes
   b. No

3. If yes, what are the ways of rewards?
   a. Cash Incentive's,
   b. Kind Incentive
   c. Promotion
   d. Others.

4. Are you satisfied with the training program given to you?

    a. To a great extent

    b. To some extent

    c. To a little

    d. Don't know

5. Have you undergone training to learn a job?

    a. Yes,

    b. No.

TO ANALYSE SOURCES OF RECRUITMENT PROCESS

1. How did you receive information about Recruitment?

    a. Through Friends ,

    b. Employment Exchange,

    c. Campus,

    d. Others

2. What were given to you during recruitment process?

    a. Booklet,

    b. Brouchers,

    c. Leaflet,

    d. Company Gift.

3. Was complete information about job given to you during screening?

    a. Yes,

    b. No.

4. What attracted you to apply for the job / join the company?

Factors	Highly Satisfied	Satisfied	Undecided	Dissatisfied	Highly Dissatisfied
Creative advertisement					
Image of the company					
Salary					
Organisation culture					

5. Recruitment from external sources for higher level jobs, affects the motivation and loyalty of existing staff?

   a. Yes

   b. No

TO ANALYSE JOB DESCRIPTION OF RECRUITMENT:

1. What made you to enter in to this field?
   a. Skill set
   b. Technology
   c. IT field
   d. Others

2. Did you have the skill necessary at the time of joining?
   a. Yes,
   b. No.

3. If no what skills were required?
   a. Communication Skills,
   b. Adaptability,

c. Others.

4. Does the company provide you an enough opportunity to interact with other employees on a normal level?
   a. Yes
   b. No

5. Does the management understand the problem you face on your jobs?
   a. Yes
   b. No

SUGGESTIONS TO IMPROVE THE CURRENT JOB:

1. Are you satisfied with the existing job?
   a. Very satisfied
   b. Satisfied
   c. Neither
   d. Dissatisfied
   e. Very dissatisfied

2. Is the current job related to area of interest?
   a. Yes
   b. No
   c. Partial

3. Do you find career growth and opportunities in your current job?
   a. Strongly agree
   b. Agree
   c. Strongly disagree
   d. Disagree

4. Do you get stressed at work?

   a. Yes
   b. No
   c. Partial

5. What are the areas the company needs to improve for the improving commitment with the current job?
   a. Salary,
   b. Welfare Scheme,
   c. Job Security,
   d. Others