Project Report

On

"A Study of Best Recruitment & Selection Practices in Tata Consultancy Services – TCS, India"

Submitted to

**Department of Management Sciences and Research,
G. S. College of Commerce & Economics, Nagpur**

(An Autonomous Institution)

Affiliated to

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

In partial fulfilment for the award of the degree of

Master of Business Administration

Submitted by

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Under the Guidance of

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NAAC Re-Accredited "A" Grade Autonomous Institution**

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CERTIFICATE

This is to certify that **"Pratik Sushil Mohabansi"** has submitted the project report titled **"A Study of Best Recruitment & Selection Practices in Tata Consultancy Services – TCS, India"** towards partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone bythe candidate.

It is further certified that he/she has ingeniously completed his/her project as prescribed by **DMSR- G. S. COLLEGE OF COMMERCE& ECONOMICS, NAGPUR**

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Dr. Pragati Richa Pandey   Dr. Sonali Gadekar
   (Project Guide)   **(MBA Co-Ordinator)**

Place: - Nagpur

Date: -

G. S. College of Commerce & Economics, Nagpur

ACKNOWLEDGEMENT

With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to Dr. N.Y. Khandait, Principal, G. S. College of Commerce & Economics, Nagpur.

I am extremely thankful to my Project Guide "Dr. Pragati Richa Pandey" for her guideline throughout the project. I tender my sincereregards to Co-Ordinator, of MBA "Dr. Sonali Gadekar" for giving me guidance, suggestions and invaluable encouragement which helped me in the completion of the project.

I will fail in my duty if I do not thank the non-Teaching staff of the college for their Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

Pratik Sushil Mohabansi
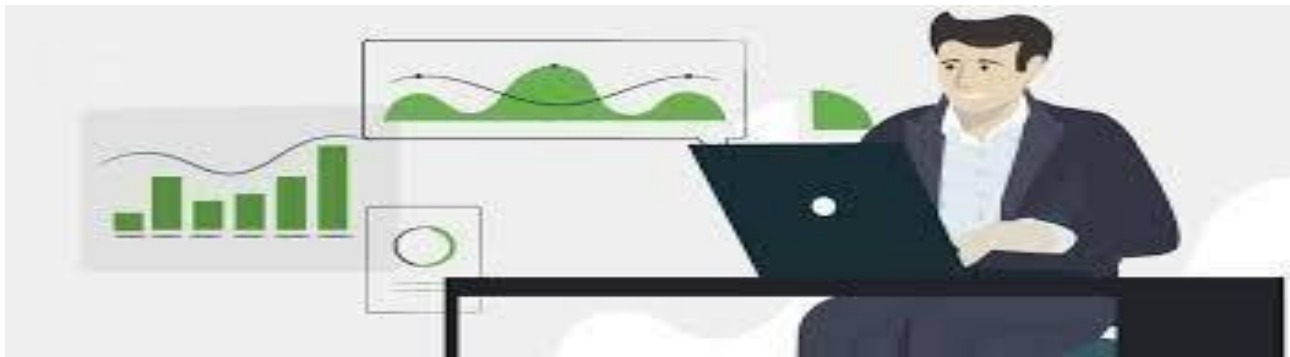
Place: - Nagpur

Date: -

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INTRODUCTION

Introduction About Information Technology (IT) Sector

Information Technology contains of 2 major components i.e. IT Services & Business Processes outsourcing also known as BPO/ ITES. The Information Technology sector has raised the GDP from 1.2% (1998) to 8% (2021).

Tata Group along with Burroughs, the 1st software export zone launched the IT sector first in Mumbai, India in 1967. During 1980, around 80% of the software export of the country was from S.E.E.P.Z(Software Export Zone). They established their first office in 1973 in Mumbai. The Information Technology provides around $155 billion in the gross value, and it grows between 10-15% per annum.

Low-cost labor arbitrage is our main advantage so far, which requires a skill to convert least-cost least value add Service providers to least cost highest value add partners. Information Technology companies can extend their services to find solution for financial customersaround the global.

Few services, which are under them, are Insurance, Financial risk management, underwriting and natural disaster modeling.

Major hubs of IT are in:

1. Bangalore
2. Mumbai
3. Chennai
4. Hyderabad
5. Pune

Current Scenario of IT Sector

IT industry is evolving rapidly with various developments to change the standard of the Indian Businesses. IT sector contains software management, online services, Consultancies, Software development & BPO (Business processes outsourcing). This industry is potential enough to face the challenges and accept the changes. There are many factors which influences, they are as follows:

1. Recession in other countries (Demand -supply gap).
2. Tax Structure and issues.
3. Poor Infrastructure.
4. Restricted preferential access to local firms or organizations.
5. Cost variation between countries.

Recent Scenario of IT Service sector

One of the Article states, amongst the two industries in the country, Information Technology stands in number One position as of today.

IT is expected to grow 12 & 15% in India. This information is provided as per NASSCOM (National Associations of Software and Services Companies) in India.

In the year 2019, India has beaten USA in software developers, in which

India had 60 lakhs developers whereas, USA had 42 lakhs developers.

IT industry provides employment to many in India.

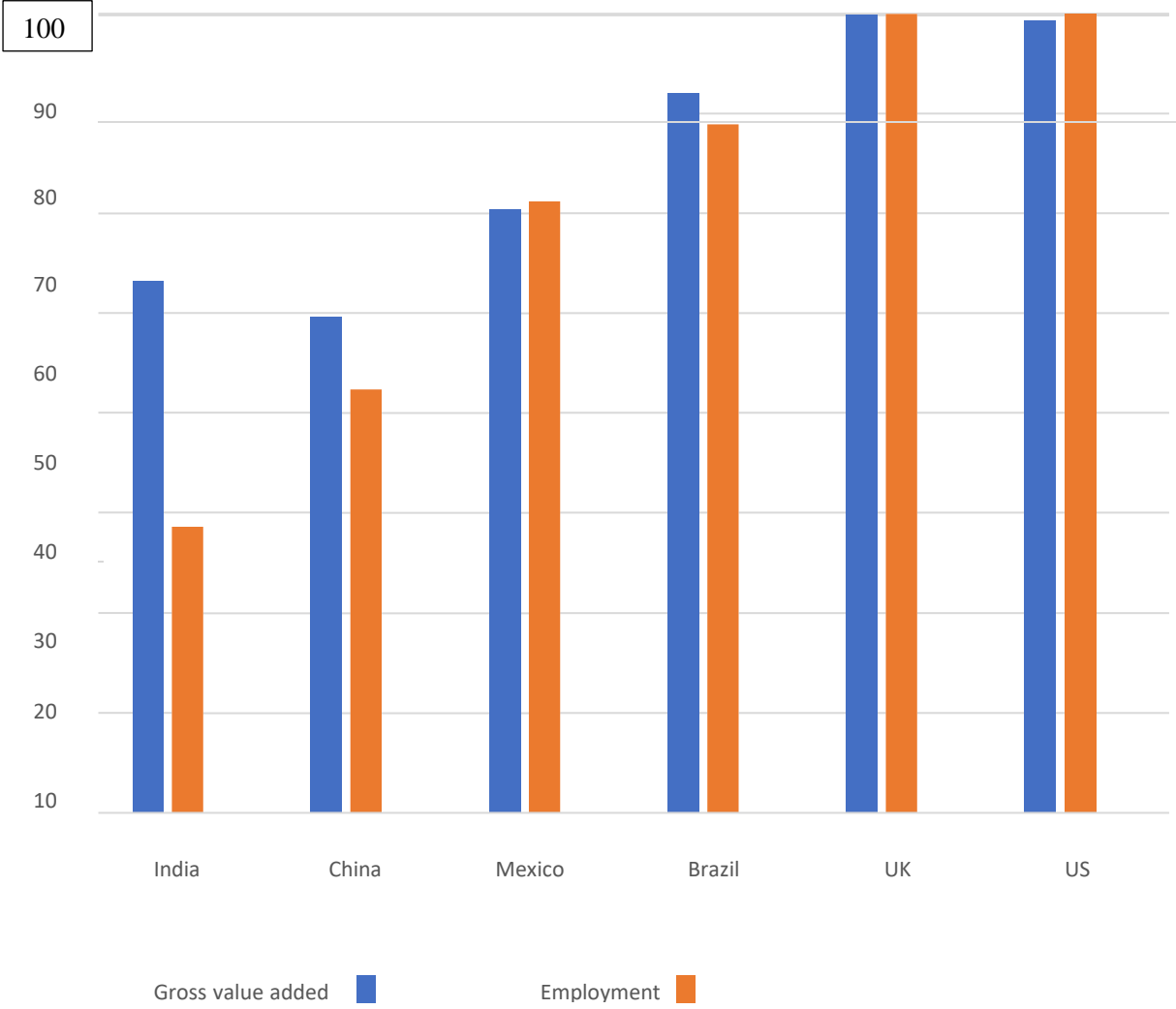There are some more benefits of IT industry, and they are FDI and exports 54.17 percent.

Gross Value has been included at present price in Indian Service sector. This sector is the key player for Indian economic growth.

Key Players in IT sector

1. Infosys

2. Wipro

3. TCS

4. Oracle Financial Services

5. HCL Technologies

6. Tech Mahindra

7. Mphasis

8. Mindtree

9. Cognizant

10. Capgemini

Country Wise Market Size of Employment in IT Sector

100

90

80

70

60

50

40

30

20

10

India   China   Mexico   Brazil   UK   US

Gross value added ■   Employment ■

Recruitment

"Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring, and onboarding employees. In other words, it involves everything from the identification of a staffing need to filling it."

Recruitment is the first step in building an organization's human capital.

According to **Kempner**,

"Recruitment forms the first stage in the process which continues with selection and ceases with the placement of the candidates."

Specific tasks involved in the process of **recruitment** include:

- Analyzing job requirements

- Advertising the vacancy

- Attracting candidates to apply for the job

- Managing response

- Scrutinizing applications

- Shortlisting candidates

Selection

"Selection is the process of identifying an individual from a pool of job applicants with the requisite qualifications and competencies to fill jobs in theorganization"

Selection is a process that helps differentiate between qualified and unqualified applicants, by applying various techniques.

The term "selection" comes with the connotation of placing the right person in the right job.

Some activities in **selection** include:

- Screening

- Eliminating unsuitable candidates

- Conducting an examination (aptitude test, intelligence test, personality test, etc.)

- Interviews

- Checking references

- Medical tests

Key Differences Between Recruitment & Selection

The process of **recruitment** involves the development of suitable techniques for attracting more candidates to a position vacancy, while the process of **selection** involves identifying the most suitable candidate for the vacancy.

Recruitment precedes the selection process, and the selection process is only completed when a job offer is created and given to the selected candidate by appointment letter. To thoroughly understand the difference between recruitment and selection,there are certain points to keep in mind.

1. Recruitment is the process of *finding candidates for the vacant position and encouraging them to apply*.

   Selection means *choosing the best candidate from the pool of applicants and offering them the job*.

2. Recruitment is a *positive* process aimed at attracting more and more job seekersto apply.

   Selection is a *negative* process, rejecting unfit candidates from the list.

3. Of the two, recruitment is relatively simpler. Recruitment has the recruiter paying less attention to scrutinizing individual candidates.

   Whereas selection involves a more thorough examination of candidates where recruiters aim to learn every minute detail about each candidate, so they can choose the perfect match for the job. Recruitment is less time-consuming and less economically demanding, as it only involves identifying the needs of the job and encouraging candidates to apply for them.

Selection involves a wide range of activities, which can be both time-consuming and expensive.

The process of Recruitment & Selection is as follows:

1. JA (Job Analysis) which includes Job Description and Job Specification.

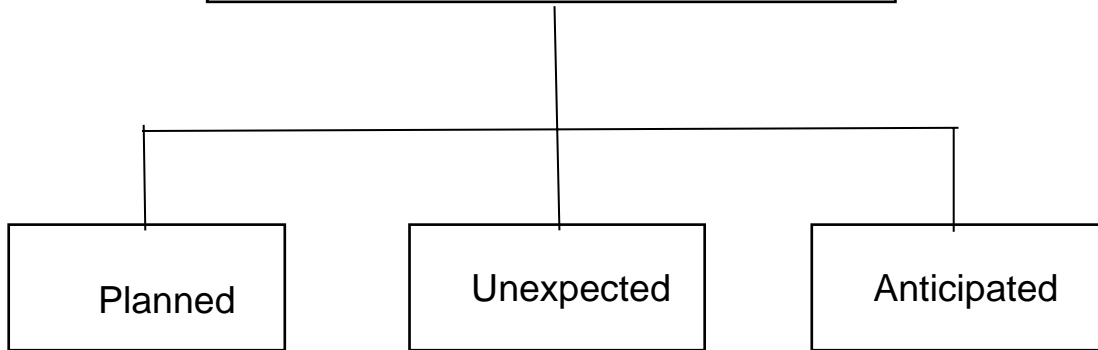1. KSA (Knowledge, Skills, and Abilities) required for the position.

2. Sourcing.

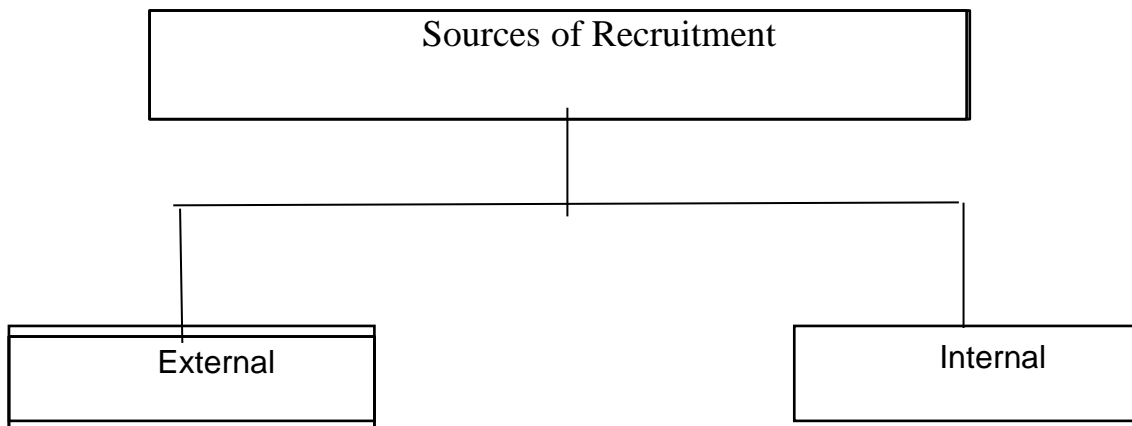2. Selecting few candidates amongst many for the position (Segregating).

3. Initial Screening & Selection.

3. Taking interviews and offering a candidate for the vacant position

Types of Recruitment Needs

Planned | Unexpected | Anticipated

SOURCE OF RECRUITMENT

Sources of Recruitment

External | Internal

External Source of Recruitment

"It is the process of recruiting the people outside the organization; though it is time taking and cost incurring, new talents can be found for the organization, which helps in maintaining the balance in a firm"

The external recruitment sources are:

1. Newspaper or Television or Radio Advertisement.

2. Consultancies.

3. Wanted Signboards.

4. Campus Recruitment,

5. Search on Job Boards or Internet.

6. Job Fair.

7. Referrals.

Internal Source of Recruitment

"It is the process of searching and filling the vacant position of

the organization internally (within the organization)".

It is time as well as cost saving.

The internal recruitment sources are:

1. Transfers.

2. Promotions.

3. Ex-employees.

4. Circulars.

5. Intranet and Advertisement.

6. Employee Referral.

STAGES OF RECRUITMENT

1. Pre- recruitment.
2. Post- recruitment.

There are various steps in **pre-recruitment**, and they are as follows:

➢ Sourcing the profiles of the position.

➢ Screening.

➢ Arranging an interview for the candidates.

➢ Conducting the interview. It consists of various rounds-

- Aptitude Test (CBT),

- Group Discussion,

- Personal Round,

- Technical Round,

- HR round and

- Managerial round.

Similarly, **Post-recruitment** also has certain steps:

- ➢ Selection of candidate,

- ➢ Issuing offer letter,

- ➢ Completing the joining formalities,

- ➢ Induction program,

- ➢ Internal System and Email ID creation,

- ➢ Issuing ID cards and visiting passes and

SELECTION CRITERIA

1. Education & Specialized Skills.

2. Experience in any organization.

3. Physical Characteristics of the candidate.

4. Personality / Behavioral Characteristics of the candidate.

METHODS OF SELECTION

1. Aptitude Test - TCS National Qualifier Test (NQT)

   - Technical Positions

        o Personal interview.

        o Written technical / coding test on Java, .Net, SQL, HTML.

   - Non-Technical Positions

2. Interviewing the candidate.

3. Salary Negotiation.

4. Gathering Information for Background Verification of candidate.

5. Onboarding.

COMPANY PROFILE

- **Tata Consultancy Services** is an IT services, Consulting and Business Solutions Organization that delivers real results to global business, ensuring a level of certainty no other firm can match.

- TCS offers a consulting-led, integrated portfolio of IT, BPS, Infrastructure, Engineering and Assurance services.

- This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development.

- A part of the Tata group, India's largest industrial conglomerate,

- TCS has over 3,00,000 of the world's best-trained consultants in 46 countries.

- The company generated consolidated revenues of US $26 billion (1.96 lakh crores INR) for year ended March 31, 2021, and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

- TCS has its Headquarters based in Mumbai, India.

For more information, visit at www.tcs.com

<u>Core Values</u>

Tata's has always been a values-driven organization. These values continue to direct the growth and business of Tata companies.

The five core Tata values underpinning the way we do business are:

- **Integrity**

We will be fair, honest, transparent and ethical in our conduct; everything we do must stand the test of public scrutiny.

- **Responsibility**

We will integrate environmental and social principles in our businesses, ensuring that what comes from the people goes back to the people many times over.

- **Excellence**

We will be passionate about achieving the highest standards of quality, always promoting meritocracy.

- **Pioneering**

We will be bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.

- **Unity**

We will invest in our people and partners, enable continuous learning, and build caring and collaborative relationships based on trust and mutual respect.

Mission

At TCS, we go beyond helping businesses transform through technology.

We help them make a meaningful difference, translating their aspiration into reality.

Tag Line

"Building on Belief"

Tata Consultancy Services is an Indian multinational information technology services and consulting company headquartered in Mumbai.

Below is the company profile of TCS

Industry	Information Technology Consulting & Outsourcing
Founded	1968; 54 years ago
Founder	Tata Sons
Headquarters	Mumbai, Maharashtra, India
Area served	Worldwide
Key people	Natarajan Chandrasekaran (Chairman) Rajesh Gopinathan (MD & CEO)

SWOT Analysis of TCS

Online Job Application Process of TCS

1. **Whosoever candidate is interested to apply for job must visit TCS website (https://www.tcs.com)**
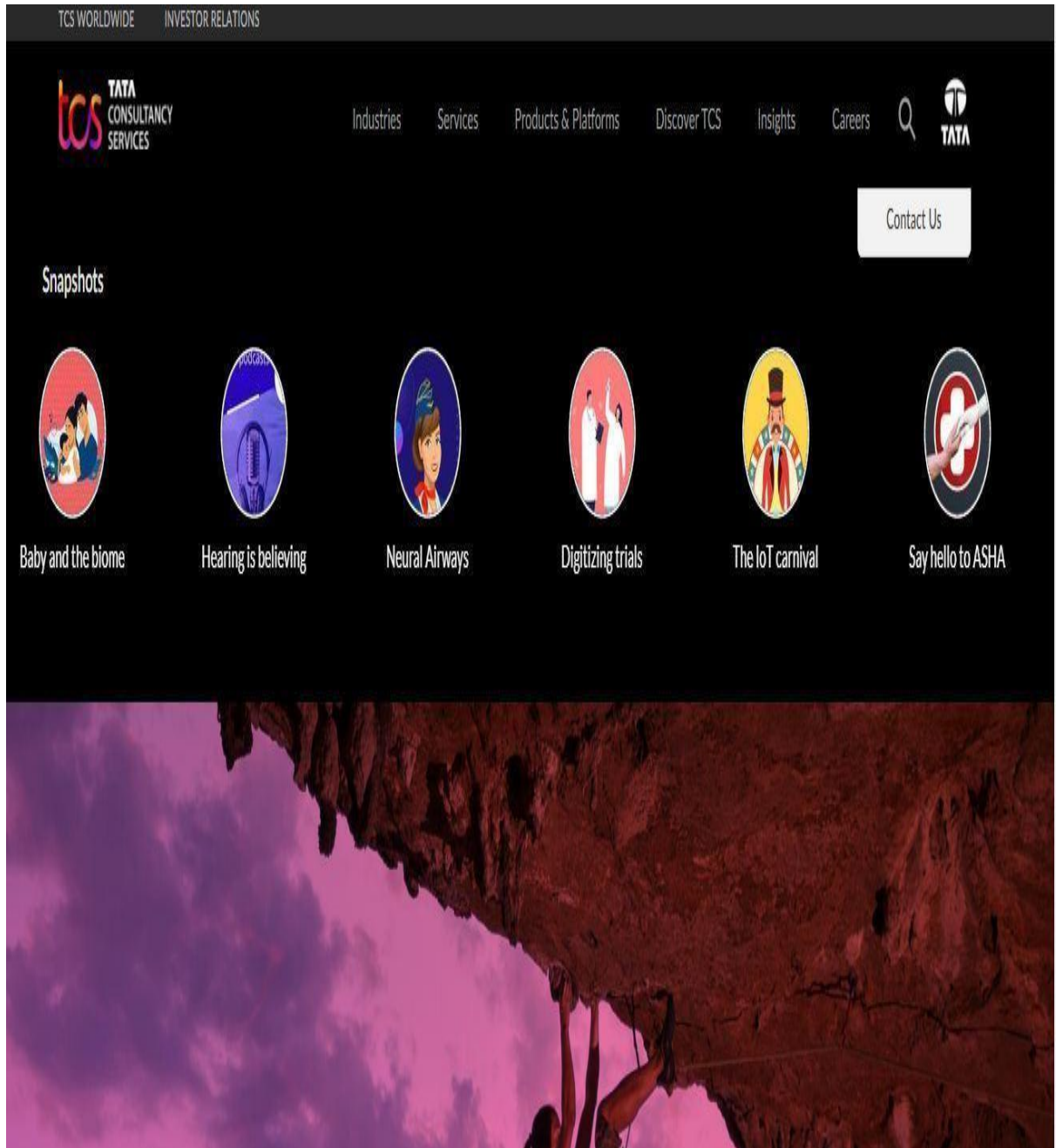
2. Candidate has to visit Career Section of TCS website (https://www.tcs.com/careers)

3. **TCS portal will re-direct to their I-Begin portal where candidate can search job, according to his / her domain or expertise, location, etc.**

4. **Next step is candidate has to create his own account / Sign Up on portal**

Create a Profile with TCS Careers

Already have an account ? Login

Area Of Interest *

Select

Email Address *

Email Address

Password *

Password

Confirm Password *

Confirm Password

Some Instructions

- A candidate who has been rejected by TCS in the past three months, cannot re-apply.

- For any queries or assistance, please write to us at careers@tcs.com.

- Please be careful while filling the profile information.

- The information provided here will be considered throughout the application process.

- Your resume would be considered for either our IT & IT-IS Operations or for our BPS operations, basis your choice of the Area of Interest specified here.

5. After creating account candidate has to login to his / her account. Then search the jobs available and apply for it directly.

Jobs at TCS

4 Jobs Found.

Enter comma-separated keywords to find suitable jobs.

Email me jobs like these

Job Title	City	Function	Experience	Apply By
Job Title	Nagpur,	Select	Select	Filter Jobs

☑ Regular Jobs ☑ Walk In Drives

Reset

| PTP/RTR/SCM | Nagpur | Business Process Services | 2-11 years | 30-Jun-2022 |

☆ F2A R2R | F-Accounts Payable | Master Data Management (MDM)

| Manager - US Retirement/... | Nagpur | Business Process Services | 8-12 years | 31-May-2022 |

Insurance

2. As soon as candidates applies for any position, their job application directly reaches to Talent Acquisition Team (TAG) of TCS.

- Recruiters receive a large number of resumes in a day which includes candidates who do not match the required skill set mentioned in the job description and it takes recruiters a lot of time to go through these resumes and shortlist candidates suitable for the opening. Processes which can scan through multiple resumes in a few hours and look for keywords to find the set of best suitable candidates can help reduce efforts.

- During interviews and engagements recruiters waste time with candidates who are not actively looking for jobs. AI can help in identifying active job seekers by factors such as profile updated date, activity details, time spent on portal, number of times the candidate has logged in to the portal and so on.

- Implementing scheduling assistants can help shortlisted candidates view their respective hiring manager's calendar and schedule/reschedule interviews as per the interviewer's availability. By doing this the time spent by recruiters in coordinating with interviewers and interviewee is saved.

- Application Tracking System (ATS) can be used to track the status of multiple applications by various stakeholders which could help them in decision making in such a way that if the turnaround time is too high then those processes can be eliminated.

- Dashboards and reports can be used to understand which jobs require more time to hire, and analysis on the same can be done to find the root cause of it which can eventually result in processes being modified or revised for better performance and higher results.

- With the help of automation in recruitment, business rules can be set in the HRMS system and jobs can be posted simultaneously on various portals. Recruiters need not post the openings manually, and a lot of time invested on this activity could be saved. Even the postings can be removed with the help of rules set through automation.

- In-built salary recommendation feature can help recruiters compare salaries of various employees in same group/department, and eventually recruiters can decide the salary range applicable for a set of positions. The salary suggestion can also take into account the amount of budget allocated for new hires in case such data is provided.

- Systems to be designed to automatically fill the required onboarding forms from uploaded copies of candidates resume/mark sheets/identifications proofs after which the candidate should be asked to just verify the data hence reducing the efforts of correcting any manual mistakes made by candidates and verification is easier for HR teams.

- Analysis can be done on the surveys filled by new hires based on which analytical tools can recommend suggestions on processes that can be improved/revamped or even find processes which are good and the reason why they are good. For example, trainings can be recommended, or buddy mentor programs can be implemented to help new joiners get acquainted with their roles and responsibilities.

- While it is important to have processes in place which save time for recruiters and which will eventually help the organization to save costs spent on the lengthy processes, it is also very crucial to have a balance of human intervention and automation in complex HR processes otherwise there could be chances of mistakes.

Sample of Job Description
Role - Senior IT Project Manager

Qualifications and Experience:

- Able to effectively manage concurrent projects and multi-task.

- Responsible for assembling project team, assigning individual. identifying appropriate resources needed and developing schedules to ensure timely completion of project.

- Collaborate with functional leaders to establish project initiatives, objectives, success criteria and scope.

- Develops detailed work plans, schedules, project estimates, resource plans, and status reports.

- Creates and maintains essential project documentation, such as Communication Plan, Risk Management Plan, Roles/Responsibilities Matrix and Issues Log.

- Working knowledge and involvement with the life cycle of data conversion and data transformation projects along with reconciliation and best practices to ensure data quality standards are maintained.

- Ability to identify and impediments to drive completion of various milestones while effectively managing expectations.

- Able to manage resources in a cross-functional environment and proactively coordinate resource allocation and all necessary testing with project team members including the business.

- Conducts project meetings and is responsible for project tracking.

- Establishes positive relationships with business customers & provides recommendations to improve process efficiencies.

- Actively manages risks and issues for assigned projects and when necessary, escalates issues to management's attention for guidance.

Job Requirements include:

- 7-10 years of IT Project Management experience.

- BA / BS Degree with preference towards Business, Computer Science, or Information Systems

- Must have excellent Project Management skills with a proven track record in delivering projects on schedule and within budget.

- Must have good business acumen.

- Has practical hands-on experience with RPA (Robotic Process Automation) tools around data entry and report generation.

- Must have a customer focused attitude in dealing with internal and external customers.

- Must have strong verbal and written communication skills with excellent problem-solving skills.

- Must have proficiency in Microsoft Project or Smartsheet, Word, Excel, and MS Teams

Additional considerations:

- Project Management Professional (PMP) or PMI certification

- Work experience in a PEO (Professional Employer Organization)

- Familiar with Microsoft TFS and Azure Dev OPS

End to End Recruitment Life Cycle Practiced by TCS

As soon as Job Description is received from IT team leaders, project managers.

TCS recruitment team, will do analysis of skills and experience required.

- In next step, recruiter will make a search string.

- Search string helps recruiter to source relevant candidates on ATS & Job boards.

("Project manager" or "IT project manager" or ITPM or PM) and (PMP or "project management professional")

"A search string is a combination of keywords, truncation symbols, and Boolean operators you enter into the search box of a library database or search engine"

- Now recruiter will login to any of the job board, like Naukri.com, Monster.com by using above search string, they can source relevant candidates and speak to them regarding available job opportunity.

- If the candidate is interested, then recruiter will share job description and ask availability to schedule an interview.

- According to the TCS panel availability, TCS will either conduct video or telephonic interview of candidate.

- If he / she clears; then next discussions like HR round, Salary discussion, Etc. will be conducted.

- After salary finalization, formal offer letter is presented to candidates by TCS.

- Once he/she accepts it, their background verification is started which is monitored by 3rd party verification agency.

- Once background verification is cleared then candidate gets onboard for selected project.

LITERATURE REVIEW

Literature Review

By Dr. RACHANA C [January 2019]

Recruitment & selection is a process that enables us to manage and lead people in our organization. It is helps to know the capacity of the organization to take part in few key events. It alsohelps in understanding the workforce sources in an organization, in order to understand the competitive advantages. Although all employees won't engage, it is proved that most of the employeesutilize this methods and process. Managers usually wont encourage employees for discussion and the problem arises here.Employees are blamed for the failures in the process, instead of knowing the weakness in the techniques, methodology, practices and the process which has errors. All the errors are not because ofthe methods, few are due to the human errors and decisions. It actually depends on the new candidate hired, their potentiality and their effectiveness in aiming for the organizational goal.

Reduces Labor Turnover & Better Employee Morale are effective results of R & S process. Ineffective recruitment is loss to both candidate and the organization, as it is waste of time and money (The employeemight leave the organization). Recruitment process involves valid practices. Generally, Managers wait for the feedback from their sub-ordinates (Line Managers) to have an idea about incubation period and procedures to find out the mistakes and rectify it. Most of the firm do not consider labor turnover. Selection process follows traditional methods which consist of interviewing, testing, assessment, application forms, references and few more. Selection process has both its merits and demerits. The best Selection technique is the one which haseffective reliability and validity.

By JOY O EKWOABA, UGOCHUKWU U IKEIJE, [2015]

It explores the utilization of Fidelity Bank for the R & S process for convergence for exploring its effects of organization. When a survey was conducted many enlisted factors came out and uncovered choice criteria was out, which made an impact on the capital of the organization and also on association executive. As many difficulties solved by the association executive, the R & S criteria become stronger and better, utilizing all resources in the organization.

By Ms. G. KARTHIGA, Dr. R. KARTHI & Ms. P. BALAISHWARYA [April 2015]

Recruitment is the process of identifying and searching potential workers and enhancing their skills and empowering their employments. Determination is the key factor, through which the organization classify their employees. They select the candidate who has meet the organizational goals with all conditions applied without any restrictions. Hence it is suggested to follow all kinds of recruitment strategies for selecting the best candidates for the vacant positions and also to enhancing the performance.

By, Dr. SALITHA JARDAT [2014]

The key factor that drives the Human Resources is R & S process, which has inspired many associates. For better conclusive results, productive recruitment, and selection are used.

By, MAVIS ADU-DARKOH [June 2014]

The Ultimate aim of R & S is to accomplish the objective of human asset administrative work, which is fundamentally set up on execution of associationin the organization.

TERMINOLOGIES

Terminologies

- **Information technology (IT)** - is the use of any computers, storage, networking and other physical devices, infrastructure, and processes to create, process, store,secure and exchange all forms of electronic data.

- **ATS** - An applicant tracking system (ATS) is software for recruiters and employers to track candidates throughout the recruiting and hiring process.

- **RaaS** - Recruiting as a Service

- **R&S** – Recruitment and Selection

- **SWOT -** SWOT stands for Strengths, Weaknesses, Opportunities, and Threats.

- **Job Boards –** Job boards are the websites that deals specifically with employment or careers.

- **Gross value added (GVA)** - In economics, gross value added is the measure of the value of goods and services produced in an area, industry, or sector of an economy.

OBJECTIVES

<u>Objectives of Study</u>

- The objective of the study is to understand the current Recruitment and Selection process carried out in Information Technology (IT) giant, Tata Consultancy Services.

- The strategies & sources used by the organization to retain their top performing, loyalemployees and attract new talents, inside and outside of the organization.

- Feedback collection to improve standards of IT recruitment practices (SRP)

SCOPE OF STUDY

Scope of Study

- This study speaks about the R & S process practiced by Tata Consultancy Services detailed description of R & S process is studied and reported.

- It also analyses the ethical practices followed by Tata Consultancy Services.

- This study compares the R & S process followed by Tata Consultancy Services, with the actual/standard R & S process carried out in big IT organizations.

NEED OF STUDY

<u>Need of Study</u>

- To fix the gap between the current and latest techniques, methods and procedure used for the R & S and to identify relationship between them and to adapt the new changes in the markets, to perform well and increase the client satisfaction.

- To hire right person for suitable positions.

RESEARCH METHODOLOGY

Research Methodology

Research-Design is a process in which information is collected and analyzed, to provide solutions for the problem. It is a method used to find solutions for questions asked in research. There are 4-types of Research Design, namely:

1. Descriptive Research Methodology,

2. Correlational Research Methodology

3. Experimental Research Methodology.

4. Causal- Comparative Research Methodology.

Research Methodology is systematic method which is used to collect information about a particular topic and to do detailed study on that topic.

Data Collection:

Questionnaires is the primary data collection source and through articles, books, company website. Secondary data collection has been carried out through Google forms.

Research tool:

Research tool is an instrument or means through which the research is carriedout.
Example: - Surveys, Questionnaires, etc.

RESEARCH DESIGN

The type of research design used in this study is "**Descriptive Research**".

Descriptive research design involves summarizing and organizing of the data sothat they can be easily understood.

The main purpose of this descriptive statistics is to provide a summary of the samples.

This generally means that the descriptive statistics is not developed based on probability theory.

HYPOTHESIS

Recruitment policies must be effective and efficient. These policies should meet the objectives of an organization.

1)   **Null Hypothesis (H0):** The respondents are not satisfied with current recruitment & selection practices in TCS.

2)   **Alternative Hypothesis (H1):** The respondents are satisfied with current recruitment & selection practices in TCS.

- Recruitment & Selection practices used in TCS is more efficient, economic and time saving.

- Recruitment is an important activity for searching the right talent for improvement of overall business organization.

RESEARCH METHODOLOGY

DATA SOURCE

1) **Primary data**: - Primary data was collected from the self-designed Questionnaire that was filled by employees of the TCS using Google Forms.

2) **Secondary data**: - It is gathered from the internet, journals, past records, etc.

PLAN TO WORK

1) Study various journals on Recruitment & Selection practices.

2) Survey on employee's experience during recruitment & selection in TCS through Google form.

3) Analysis of data analysis and interpretation.

4) Conclusion.

Sample Size

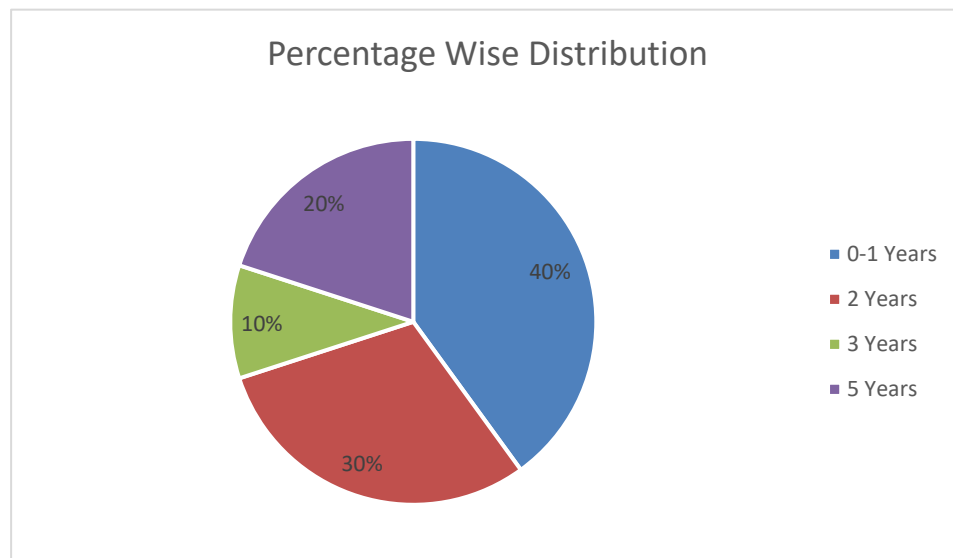The sampling size undertaken for this research is 50 employees of the Tata Consultancy Services.

DATA ANALYSIS
&
INTERPRETATION

Data Analysis & Interpretation

1. Duration of Employee working in the recruitment team of TCS.

Duration (In years)	No. of Employees	Percentage wise Distribution
0-1 Years	20	40%
2 Years	15	30%
3 Years	5	10%
5 Years	10	20%
Total	50	100%

Inference:

It is very clear from the above table that 40% of the employees have worked for 0-1 year. 30% of them have served 2+ years.

10% of them have served 3+ years and

20% of them have worked for 5+ years in the organization.

Interpretation:

The above data tells that majority of the employees working in the recruitment team are between 0-1 years.

2. Job boards used by the HR team in TCS for recruitment.

Job Boards	Users	Percentage wise distribution
Naukri	10	20%
Dice	20	40%
LinkedIn	10	20%
CareerBuilder	5	10%
Monster	5	10%
Total	50	100%

Types of Job Boards
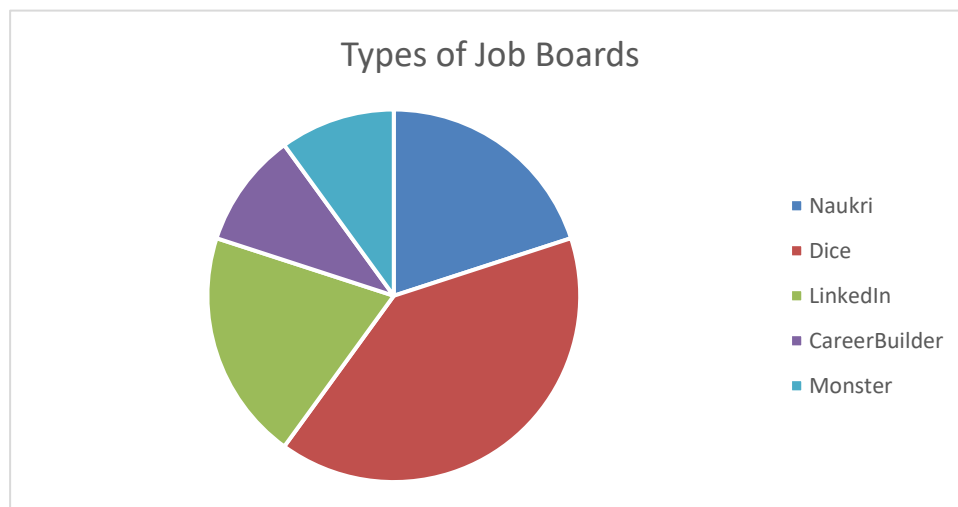
Inference:

From the above table we can say that 20% use Naukri, 40% use Dice, 20% use LinkedIn, 10% use CareerBuilder and 10% use Monster for hiring employees using websites or job portals.

Interpretation:

Dice is the job portal majorly used by the organization to source candidate when compared to other job boards. Naukri & LinkedIn are at secondary board used for sourcing. These websites help in identifying and selecting the potential candidates.

3. **Are real time, right candidates available on the ATS & Job Portals as per job description**.

Particulars	Number of respondents	Percentage
Yes	35	70%
No	10	20%
Sometimes	5	30%
Total	50	100%

Availbility of Right Candidates

- Yes
- No
- Sometimes
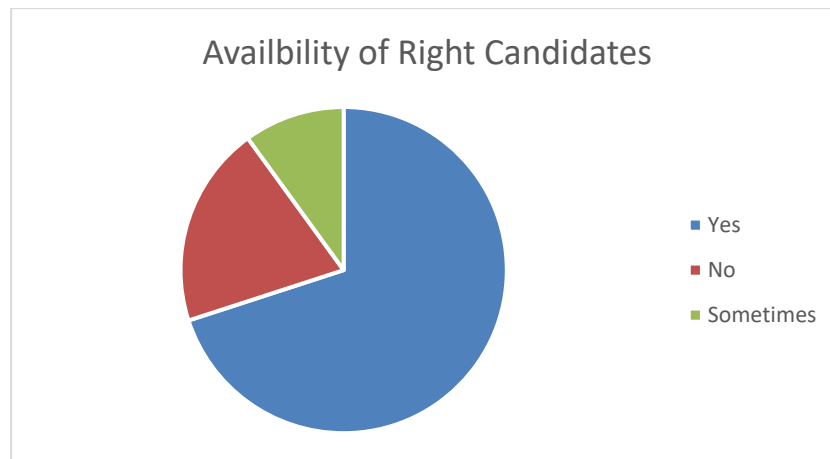
Inference:

From the above table 70% of the recruiters thinks that eligible candidates are available on job boards, 20% thinks opposite and remaining 10% of thinks, by chance they get real time fit candidates as per job description.

Interpretation:

70% recruiters of the organization say job board's helps in identifying and selectingthe potential candidates.

4. According to HR team present R&S procedure followed by the TCS is as per the global standards?

Particulars	Number of respondents	Percentage
Yes	40	80%
No	5	10%
Require changes	5	10%
Total	50	100%

R&S Standards Used

- Yes
- No
- Changes Required
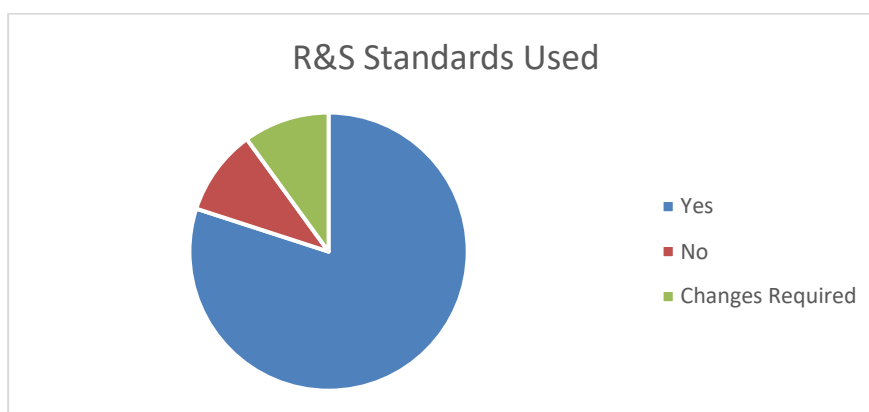
Inference:

From the above table 80% of HR team has stand that R&S procedure is as per standard. 10% thinks opposite and remaining 10% thinks changes are required.
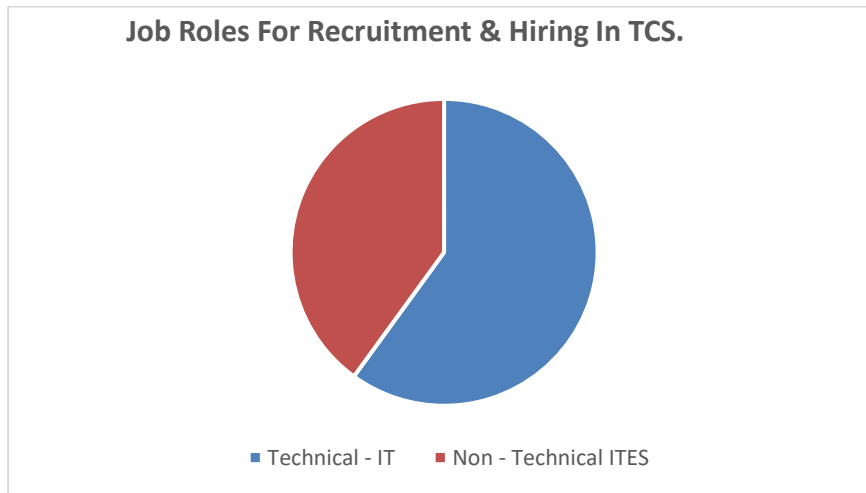
Interpretation:

80% of team has a stand the current R&S procedure is as per the client standards.

5. Category wise focus on the job roles for Recruitment & Hiring in TCS.

	Number of Respondents	Percentage
Technical - IT	30	60%
Non - Technical ITES	20	40%
Total	50	100%

Job Roles For Recruitment & Hiring In TCS.

■ Technical - IT   ■ Non - Technical ITES

Inference:

From the above table 60% of current focus of R&S hiring is for IT positions and 40% is on Non - Technical ITES job roles.

Interpretation:

60% of current focus of R&S hiring is for IT positions for serving the clients.

6. Types of interview conducted by TCS for recruitment.

Type of Interview	Number of Respondents	Percentage
Structured Interview	40	80%
Unstructured Interview	10	20%
Total	50	100%

Types of interview

■ Structured Interview ■ Unstructured Interview
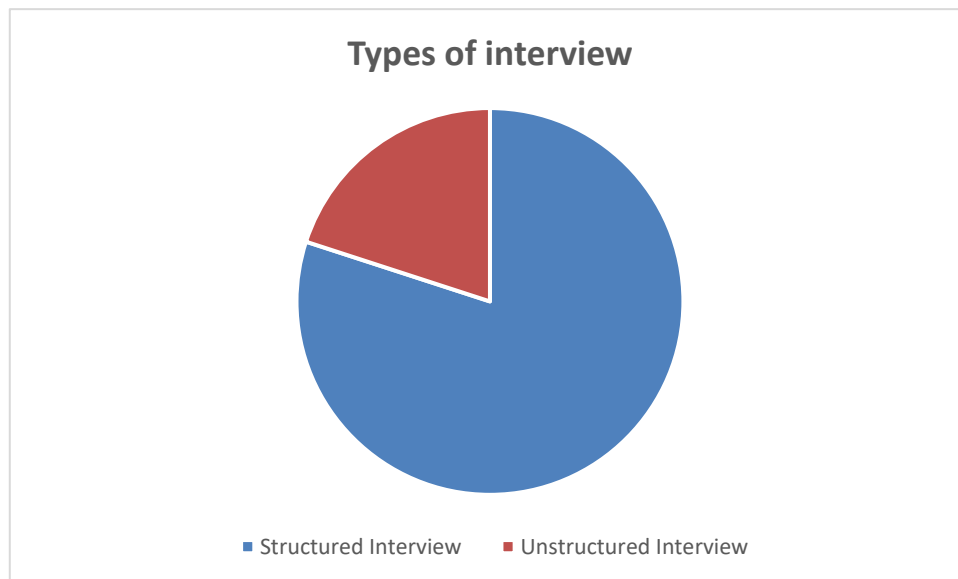
Inference:

From the above table 80% structured interview type is used and 10% is on Unstructured Interview.

Interpretation:

80% of current selection is done using structured interview.

7. Methodology used for recruitment in TCS.

Recruitment Methodology	Number of Respondents	Percentage
E-Recruitment	30	60%
Campus Hirings	20	40%
Total	50	100%

Recruitment Methodology

■ E-Recruitment ■ Campus Hirings
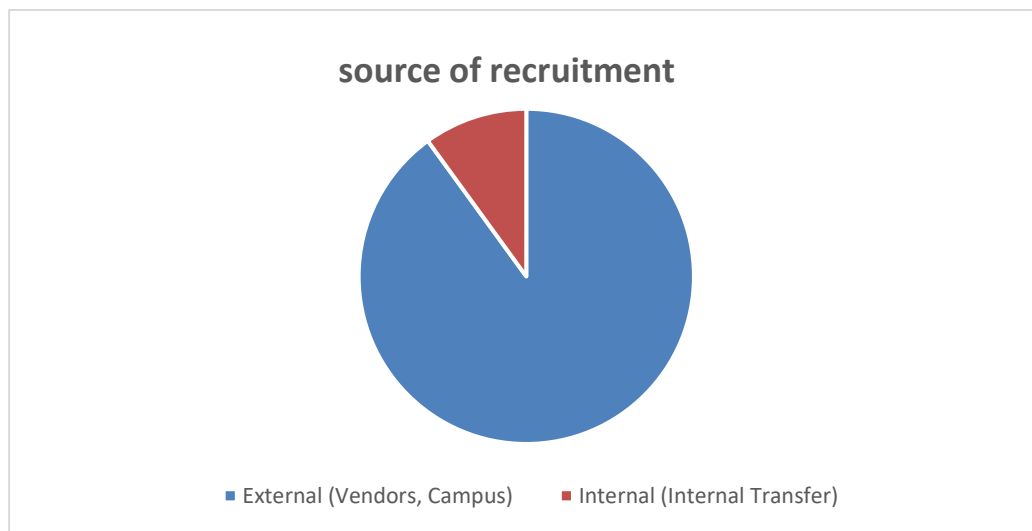
Inference:

From the above table 60% recruitment is done through E-Recruitment and 40% is through campus hirings at colleges, education institutes, etc.

Interpretation:

60% recruitment is done through E-Recruitment in TCS.

8. Which is the source of recruitment method TCS uses for hiring?

Source of Recruitment	Number of Respondents	Percentage
External (Vendors, Campus)	45	90%
Internal (Internal Transfer)	5	10%
Total	50	100%

source of recruitment

■ External (Vendors, Campus)   ■ Internal (Internal Transfer)

Inference:

From the above table 90% source of recruitment is External and 10% is through

Internal Source.

Interpretation:

90% recruitment is done through External sources like vendors, campus TCS

9. Do TCS really follows the ethical practices for recruitment.

Ethics Practiced in Hiring	Number of Respondents	Percentage
Yes	45	90%
No	5	10%
Total	50	100%

Ethics Practiced in Hiring

■ Yes ■ No

Inference:

From the above table 90% TCS employees says ethics are practiced during hiring and 10% finds some inaccuracy in system.

Interpretation:

90% recruitment is ethically done in TCS.

FINDINGS

Findings

1. The company follows standard recruitment procedure and leverages multiple job boards to source best talents available in job market.

2. The R & S process, methods and practices followed in the company gives positive outcomes as per client's expectations.

3. Availability of more experienced resources increases overall productivity of the team and helpful in guiding freshers.

6. The ultimate objective of conducting interviews, R & S process is to find new talents for fulfilling client requirement of hiring right resource.

CONCLUSION

Conclusion

- Managing the organization efficiently is possible by the standard organizational as well as HR policies. It also helps in leading company.

- Utilization of fair, valid and reliable R & S process helps in improving the business by the point view of competitive job market.

- Identifying the strengths and weakness of the employee is very essential for organizational growth, as it will inversely affect the overall performance of the organization.

- Few positive changes in the R & S process can help company to grow.

- Talented employees are retained, and new talents are hired for the job to meet the client expectations and project demand.

- Training & development activities can be conducted to enhance the skills of the employee.

- Above study, says many employees working in the organization are quite happy with standard of R & S practiced by TCS.

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