A Case Study on Recruitment and Selection Process and its Impact on Employee Satisfaction

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Abstract: *The study of recruitment and selection in Digitron Software And Technology examined the company's hiring practices and their effectiveness in attracting and selecting the best candidates for various roles. The study found that Digitron And Software Technology has a well-established recruitment process, which includes various sourcing channels, such as job portals, employee referrals, and campus placements. The company also uses various assessment methods, including aptitude tests, technical interviews, and behavioral interviews, to evaluate candidates' skills and suitability for the job.*

Keywords: Digitron Software

I. INTRODUCTION

The recruitment process involves various stages, including job analysis, sourcing, screening, interviewing, and selection. Job analysis involves identifying the required skills, knowledge, and experience for a particular job position. Sourcing involves attracting potential candidates through various channels, such as job portals, social media, and employee referrals. Screening involves evaluating the candidates based on their qualifications, experience, and other relevant factors. Interviewing involves assessing the candidates' suitability for the job through different types of interviews, such as behavioral, competency-based, and situational interviews.

Finally, selection involves choosing the most suitable candidate for the job based on the results of the recruitment process. The recruitment process involves various stages, including job analysis, sourcing, screening, interviewing, and selection. Job analysis involves identifying the required skills, knowledge, and experience for a particular job position. Sourcing involves attracting potential candidates through various channels, such as job portals, social media, and employee referrals. Screening involves evaluating the candidates based on their qualifications, experience, and other relevant factors

II. LITRATURE REVIEW

The literature review is a summary of subject field that support the identification of specific research questions. It is the main body of the study that enabled the researcher to gain the detailed understanding of the topic and to develop the questionnaires that will aid data collection and analysis. This chapter provides a theoretical review of the literature on the impact of effective recruitment and selection practice on organizational performance and therefore justifies the need for this study.

Thiruvenkatraj T R, Nirmal Kumar R (2018) in the research paper titled "A study on recruitment and selection process" is examined and the objective is study the organization to identify the area of problem and suggest way to improve the recruitment and selection processusing questionnaire and other secondary sources.

2.1 OBJECTIVES:

- To understand recruitment and selection process of digitron software and technology.
- To analyze employees perception towards recruitment and selection process.
- To determine how the recruitment and selection process, have its impact on employeessatisfaction.
- To suggest way to improve recruitment and selection process in digitron software andTechnology.

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2.2 HYPOTHESIS:

There is a positive relationship between recruitment & selection process andemployee satisfaction at digitron software and technology

DATA COLLECTION :

The research methodology for the study of recruitment and selection procedure in Digitron Software And Technology involves the use of a mixed-method research design, stratified random sampling, primary and secondary data collection, statistical and thematic data analysis, and ethical considerations. The study's limitations include the use of a stratified random sampling technique and the availability of participants. The methodology will enable the collection of comprehensive information on the recruitment and selection process used by thecompany.

Sampling size:

The sample size chosen by the researcher is 100 respondents. The targeted respondents are bothmiddle level and lower level employees.

Research design:

The problem that follows the task of defining the research problem is the preparation of the design of the research project is called as research design.

The research design undertaken by researcher is Descriptive research design. This research design concerned with the research studies with a focus on the portrayal of the characteristics of a group of individual or a situation

III. DATA ANALYSIS AND INTERPRETATION :

Age :

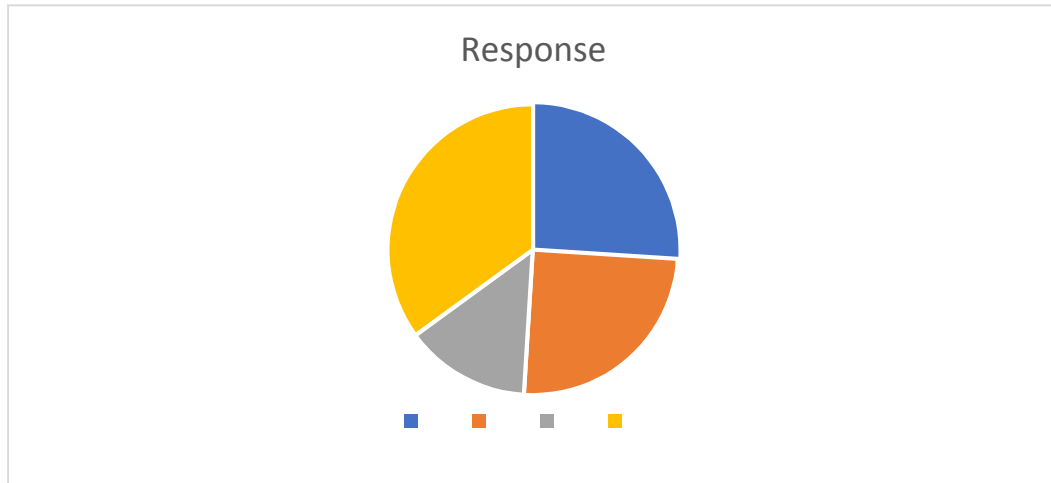| Age	Response
20 – 25	26
26 – 30	14
31 – 35	25
36 - 40	35
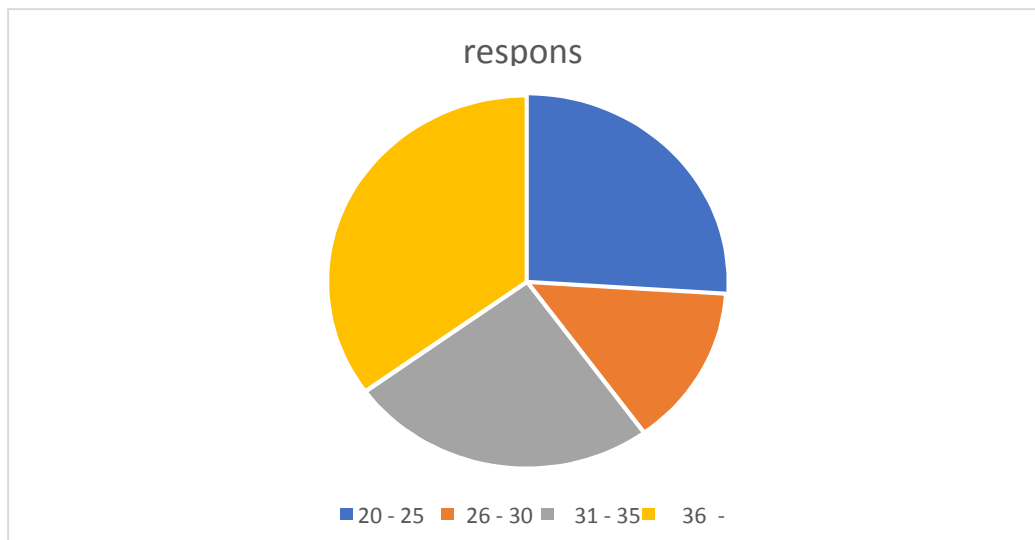
Interpretation:

It include maximum of the responsdent are in the age group of 36-40 year,and minimum of the responsdent are in the age group 26-30.and average of the respondent are in age group 31-35

Experience :

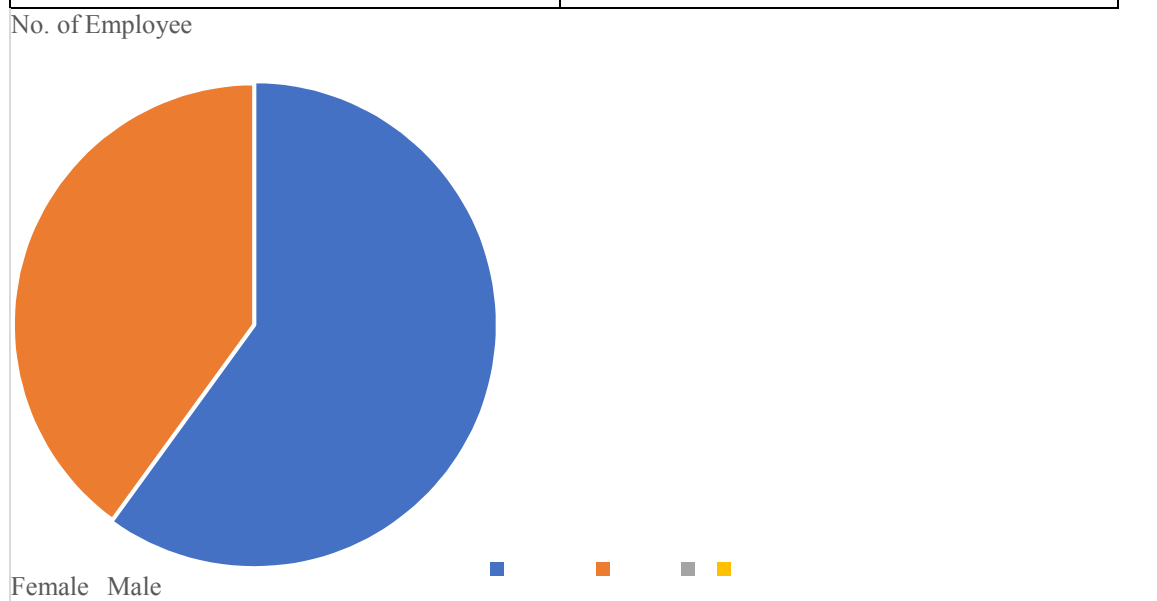| Year	Response
0-2	26
3-5	25
6-8	14
8-10	35

Interpretation:

From the above data ,we can infer that the 26% of the respondent have experience 2 year,25% of respondent have 3-5 yr, 14% have 8-10 and 35% have 8-10 yr

Gender :

| Gender	No. of Employee
Female	75
Male	25

Interpretation:

From the above data analysis we can infer that a majority of 75% of no of employee are female And 25% of no of employee is male

Sources used in recruitment and selection:

Which of the sources of recruitment and selection are used in Digitron Software AndTechnology?

- Internal
- External
- Both Table

| options	Internal	External	Both	Total
Response	2	7	11	20
Percentage	10	35	55	100%
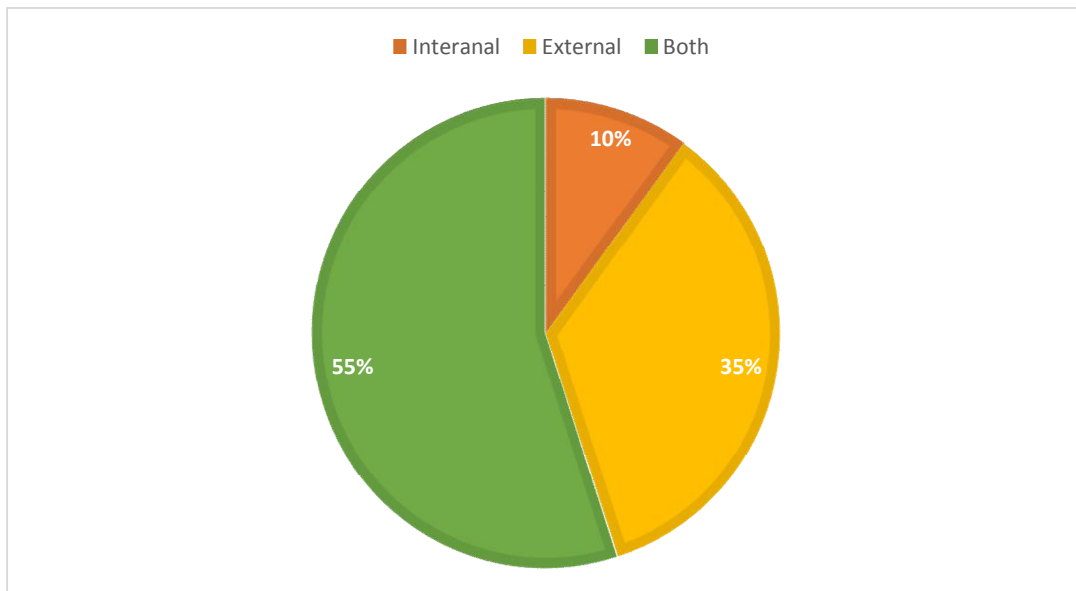
Interpretation:

It was found that about 55% of the recruitment and selection is done both by internal and external sources, while as external sources are used more than the internal sources. Employees are hired mostly from external sources like job

External sources used in recruitment:

Which of the following external sources are used for Recruitment in Digitron SoftwareAnd Technology?

- Advertisement
- Internet
- Campus recruitment
- Consultancies
- All of the above

| options	Advertisement	Internet	Campus Drives	Consultancy	All of the above	Total
Responses	5	3	2	8	2	20
Percentage	25	15	10	40	10	100%
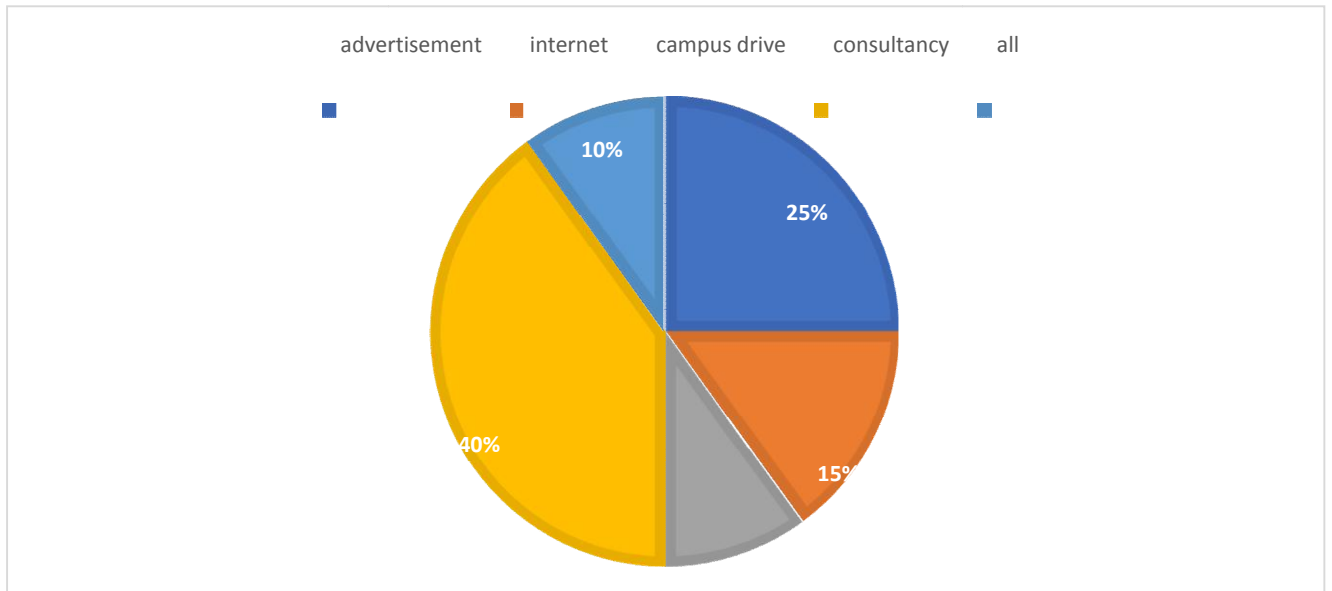
Interpretation:

It was found that 40% of the employees are recruited through the consultancies and 20% of theemployees are selected by the advertisement followed by internet with 15% and campus selections with 10%. Consultancy and Internet are the major sources which provide eligible candidates for the hiring hjj Digitron Software & Technology

Employees perception about recruitment process:

Are you satisfied with the recruitment process?

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree
- Neutral

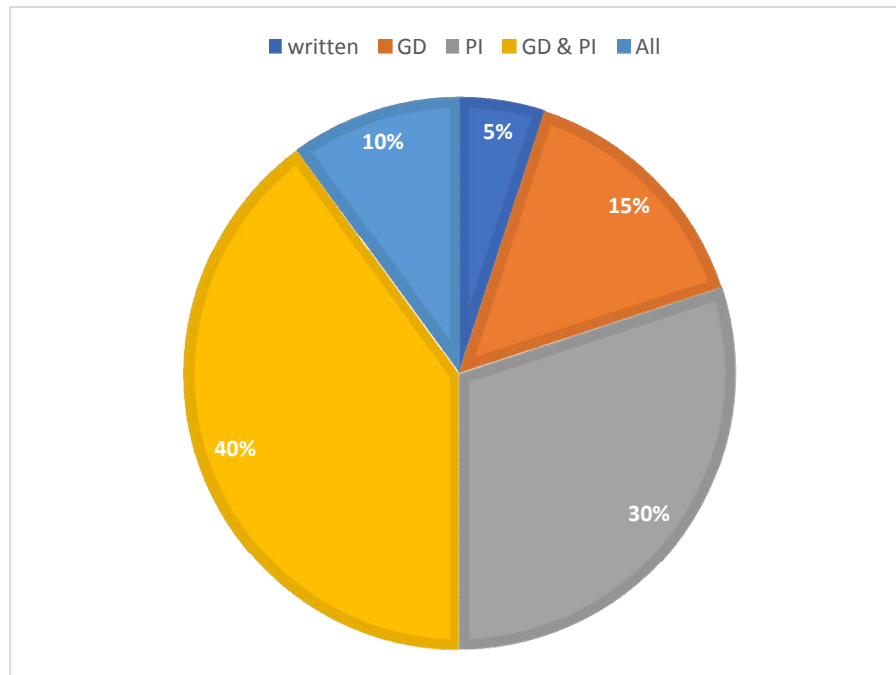| Option	Strongly Agree	Agree	Neutral	Disagree	StronglyDisagree
Responses	30	16	50	4	00
Percentage	25	25	30	20	00
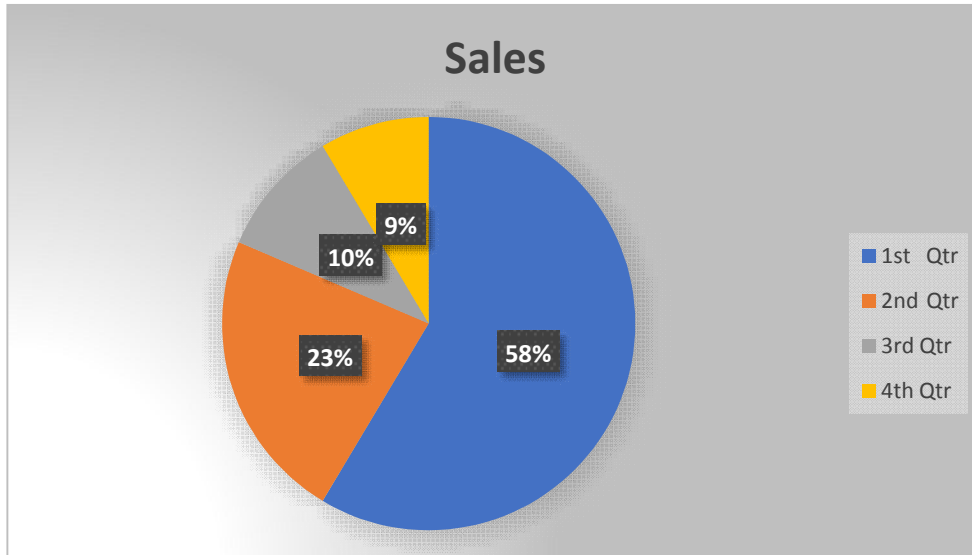
Interpretation:

It was found that 35% of employees are satisfied with the recruitment process adopted by Digitron Software & Technology However, some of the respondents thought there should be some changes in the existing recruitment process of the organisation

Methods used during selection process

Which of the following methods does Digitron Software & Technology uses duringselection?

- Written
- Group discussion
- Personal interview
- Group discussion and personal interview
- All of the above

| Options	Written	GD	PI	GD &PI	All	Total
Responses	1	3	6	8	2	20
Percentage	5	15	30	40	10	100%

Interpretation:

It was found that 40% of selection is done by Group Discussion & Personal Interview. However, Personal Interview is mostly used method of selection followed by group discussion. Employees selected in Digitron Software & Technology are finally selected bya personal interview taken by the head of the centre

Perception of employees towards selection process
Are you satisfied with the selection process

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

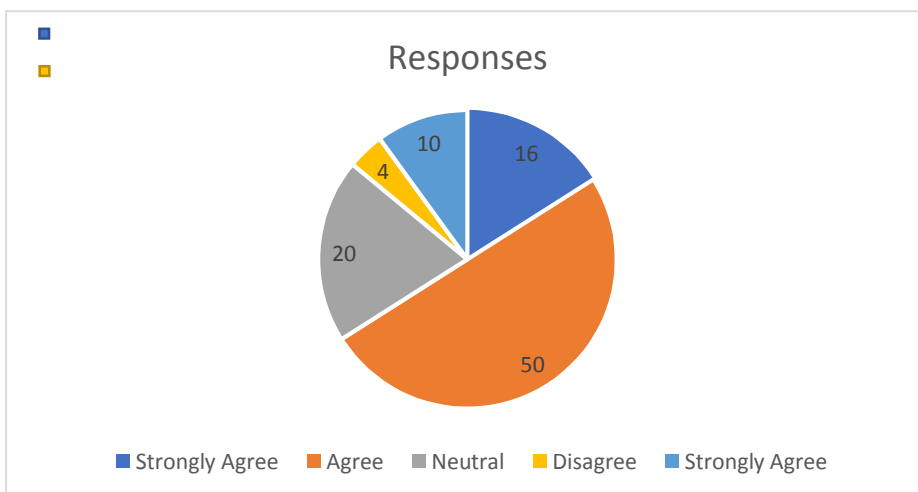| Option	Strongly Agree	Agree	Neutral	Disagree	StronglyDisagree
Responses	30	16	50	4	00
Percentage	25	25	30	20	00
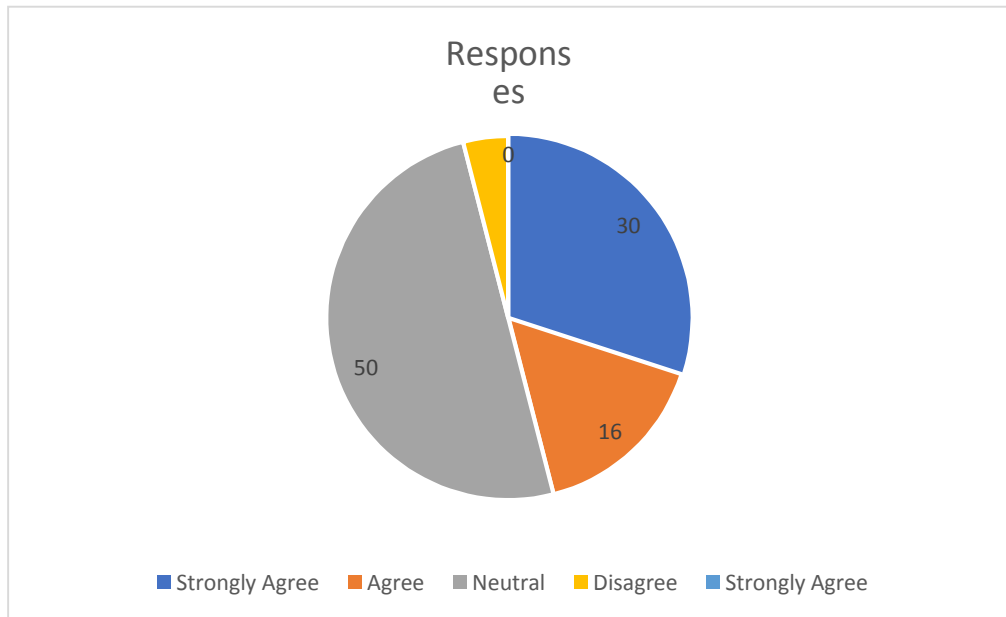
Interpretation:

It was found that about the employees are satisfied with the selection process. However, the remaining is of the opinion that there should be some change in the recruitment and selection process of the organization

Techniques used for selection

Do you think innovative techniques like stress test, psychometric test and personalitytest should be used for selection? Strongly Agreeb)Agree c)Neutral d)Disagree e)Strongly Agree

| Option	Strongly Agree	Agree	Neutral	Disagree	StronglyDisagree
Responses	16	50	20	4	10
Percentage	15	20	20	40	5

Interpretation:

It was found that 15% of the respondents were of the opinion that stress test, psychometric test and personality tests should be used for the selection, while the others were satisfied with the existing recruitment and selection process. Most of the employees in Digitron Software And Technology are unaware of these types of tests as they are mostly fresher's

Recruitment process used for different grades of employees:

Does your company follow different recruitment process for different grades ofemployment?

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree
- Neutral

| Option	Strongly Agree	Agree	Neutral	Disagree	StronglyDisagree
Responses	5	10	20	20	45
Percentage	2	5	15	10	70
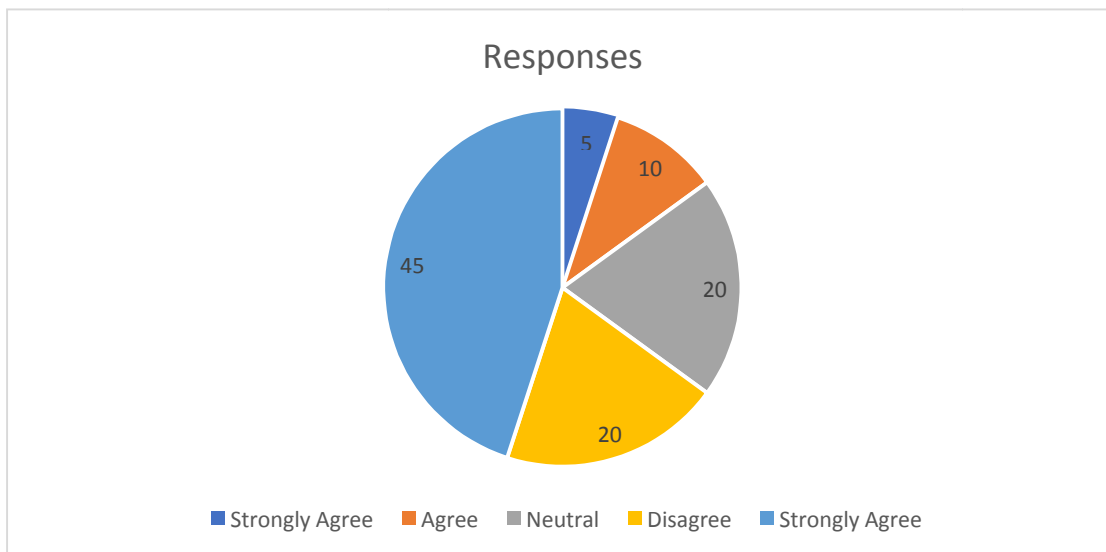
Interpretation:

It was found that from that different recruitment process is adopted for different grades of employment. Like, for the recruitment of trainers Digitron Software And Technology theoretical knowledge is considered more and for the developers technical knowledge is givenimportance

Company HR practices:

How do you rate HR practices of the company?

| S.No	Options	Resposdence	In Percentage
1	Excellent	10	50%
2	Good	8	30%
3	Average	1	10%
4	Bad	1	10%
	Total	20	

Excellent   Good   Average   Bad
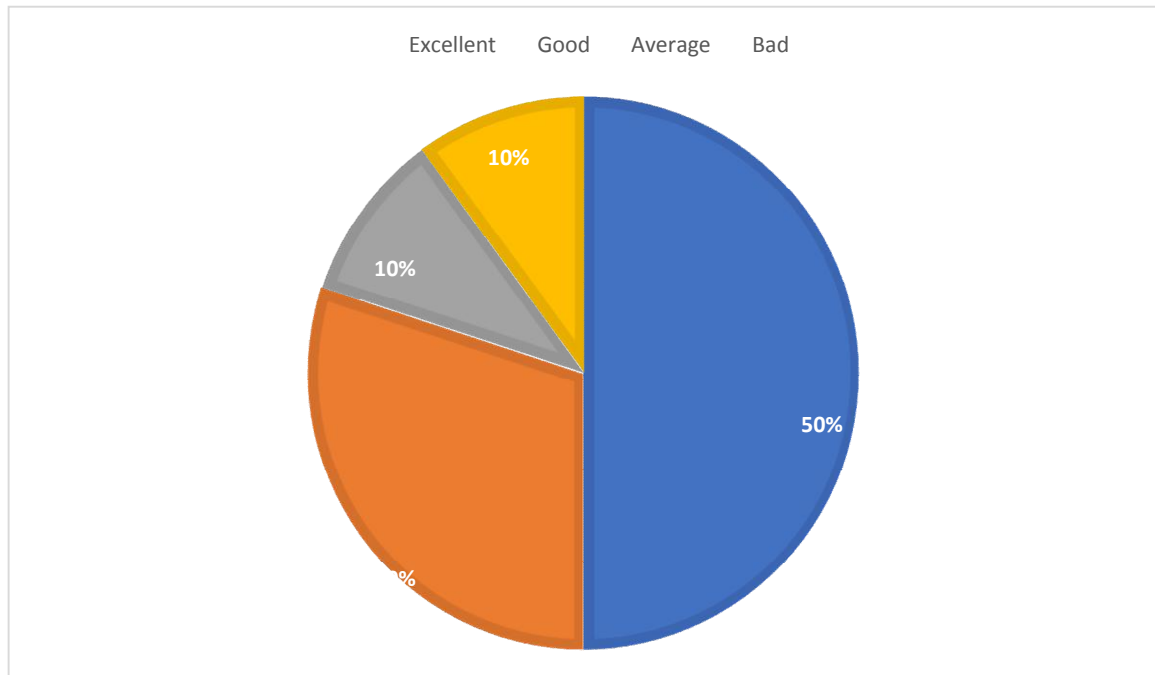
Interpretation:

50% of the employees feel that HR department is good where and 30% say that its very good where as 10% says its average and 10% employees feel it's bad. Some employees arenot happy as they have to spend a little more time if they have to take demo training sessions

Are you comfortable with the HR policies of the company?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Agree

Option	Strongly Agree	Agree	Neutral	Disagree	StronglyDisagree
Responses	50	25	20	5	00
Percentage	50	25	20	30	00
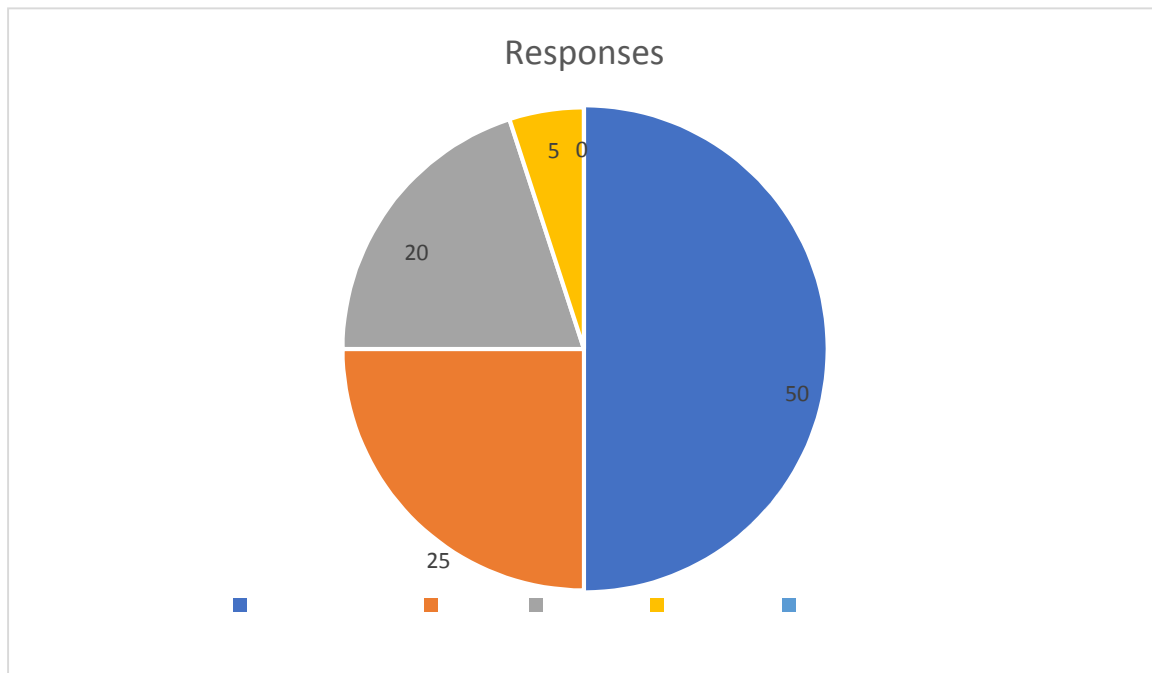
Interpretation:

It was found that 50% employees were not comfortable with the policies of company and 25%employees are happily working with the current HR practices of the company. Some of the employees were not comfortable with the policy as they find risk in submitting their original documents to the company

IV. CONCLUSION

Hence my study has shown all the positive impact in Digitron Software And Technology all the respondents were satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the working of the com[pany as a fresh blood ,new ideas entre in the company selection process is also good and the company recruitment department is doing well in placing the candidates and filling the job vacancies for alllevels of position.

The hypothesis There is a positive relationship between recruitment & selection process and employee satisfaction at digitron software and technology is accpeted.

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