

RECRUITMENT AND SELECTION PROCESS IN TPRS ENTERPRISES PRIVATE LTD, PONDICHERRY, INDIA-ASTUDY

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Abstract

“ Right person for the right job” is the basic principle in recruitment and selection. Every organization should give attention to the selection of its manpower, especially its managers. Every business organizations needs manpower for carrying different business activities smoothly and efficiently. Human resource management is an organization which will not be possible if unsuitable persons are selected and employed in a business unit. The end result of the recruitment process is essentially a pool of applicants. Next to recruitment, the logical step in the HR process is the selection of qualified and competent people. As such, this process concentrates on differentiating between applicants in order to identify and hire those individuals whose abilities are consistent with the organization’s requirements. Finally, better recruitment and selection strategies result in improved organizational outcomes.

KEY WORD: Recruitment, Selection, Human resource management, Manpower

INTRODUCTION:

Human resource function in every organization is an activity that is most necessary. It is an important part of an organization. Human resource planning is a vital ingredient for the success of an organization in the long run. The objectives of human resource department are human resource planning, recruitment and selection, training and development, career planning, transfer and promotions, risk management, performance appraisal and so on. Each objective needs special attention, proper planning and implementation.

Recruitment and selection are two of the most important functions of HR management. Recruitment precedes selection and helps in selecting a right candidate.

“ Right person for the right job” is the basic principle in recruitment and selection. Every organization should give attention to the selection of its manpower, especially its managers. Every business organizations needs manpower for carrying different business activities smoothly and efficiently. Human resource management is an organization which will not be possible if unsuitable persons are selected and employed in a business unit.

Recruitment is the process of developing a pool of qualified applications those are interested in working for an organization and from which the organization might be reasonably select the best individual or the individuals to hire for the employment.

Selection is the process by which an organization chooses from list of applicants the person or persons who best meet the selection criteria for the position available, considering current environmental conditions.

Recruitment and selection are simultaneous process and are incomplete without each other. They are important components of the organization and are different from each other.

SCOPE OF THE STUDY:

The present study is constrained to have a look at the recruitment and selection method followed in a company. The look at well-known shows the recruitment and selection procedure accompanied with the employer. This study can also reveal the qualifications and experience as well as the age groups of executives working in different areas.

Scope of recruitment provides permanent, contract and temporary staff for organizations. It helps organization to find out the qualified and skilled job seekers who will help to improve the strategy of organization. Good recruitment is a solution for productive organization to organization according to their size, employment condition, ability of the organization, salary, benefit packages offered, growth rate etc.

OBJECTIVES OF THE STUDY:

- ❖ To study about the recruitment process.
- ❖ To provide the sources of recruitment.
- ❖ To identify the methods of recruitment.
- ❖ To know about the selection process.
- ❖ To understand about various selection tests.
- ❖ To know about the types of interview in selection.

STATEMENT OF THE PROBLEM:

People are integral part of an organization. The efficiency and quality of its people determines the fate of the organization. Hiring is a strategic function for HR department. Recruitment and selection form the process of hiring the employees. It needs specialized knowledge in this field, because placing a right job for the talented person is a great task and recruitment is a continuous process due to labour turnover, retirement, expansion etc.

The process begins when new recruit are sought and ends when their application are submitted. The result is a pool of applicants from which new employees are selected. There comes many obstacles for the HR department as well as for the employees within the period of finalizing the selected list of employees. This study was conducted to know about the policies and system of recruitment and selection.

AREA OF THE STUDY:

The study was undertaken in “**TPRS ENTERPRISES PRIVATE LTD, PONDICHERRY, INDIA**”.

PERIOD OF THE STUDY:

The study has been conducted for the period of one year 2019 - 2020

LIMITATIONS OF THE STUDY:

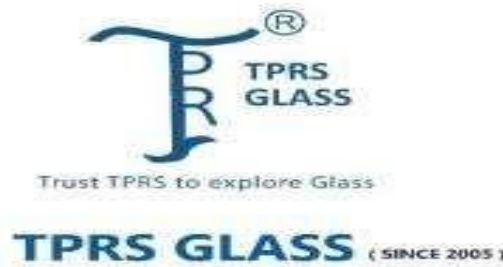
The following are the limitations found by the researcher while the execution of the study.

- ❖ The research was conducted within the limited time.

- ❖ All the findings and observations made in this study are purely based on respondents answers.
- ❖ The sample size was restricted to 30 due to cost factors.
- ❖ The researcher was confined only to TPRS ENTERPRISES PRIVATE LTD, PONDICHERRY, INDIA.

PROFILE OF THE COMPANY

TPRS ENTERPRISES PRIVATE LTD, PONDICHERRY, INDIA INTRODUCTION:



TPRS started its glass processing operations in 1995, purely for automotive segment, in the name of **TRIPLEX GLASS WORKS PRIVATE LIMITED**, specialized in commercial vehicles – front glass, rear glass and side glass.

After two years of the business experience the company started another group company in the name of **LAKSHMI RAM SAFETY GLASS** purely for bus windscreen which is now presently operating in the name of **TPRS ENTERPRISES PRIVATE, LTD.**, Unit IV.

During 2005 they established TPRS ENTERPRISES PRIVATE, LTD., specialized for automobile OE Segments, high performance Architecture glass and Solar glass. This factory is equipped with high – end toughening plants with horizontal toughening process.

Having gained rich experience through TPRS Units they recently started production plant at Dharwad to support north, west and east regional customers.

The company is processing around One Million Sq. Mtrs + of glass per annum.

TABLE -1

CLASSIFICATION ON THE BASIS OF EDUCATIONAL QUALIFICATION

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Under graduate	12	40%
2	Post graduate	8	26%
3	Diploma	5	17%
4	Others	5	17%

	TOTAL	30	100%
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Source: Primary Data

Interpretation:

The analysis reflect that out of 30 respondents, 40% of the respondents were having the educational qualification of under graduation, 26% of the respondents were post graduate employees, 17% of the respondents have completed diploma holders and also the other 17% of the respondents have completed some other courses. It is analyzed that maximum of the respondents have the qualification of under graduate degree.

TABLE 2

CLASSIFICATION ON THE BASIS OF WORK EXPERIENCE IN TPRS ENTERPRISES PRIVATE, LTD.

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	1 year and below	6	20%
2	2 - 4 years	7	23%
3	5 - 7 years	11	37%
4	8 years and above	6	20%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The table 4.4 classify that out of 30 respondents,20% of the respondents have 1 year and below experience in the field of work, 23% of the respondents have 2 – 4 years of experience in the work, 37% of the respondents have 5 – 7 years of experience in the enterprise, left out 20% of the respondents have 8 years and above experience in the firm. It is classified that most of the respondents have 5 – 7 years of work experience.

TABLE 3

OPINION ABOUT THE TIME PERIOD TAKEN FOR RECRUITMENT AND SELECTION PROCESS

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Short period	12	40%
2	Average period	11	37%

3	Long period	05	17%
4	Very long period	02	06%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The data shows that out of 30 respondents, 40% of the respondents opinion is time period taken for recruitment and selection process is short period, 37% of the respondents gave the opinion as average period, 17% of the respondents tell that process took a long period and the other 06% of the respondents felt that it took a very long period. It is revealed that highly 40% of the respondents have an opinion that the employer took short period of time to recruit the employees.

TABLE 4

OPINION ABOUT THE TYPE OF SOURCE PREFERED BY THE RESPONDENTS

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Internal sources	11	37%
2	External sources	10	33%
3	Both	09	30%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The above table shows that out of 30 respondents, 37% of the respondents prefer internal sources of recruitment, 33% of the respondents prefer external sources of recruitment, the remaining 30% of the respondents accept both internal and external sources of recruitment. The respondents give the priority 37% of the preference to internal sources of recruitment.

TABLE 5

OPINION ABOUT VARIOUS SOURCES OF PREFERENCE TOWARDS INTERNAL SOURCING

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
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1	Promotion and transfer	14	47%
2	Employee referrals	08	26%
3	Former employees	05	17%
4	Previous applicants	03	10%
	TOTAL	30	100%

Sources: Primary Data

Interpretation:

The analysis shows the preference of employees towards the internal sourcing of recruitment. 47% of the respondents prefer 'promotion and transfer' to be the major internal source to fulfill the vacancy existing in the concern followed by, 26% through employee referrals, 17% through former employees and the other 10% through previous applicants. It is summarized that most of the respondents prefer 'promotion and transfer' to be the major internal sources of recruitment.

TABLE 6

OPINION ABOUT VARIOUS SOURCES OF PREFERANCE TOWARDS EXTERNAL SOURCING

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Campus recruitment	04	13%
2	Employment exchange	06	20%
3	Advertisement	13	43%
4	Labour contractors	07	24%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The data shows the preference of employees towards the external sources of recruitment. 13% of the respondents through campus interview, 20% of the employees through employment exchange, followed by 43% of the respondents through 'advertisement' and the remaining 24% of the through labour contractors. It is concluded that majority of the respondents prefer 'advertisement' to be the major external source of recruitment.

TABLE 7

OPINION ABOUT THE MOST PERFERED METHOD OF

RECRUITMENT PROCESS

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Direct method	07	24%
2	Indirect method	13	43%
3	Third party method	08	27%
4	No opinion	02	06%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The census shows that out of 30 respondents, 24% of the respondents prefer recruitment through direct method, 43% of the respondents prefer recruitment through 'indirect method', followed by 27% of the respondents prefer third party method and the left out 06% of the respondents have no opinion about regarding the methods of recruitment. It is finalized that maximum 43% of the respondents prefer 'indirect method' of recruitment process.

TABLE 8

CLASSIFICATION BASED ON THE SATISFACTION WITH METHODS OF RECRUITMENT

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Fully satisfied	14	47%
2	Satisfied	10	33%
3	Neutral	04	13%
4	Dissatisfied	02	07%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The table 4.10 classify that out of 30 respondents, 47% of the respondents were fully satisfied with the methods of recruitment, 33% of the respondents were satisfied with the

methods of recruitment, 13% of the respondents level is neutral and the other 07% of the respondents were dissatisfied with the methods of recruitment. It is classified that highly 47% of the respondents were fully satisfied with the methods of recruitment process.

TABLE 9

CLASSIFICATION ON THE TEST CONDUCTED FOR RECRUITMENT AND SELECTION PROCESS

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Yes	23	76%
2	No	07	23%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The above table shows that opinion of the employees towards the test conducted for recruitment and selection process. Out of 30 respondents, 76% of the respondents say 'yes', 23% of the respondents say 'no' for the test conducted towards recruitment and selection process. It is conclude that most of the respondents say 'yes' for the test conducted.

TABLE 10

OPINION ABOUT THE SELECTION TEST CONDUCTED

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Fully satisfied	17	57%
2	Satisfied	09	30%
3	Neutral	03	10%
4	Dissatisfied	01	03%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The analysis show that out of 30 respondents, 57% of the respondents were fully satisfied with the testing procedure carried out by TPRS Enterprises Private Ltd., 30% of the respondents were satisfied, 10% of the respondents level is neutral and the other 03% of the respondents were dissatisfied. It is analyzed that majority 57% of the respondents were fully satisfied with the test conducted during the selection time.

TABLE 11**CLASSIFICATION ON THE BASIS OF INTERVIEW UNDERGONE AT THE TIME OF SELECTION**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Personal interview	26	87%
2	Telephone interview	Nil	Nil
3	Video conferencing	04	13%
4	Others	Nil	Nil
	TOTAL	30	100%

Source: Primary Data**Interpretation:**

The data shows that out of 30 respondents, 87% of the respondents have undergone personal interview and 13% of the respondents have undergone video conferencing at the time of selection. And none of the have faced telephone interview and other types of interview. It is revealed that maximum 87% of the respondents have faced personal interview at the time of selection.

TABLE 12**CLASSIFICATION ON THE TYPES OF INTERVIEW CONDUCTED BY THE HR DEPARTMENT**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Formal interview	08	27%
2	Informal interview	04	13%

3	Direct interview	07	23%
4	Non-direct interview	05	17%
5	Group interview	06	20%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The census show that out of 30 respondents, 27% of the respondents were conducted formal interview, 13% of the respondents were conducted informal interview, 23% of the respondents have undergone direct interview, 17% of the respondents were conducted non – direct interview and the remaining 20% of the respondents were undergone group interview. It is finalized that highly 27% of the respondents were selected through formal interview.

TABLE 13

CLASSIFICATION ON THE BASIS OF ROUNDS FACED IN INTERVIEW

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	2 Rounds	11	37%
2	3 Rounds	16	53%
3	4 Rounds	03	10%
4	5 Rounds	Nil	Nil
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The table 4.15 classify that out of 30 respondents, 37% of the respondents have faced 2 rounds in the interview, 53% of the respondents have faced 3 rounds in the interview, 10% of the respondents have faced 4 rounds in the interview and none of them have faced 5 rounds in the interview. It is classified that mostly 53% of the respondents have faced 3 rounds at the time of interview.

TABLE 14**OPINION BASED ON THE SATISFACTION WITH THE INTERVIEW PROCESS**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Fully satisfied	12	40%
2	Satisfied	13	43%
3	Neutral	03	10%
4	Disagree	02	7%
	TOTAL	30	100%

Source: Primary Data**Interpretation:**

The above table shows that out of 30 respondents, 40% of the respondents were fully satisfied with the interview process carried out by TPRS Enterprises Private Ltd., 43% of the respondents were satisfied, 10% of the respondents level is neutral, and the left out 7% of the respondents disagreed with the interview process. It is summarized that majority 43% of the respondents were satisfied with the interview process.

TABLE 15**OPINION ABOUT THE TRAINING PROCEDURE GIVEN BEFORE THE POSTING**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Fully satisfied	10	33%
2	Satisfied	14	47%
3	Neutral	05	17%
4	Disagree	01	03%
	TOTAL	30	100%

Source: Primary Data**Interpretation:**

The analysis reflect that out of 30 respondents, 33% of the respondents were fully satisfied with the training program given before the posting, 47% of the respondents were satisfied, 17% of the respondents level is neutral, and the other 03% of the respondents disagreed with the training program given. It is analyzed that maximum 47% of the respondents were satisfied with the training program given by TPRS Enterprise Private Ltd.

TABLE 16**OPINION ABOUT THE APPROACH OF THE ORGANISATION DURING THE TIME OF RECRUITMENT**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE
1	Serious	03	10%
2	Positive	17	56%
3	Casual	09	30%
4	Negative	01	04%
	TOTAL	30	100%

Source: Primary Data**Interpretation:**

The data shows out of 30 respondents, 10% of the respondents had serious approach from the organization during the time of recruitment, 56% of the respondents had positive approach, 30% of the respondents had casual approach and the 04% of the respondents had negative approach. It is concluded that highly 57% of the respondents had positive approach from the organization during the time of recruitment.

TABLE 17**CLASSIFICATION BASED ON THE RATING OF HR PRACTICE OF THE COMPANY**

S.NO	RESPONDENTS	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Very good	12	40%
2	Good	11	37%
3	Average	05	17%

4	Bad	02	6%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The census shows that out of 30 respondents, 40% of the respondents rating towards the HR Practice of the enterprise was very good, 37% of the respondents rating was good, 17% of the respondents rating was average, 06% of the respondents rating was bad. It is summarized that mostly 40% of the respondents rating was very good.

TABLE 18

OPINION BASED ON THE SATISFACTION WITH THE SALARY PACKAGE

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Satisfied	16	53%
2	Good	11	37%
3	Average	03	10%
4	Unsatisfied	Nil	Nil
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The table 4.20 classify about the satisfaction with the salary package given by the enterprise. Out of 30 respondents, 53% of the respondents were satisfied with the salary package, 37% of the respondents felt that salary package was good, 10% of the respondents felt that salary package was average. But none of them felt unsatisfied with the salary package. It is classified that majority 53% of the respondents were satisfied with the salary package given by the enterprise.

TABLE 19

OPINION ABOUT THE PREFERENCE OF THE ORGANISATION FOR EXPERIENCED EMPLOYEES IN SELECTION PROCESS

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Yes	18	60%
2	No	12	40%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The above table shows that out of 30 respondents, 60% of the respondents tell that 'yes' organization give preference for experienced employees in selection process, remaining 40% of the respondents tell that 'no' organization doesn't give preference to the experienced employees. It is revealed that maximum 60% of the employees tell that experienced employees are preferred by the organization.

TABLE 20

**CLASSIFICATION BASED ON THE QUALITY PREFERENCE OF
THE ORGANIZATION FROM THE CANDIDATE**

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Knowledge	06	20%
2	Past experience	07	23%
3	Optimistic nature	04	14%
4	Discipline	03	10%
5	Team work ability	09	30%
6	Others	01	03%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The data shows out of 30 respondents, 20% of the respondents tell that knowledge is the quality preference of the organization from the candidate, 23% of the respondents tell that past experience is seen, 14% of the respondents felt that optimistic nature is considered by the organization, 10% of the respondents tell that discipline of the employees was watched by the

organization, 30% of the employees accept that organization give more importance to team work ability of the candidates, and the remaining 03% of the respondents felt that some other qualities were preferred by the organization. It is finalized that highly 30% of the employees accept that ‘team work ability’ was the quality preferred by the organization from the candidate.

TABLE 21

OPINION OF THE RESPONDENTS FOR CHOOSING TPRS ENTERPRISES PVT, LTD

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Good salary	08	27%
2	Opportunity for growth	11	37%
3	Job security	07	23%
4	Identification with the company	04	13%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The census show that out of 30 respondents, 27% of the respondents have chosen this enterprise for good salary package, 37% of the respondents for the purpose of ‘opportunity for growth’, 23% of the respondents for job security, and the other 13% of the respondents for identification with the company. It is concluded that majority 37% of the respondents have chosen this enterprise for ‘opportunity for growth’.

TABLE 22

CLASSIFICATION BASED ON THE RESPONDENTS PREFERENCE TO THEIR FRIENDS TO JOIN THE COMPANY

S.NO	SOURCE	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Yes	28	94%
2	No	02	06%
	TOTAL	30	100%

Source: Primary Data

Interpretation:

The analysis shows that out of 30 respondents, 94% of the respondents would prefer their friends to join the company, 06% of the respondents say 'no' to prefer this company to their friends. It is analyzed that maximum 94% of the respondents would prefer their friends to join this company.

FINDINGS:

Maximum (40%) of the respondents have the qualification of 'under graduate' degree.

Mostly (37%) of the respondents have '5 – 7 years' of work experience.

Highly (40%) of the respondents' opinion regarding time period taken for recruitment and selection process is 'short period'.

Priority (37%) of the respondents give preference to 'internal sources' of recruitment.

Mostly (47%) of the respondents prefer 'promotion and transfer' to be the major internal sources of recruitment.

Majority (43%) of the respondents prefer 'advertisement' to be the major external sources of recruitment.

Maximum (43%) of the respondents prefer 'indirect method' of recruitment process.

Highly (47%) of the respondents were 'fully satisfied' with the methods of recruitment process.

Mostly (76%) of the respondents say 'yes' for the test conducted for the recruitment and selection process.

Majority (57%) of the respondents were 'fully satisfied' with the test conducted during the selection time.

Maximum (87%) of the respondents have faced personal interview at the time of selection.

Highly (27%) of the respondents were selected through 'formal interview'.

Mostly (53%) of the respondents have faced '3 rounds' at the time of interview and none of them have faced 5 rounds.

Majority (43%) of the respondents were 'satisfied' with the interview process.

Maximum (47%) of the respondents were 'satisfied' with the training program given by TPRS Enterprises Private Ltd.

Highly (57%) of the respondents had 'positive approach' from the organization during the time of recruitment.

Mostly (40%) of the respondents rating was 'very good' towards the HR practices of the enterprise.

Majority (53%) of the respondents were 'satisfied' with the salary package given by the enterprise and none of them felt unsatisfied.

Maximum (60%) of the respondents tell that 'yes' organization give preference for experienced employees in selection process.

Highly (30%) of the respondents accept that 'team work ability' was the quality preferred by the organization from candidate.

Majority (37%) of the respondents have chosen TPRS Enterprises Private Ltd for 'opportunity for growth'

Maximum (94%) of the respondents would prefer their friends to join this company.

SUGGESTIONS:

Manpower recruitments for each department in the company is to be identified well in advance.

If the manpower requirements is high and the recruitment team of the HR department alone cannot satisfy it, then the concern has to approach the placement agencies to fulfill the vacancies.

Time management is very essential and it should not be ignored at any level of the process.

The recruitment and selection procedure should not be too lengthy and it should be completed within the short span of time. **“Short and Sweet makes the work easier”**.

The candidates called for interview should be allotted specific timings and it should not overlap with each other.

The company may approach government employment agencies for recruitment which may be helpful to the government for solving unemployment problems.

Well defined job posting is a good step to improve recruitment process.

The training should be provided with sufficient period before placement this leads the employees to work with full efficiency.

The training program should be arranged not only for newly appointed employees and also to the promoted employees.

The company may follow the reservation system to maintain secularism in the country. By the way all category of people may get chance to enter this esteemed organization.

CONCLUSION:

This project report “A study on recruitment and selection process in TPRS ENTERPRISES PRIVATE LTD, PONDICHERRY, INDIA” contains various factors involved in recruiting and selecting the suitable employees. An effective recruitment and selection process reduces turnover, we also get much better results in the recruitment process if we advertise specific criteria that are relevant to the job. Include all necessary skills, and include a list of desired skills that are not necessary but that would enhance the candidate’s chances. If we hire people who can do the job instead of people we merely like, we will have higher productivity and quality in the products or services.

Besides, selection function provides a vital opportunity to focus on what candidates can offer the company. It is important to select carefully, either by using one’s own judgement or by enlisting the help of managers we trust. The interview process also allows us the opportunity to express the company’s vision, goals and needs.

The end result of the recruitment process is essentially a pool of applicants. Next to recruitment, the logical step in the HR process is the selection of qualified and competent people. As such, this process concentrates on differentiating between applicants in order to identify and hire those individuals whose abilities are consistent with the organization’s requirements. Finally, better recruitment and selection strategies result in improved organizational outcomes.

“Acquiring the right talent is the most important key to growth, Hiring was – and still is – the most important thing we do.”

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