

SUMMER INTERNSHIP REPORT

“RECRUITMENT AND SELECTION PRACTICES IN INFORMATION TECHNOLOGY DOMAIN”

Submitted to:
DMSR,
G.S. College of Commerce & Economics, Nagpur.
(An Autonomous Institution)

Affiliated to:
Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

Submitted by:
Mr. Pratik Sushil Mohabansi

Company Guide:
Mr. ManishSingh Chouhan

Faculty Guide:
Prof. Kamlesh Thote

Department of Management Sciences and Research,
G.S. College of Commerce & Economics, Nagpur.
NAAC Accredited “A” Grade Institution
Academic Year 2021-22





CERTIFICATE

This is to certify that the investigation described in this report titled

**“Recruitment And Selection Practices In Information
Technology Domain”**

has been carried out by

Mr. Pratik Sushil Mohabansi

during the summer internship project.

The study was done in the organization, **Ztek Consulting Inc.** in partial fulfillment of the requirement for the degree of Master of Business Administration of **DMSR, G.S. College of Commerce & Economics, Nagpur** Affiliated to **R. T. M. Nagpur University, Nagpur.**

This work is the own work of the candidate, complete in all respects and is of sufficiently high standard to warrant its submission to the said degree. The assistance and resources used for this work are duly acknowledged.

Prof. Kamlesh Thote

(Faculty Guide)

Dr. Sonali Gadekar

(MBA Coordinator, DMSR)

CERTIFICATE



Date: 28/12/2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Pratik Sushil Mohabansi**, a student of MBA 2nd Year, Sem-III, Department of Management Sciences & Research, G. S. College of Commerce & Economics, Nagpur has successfully completed his Summer Internship Program from 8th November 2021 to 27th December 2021 under our guidance. During the period of his internship, he was found punctual, hardworking, and inquisitive.

We wish him/her every success in life.

For Ztek Consulting Inc BO

A handwritten signature in blue ink, appearing to be 'Pratik Sushil Mohabansi', written over a horizontal line.

Authorised Signatory



ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project in “**Ztek Consulting Inc**” and I am sincerely thankful to them for providing this opportunity to me.

I am thankful to “**Mr. ManishSingh Chouhan**” for guiding me through this project and continuously encouraging me. It would not have been possible to complete this project without his / her support.

I am also thankful to all the faculty members of Department of Management Sciences and Research, G S College of Commerce and Economics, Nagpur and particularly my mentor “**Prof. Kamlesh Thote**” for helping me during the project.

I am thankful to the Principal of G.S. College of Commerce and Economics, Nagpur, “Dr N.Y. Khandait” and to the Dean of DMSR, “Mr. Anand Kale”

Finally, I am grateful to my family and friends for their unending support.

Pratik Sushil Mohabansi

Index (Table of Contents)

Sr. No.	Particulars	Page No.
1	Introduction	6 – 22
2	Company profile	23 – 40
3	Terminologies	41
4	Objective of study	42
5	Scope of study	42
6	Need of study	42
7	Contribution during SIP	43 – 44
8	Limitations	44
9	Journal Review	45 – 47
10	Research methodology	48 – 51
11	Findings	52
12	Conclusion	53
13	Bibliography	54 – 55

Introduction

An internship is a trained and supervised experience in a professional setting in which the student is learning and gaining essential experience and expertise. Internship is meant for introducing candidates either full-time or part-time to a real world experience related to their career goals and interests. It may, but does not have to be related connected to one's academic major or minor. Internships can be done during the academic semester and or summer depending upon the spacedout curriculum. There are several varieties of internship: some are paid some are not and some offer credit towards post-graduation.

An internship is a way to determine if the industry and the profession is the best career option to pursue. Interns not only gain practical work experience in a field that intend to pursue but also build experience in local, national and international platforms.

It also assists students in making informed career decisions. Through daily activities and interpersonal interactions, interns are able to gather valuable information about their field. They also get a chance to evaluate their own strengths and preferences before they formally enter the job market. Such information can be helpful in deciding if they have made the right career choice and can reinforce doubts or resolves relating to their career goals.

Internships may present a potential for an offer of full time employment. Professional work experience is the most beneficial advantage that can be acquired by completing an internship for students or fresh graduates, having this work experience on their resume can be the best way to get the foot in the door. This can result in more job offers as compared to individuals who lack such work experience.

Objectives of Internship

The main objective of the internship course is to facilitate reflection on experiences obtained in the internship and to enhance understanding of academic material by application in the internship setting. Internships will provide students the opportunity to test their interest in a particular career before permanent commitments are made. Apart from it is more important because:

1. Internship will develop employment records or reference that will enhance employment opportunities for students.
2. Internship will provide students the opportunity to develop attitudes conducive to effective interpersonal relationship.
3. Internship will provide students with an in-depth knowledge of the formal functional activities of a participating organization.

4. Internship programs will enhance advancement possibilities of post-graduates.
5. Internship will help the trainees to develop skills and techniques directly applicable to their careers.
6. Internship will provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.

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 customers around 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

IT industry and 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.

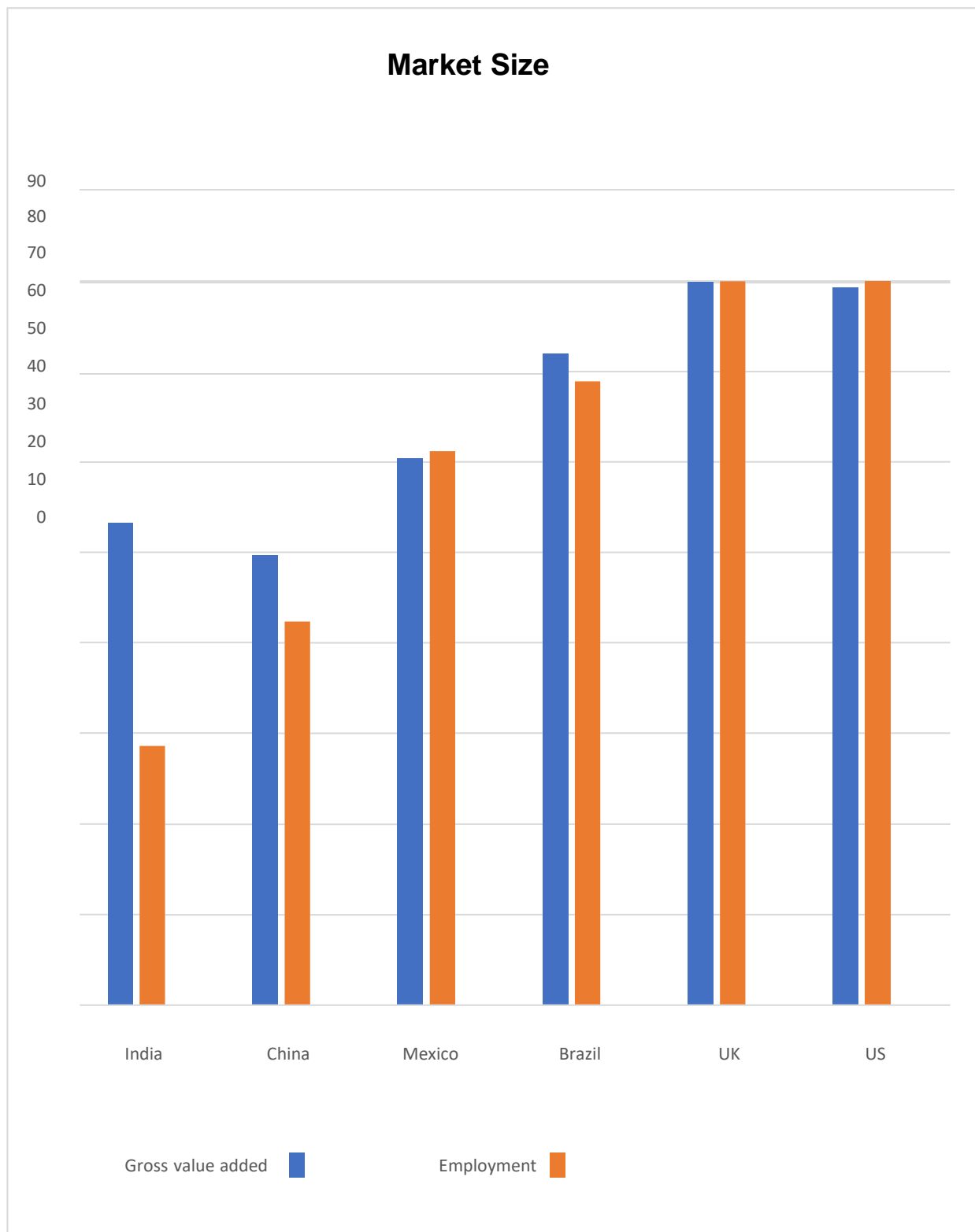
IT industry provides employment to many in India. There are some more benefits of IT industry, and they are FDI and exports 54.17 percent Gross Value has been included at present price in Indian Service sector. This sector is the key player for Indian economic growth.

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 IT Sector



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. At a high level, the goals are to locate and hire the best candidates, on time, and on budget.

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 the organization”

Selection is an 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 seekers to 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.

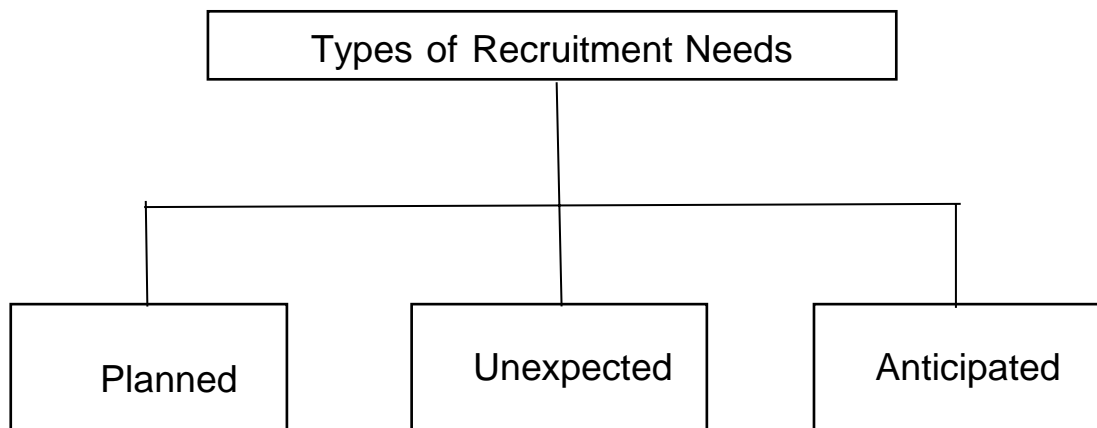
Whereas selection involves a more thorough examination of candidates where recruiters aim to learn every minute detail about each candidate, so they can choose the perfect match for the job.

4. 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.

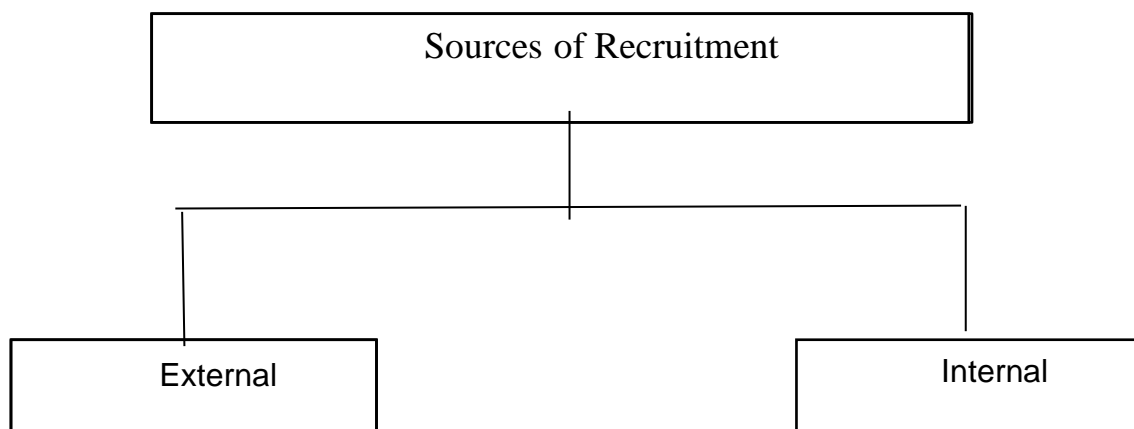
Selection involves a wide range of activities, which can be both time-consuming and expensive.

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. Screening & Selection.
 3. Taking interviews and selecting a candidate for the vacant position



SOURCE OF RECRUITMENT



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.

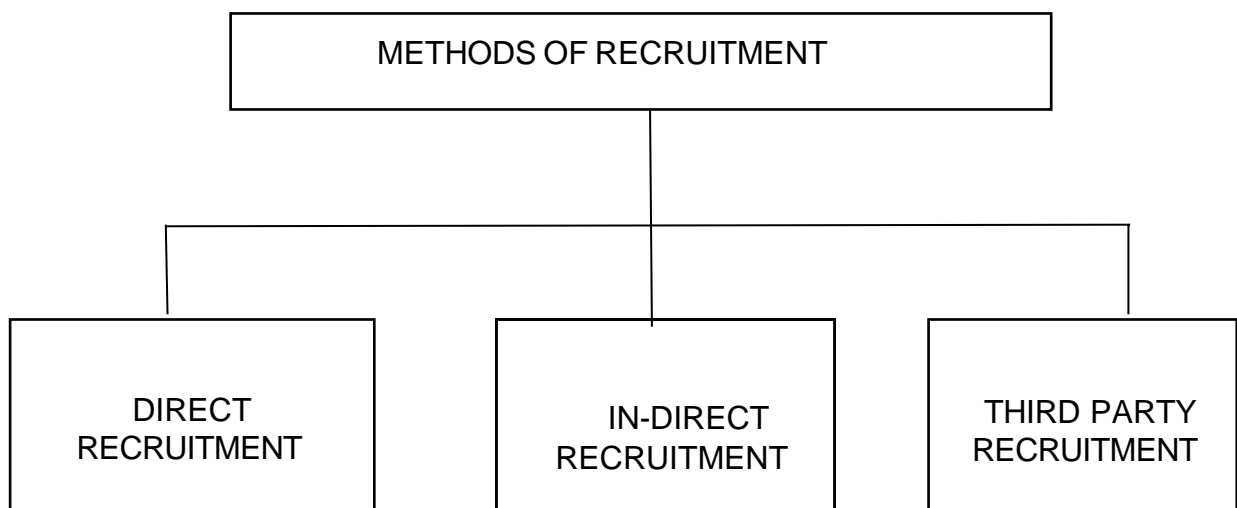
Internal Recruitment Sources

“It is the process of searching and filling the vacant position of the organization internally (within the organization)”. It is time saving 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.

METHODS OF RECRUITMENT



STAGES OF RECRUITMENT

There are two stages of recruitment,

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

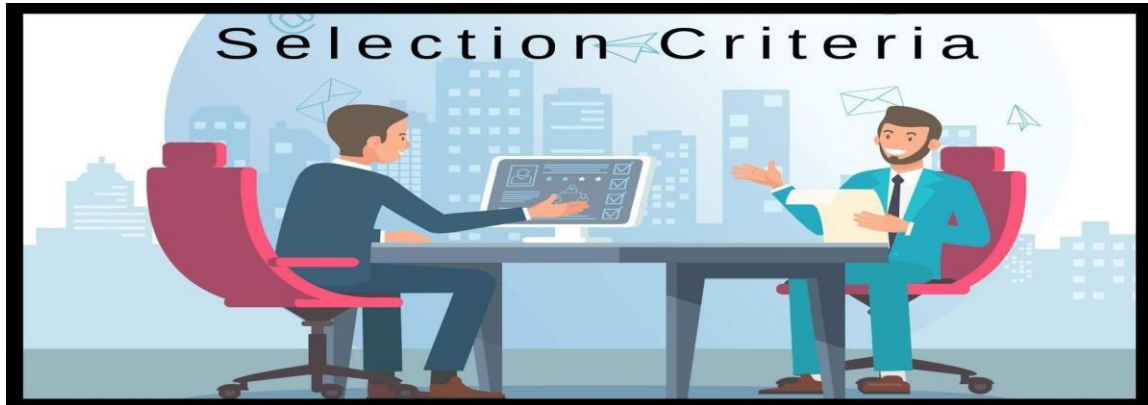
There are various steps in pre-recruitment, and they are as follows:

- Sourcing the profiles of the position.
- Screening.
- Informing the candidates about the interview.
- Arranging an interview for the candidates.
- Sending the interview call letter to the candidates.
- Conducting the interview. It consists of various rounds-
 - Aptitude,
 - 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.
2. Past Experience in any organization.
3. Physical Characteristics of the candidate.
4. Personality Characteristics of the candidate.

METHODS OF SELECTION

1. Testing (Aptitude) / Coding Test

- Technical Positions
 - Personal interview.
 - Written technical / coding test on Java, .Net, SQL, HTML and SDLC.

- Non-Technical Positions
 - Personal Interview.
 - Written test on Business Management topics.
- 2. Interviewing the candidate.
- 3. Gathering Information about the candidate / Background Verification.
- 4. Salary Negotiation.
- 5. Onboarding.

Company profile



Ztek Consulting Inc specializes in recruitment & recognized year-over-year for consistent record-breaking growth and employment. For more than 14 years now, they have successfully revolutionized the industry through the competency and character of their services.

Ztek's client-base is diverse, ranging from emerging technology companies to Global Fortune 500 powerhouses, covering a wide variety of industries.

Among these are

- Information Technology Services,
- Health Care,
- Financial Services,
- Aerospace and Defense, Government, Insurance,
- Consumer Packaged Goods, Retail,
- Manufacturing and Pharmaceutical.

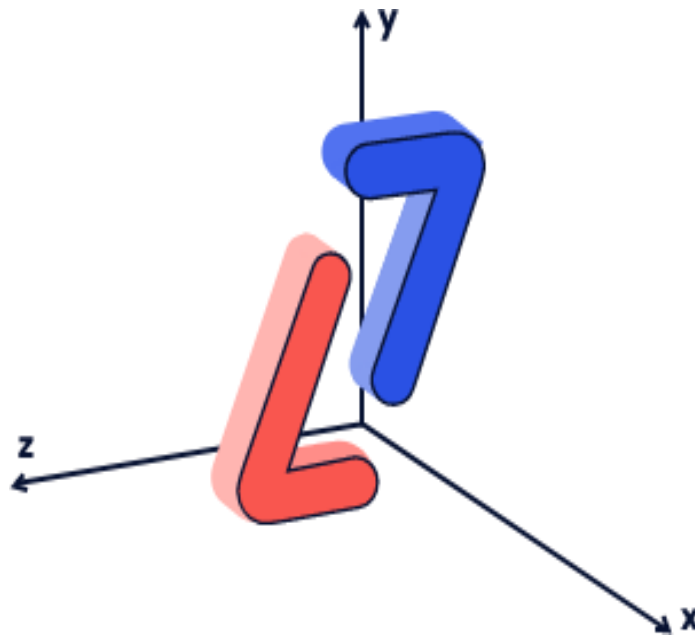
Ztek has its Headquarters based in Atlanta, Georgia in USA.

Ztek is among the fastest growing and most well-respected recruitment firms in the (USA) & India.

In India, Ztek has its presence in

- Nashik, MH,
- Nagpur, MH and
- Hyderabad, TS

Ztek's name is initiated by the letter "Z" signifying the third axis of the Cartesian coordinate system and that take pride in rendering the third dimension for the talent acquisition and consulting need of their clients.



Core Values

1. Trust

We are open, honest, direct, and trustworthy. We always will do as we say. We strive to be the partner of choice and the employer of choice.

2. Innovation

Constant creativity and adaptability in every aspect is core to our DNA. We seek to continually improve in our ideas, processes, and execution.

3. Urgency

We have a commitment to our clients and candidates to act with speed and focus.

4. Transparency

We treat people how we want to be treated. We strive for mutual respect and value the human element above all else.

Tag Line

“Talent Matters”

Mission

To bring human resource deployment & talent acquisition together as an integrated value proposition for clients.

Unique Selling Proposition (USP)

Ztek Consulting provides Recruitment as a Service ("RaaS")

Recruitment As a Service

Recruitment as a Service (RaaS) is a unique, effective approach to recruitment consulting.

Recruitment as a Service is at the heart of what we do and forms the basis of all our recruitment services.

It means that we only ever charge clients using billable hours, rather than using a percentage of the salary of the role we are filling.

This makes RaaS recruiting far more cost-effective for our clients.

We charge only for the time we spend sourcing great candidates and managing the recruitment process.

What impact does RaaS have?

Clients that have used RaaS model have sourced the highly skilled talent that they need in record time.

They have saved up to 75% compared to the fees charged by other agencies.

They have redirected recruitment budget surpluses into workforce development, retention and well-being initiatives.

They have freed up HR and Talent Acquisition teams to spend time on other important projects.

Recruitment as a Service has significant impacts in multiple key areas.

Ztek provides its RaaS to IT giant of India,
Tata Consultancy Services (TCS)



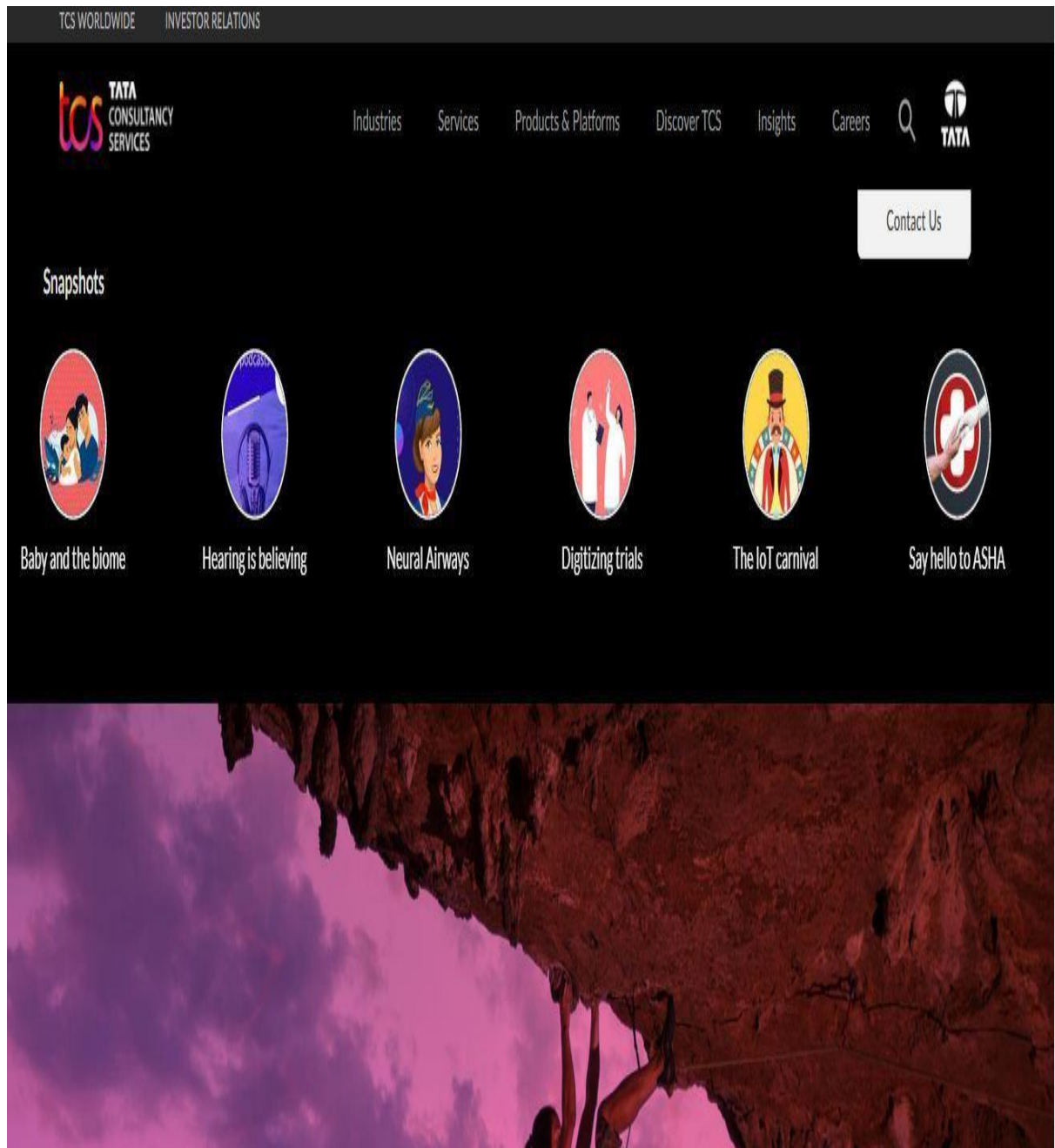
Tata Consultancy Services is an Indian multinational information technology services and consulting company headquartered in Mumbai.

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)

Recruitment & Selection in TCS

1. Whomsoever candidate is interested to apply for job has to 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.

TCS iBegin

My Saved Jobs Login EN

Creating smarter workspaces
in challenging times through
**Secure Borderless
Workspaces™**
#TheBigMove

26K Projects
successfully
delivered

Remote working enabled
for 95% employees

650+
Virtual HR Bays
connected over
150K employees

Ask RYA™

Enter Keywords Enter Location Select Search Jobs



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.





[Email me jobs like these](#)


 Job Title

 City

 Function

 Experience

 Apply By



Select


Select

Filter Jobs

Reset

☒ Regular Jobs


☒ Walk In Drives


 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

6. As soon as candidates applies for any position, their candidature directly reaches to Talent Acquisition Team (TAG) of TCS, but due to large number of applicants and limited bandwidth of In-house recruitment team.

TCS authorizes Ztek Consulting to conduct the recruitment activity as a part RaaS (Recruiting as a Service).

Ztek follows all Standard Recruitment Practices (SRP) which are as below,

- Conduct of Online Aptitude / Coding Test
- Screening of Candidate,
- Personal Round,
- Technical Round,
- HR round and Managerial round.
- Salary Negotiation.
- Background Verification.
- Final Onboarding for Project.

Example of job description with TCS for 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 and assistance in reaching a resolution.

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

Full life cycle recruiting practiced in Ztek Consulting Inc.



As soon as Job Description is received from the TCS, recruitment team, recruiter at Ztek Inc. will do analysis of skills and experience required.

- In next step, recruiter will make search string.
- Search string helps recruiter to source relevant candidates on job boards.

“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”

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

- Now recruiter will login to any of the job board, like Naukri.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 Ztek executives.
- Once background verification is cleared then candidate gets onboard for selected project.

Organizational structure of Ztek Consulting Inc.

Organizational hierarchy and Designations are in ascending order:

Top Management	Chairman Board of Directors Managing Director
Executive Level Management	Vice-President / Head of Operations/ Chief Investment Officer Senior Assistant Vice-President Assistant Vice-President
Mid Level Management	Manager Associate Manager Assistant Manager
Junior Level Management	Officer Junior Officer Trainee assistant Probationary Officer

SWOT Analysis of Ztek Consulting Inc.



“It is a technique undertaken to study the strength, weakness, opportunities and threats of the individual or an organization.”

STRENGTH

- Recognize their services in the Market or in the Real world.
- Information about the Client Company and Technologies.
- Their marketing strategies and promotion tools.
- Cost effective recruitment services for IT sector.
- Quick Turn Around Time (TAT)

WEAKNESS

- As Ztek is expanding their business, they are in short of employees.
- Very few clients are available, as they focus only on Fortune 500 companies across world.

- They lack skilled employees.

OPPORTUNITIES

- Utilization of latest technologies will help to attract customers from different streams apart from Fortune 500 companies.
- AI is currently trending, and they have chance to build their business, as their core is on AI (Artificial Intelligence).
- Long term relationship with the customers can help in getting more and more projects.

THREATS

- Competition from other recruitment companies.
- Managing & retaining the skilled talent.
- Controlling the Attrition rate.
- Changing Technologies.

<div style="text-align: center; font-size: 48px; font-weight: bold;">S</div> <div style="text-align: center; font-weight: bold;">STRENGTHS</div>	<div style="text-align: center; font-size: 48px; font-weight: bold;">W</div> <div style="text-align: center; font-weight: bold;">WEAKNESSES</div>	<div style="text-align: center; font-size: 48px; font-weight: bold;">O</div> <div style="text-align: center; font-weight: bold;">OPPORTUNITIES</div>	<div style="text-align: center; font-size: 48px; font-weight: bold;">T</div> <div style="text-align: center; font-weight: bold;">THREATS</div>
<ul style="list-style-type: none"> • Things your company does well • Qualities that separate you from your competitors • Internal resources such as skilled, knowledgeable staff • Tangible assets such as intellectual property, capital, proprietary technologies etc. 	<ul style="list-style-type: none"> • Things your company lacks • Things your competitors do better than you • Resource limitations • Unclear unique selling proposition 	<ul style="list-style-type: none"> • Underserved markets for specific products • Few competitors in your area • Emerging need for your products or services • Press/media coverage of your company 	<ul style="list-style-type: none"> • Emerging competitors • Changing regulatory environment • Negative press/media coverage • Changing customer attitudes toward your company <div style="text-align: right; font-size: 12px; font-weight: bold;">WordStream</div>

Terminologies

- **Intern** - the position of a student / trainee who works in an organization, sometimes without pay, to gain work experience
- **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.
- **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 deal 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.

Objective of Study

- The objective of the study is to understand the current Recruitment and Selection process carried out in Information Technology (IT) domain.
- The strategies used by the organization to retain their top performing, loyal employees and attract new talents, inside and outside of the organization.
- Feedback collection to improve standards of IT recruitment practices (SRP)

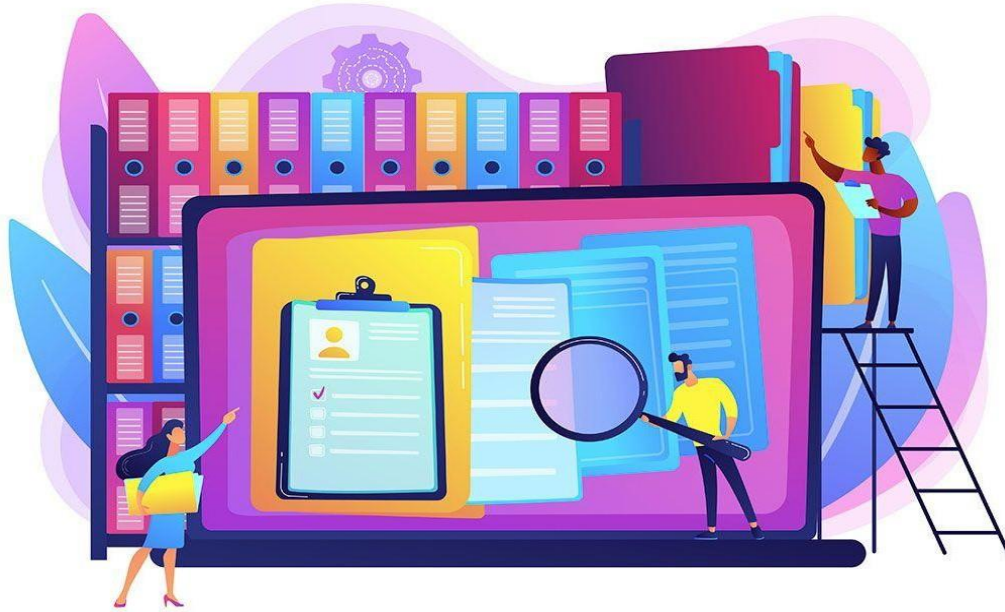
Scope of Study

- This study speaks about the R & S process practiced by Ztek Consulting Inc. detailed description of R & S process is studied and reported.
- It also analyses the ethical practices followed by Ztek Consulting.
- This study compares the R & S process followed by Ztek Consulting, with the actual/standard R & S process carried out in big IT organizations.

Need of Study

- 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, so as to perform well and increase the client satisfaction.
- These new techniques will help to, retain the talents and to remove the lazy employees.
- It helps in hiring right person for suitable positions in future.

My Contribution During SIP



- **Recruitment:** Assisted in End-to-End Recruitment, Sourcing, Screening, conducting Pre-Selection Talk. conduct online aptitude test, Interview Co-ordination with TCS operations team.
- **MIS Database:** Responsible to maintain background verification tracker, candidate selection tracker & offer letter database of all shortlisted employees.
- **BGV Check:** Helped in performing background verification of selected candidates from their previous organization, college, etc.
- **Documentation:** Assisted in maintaining the documents of all employees & conduct a check before internal and external audit.

- **On boarding:** Helped client in onboarding procedure by coordinating with selected candidate.
- **Internal and External Audit Preparations:** Responsible to check all the documents for audit and maintain the compliance of organization.

Limitations

- Human resources department was hesitant to provide information, because of difficulty in accessing sensitive data and information.
 - The term of the internship period is brief time whereas Human Resources Division is a vast area, after doing the regular office works from 9:30 AM to 5:30 PM it is difficult to go through in depth within this short duration of time.
 - Confidentiality.
 - Limitation of employees due to work from home.
-

Journal Review

By Dr. RACHANA C [January 2019]

Recruitment & selection is a process that enables us to manage and lead people in our organization. It helps to know the capacity of the organization to take part in few key events. It also helps 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 employees utilize this method and process. Managers usually won't 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 of the 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 a loss to both candidate and the organization, as it is a waste of time and money (The employee might leave the organization). Recruitment process involves valid practices in reality. 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 has effective 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, utilising 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 association in the organization.

This is to differentiate between recruitment process and selection practices followed in an organization for business development.

Many difficulties occur on this process and they are distinguished as boundaries of recruitment and laborers of selection, which consists of improper occupation investigation, low level of competency representatives, poor HR assets, bad enrolment techniques and poor choice of workers, lack of offices and infrastructure, and absence of expertise guidance. The R & S process reflect necessary activities of followed in the organization.

By, POOJA KHANNA [June 2014]

There is a statement, “One wrong choice and the entire firm will end up in inefficiency”.

R & S is the process to business development and achievement.

The process of R & S is performed depending on the convictions.

All the candidates, Managers & General Representatives can identify and resolve their problems and maintain their standards without affecting their jobs.

Research Methodology

Research design

Research-Design is a process in which information is collected and analysed, 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 and company website Secondary data collection has been carried out.

Research tool:

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

Sample Size

Sample Size is number of respondents or people selected from a population to collect data / samples for computing in the research.

The sample size for this study is 20 employees of HR recruitment team.

1. Employee working duration in the HR recruitment team of organization.

Duration (In years)	No. of Employees	Percentage wise Distribution
0-1	8	40%
2+	6	30%
3+	2	10%
5+	4	20%
Total	20	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 organization for recruitment.

Job Boards	Users	Percentage wise distribution
Naukri	4	20%
Dice	8	40%
LinkedIn	4	20%
CareerBuilder	2	10%
Monster	2	10%
Total	20	100%

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 eligible candidates available on the job boards as per job description.

Particulars	Number of respondents	Percentage
Yes	14	70%
No	4	20%
Sometimes	2	30%
Total	20	100%

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 selecting the potential candidates.

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

Particulars	Number of respondents	Percentage
Yes	16	80%
No	2	10%
Require changes	2	10%
Total	20	100%

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.

Findings

1. The company follows standard recruitment procedure and leverage 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

- Managing the organization efficiently is possible by the standard organizational policies. It will also help 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 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 demand.
- Motivational & encouraging 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 company.

Bibliography

BOOKS:

1. Recruitment and Selection: Theory and Practices by Professor Dipak Kumar Bhattacharyya, Cengage learning.
2. Recruitment and Selection: Employee Selection by Gareth Roberts, 2005, CIPD (Chartered Institute of Personnel Development) publication - Second Edition.

WEBSITES

- www.ztek-inc.com
- www.tcs.com
- www.papers.ssrn.com
- www.wikipedia.com

JOURNAL REVIEW

1. Rachana. C, Research scholar on Recruitment and Selection process, Singhania University, Rajasthan, India, 2019, P 11-12.
2. Joy O Ekwoaba, Ugochukwu U Ikeije, Umudikendubusiufoma, the impact of Recruitment and Selection criteria on organizational performance, University of Lagos, 2015, P 22-23.

3. Ms.G. Karthiga, Dr. R. Karthi And Ms.P. Balaishwarya, Recruitment and Selection process, IJSR publications, Volume 5, Tamil Nadu, India, 2015, P 1- 2
4. Dr. Salitha Jardat, A study on Effectiveness of Recruitment, International Journal of pure and applied Mathematics, Volume 119, 2018, P 2755-2764.
5. Mavis Adu-Darkoh, Employee Recruitment and selection practices, School of Business, KNUST, 2014, P 1-3.
6. Pooja Khanna, IJRMT, IJRM publications, Karachi, India, 2014, P 1-7.