A

Project Report

ON

"A DETAILED STUDY OF RECRUITMENT AND SELECTION PROCESS FOLLOWED BY TECH MAHINDRA, NAGPUR "

Submitted to

G.S COLLEGE OF COMMERCE & ECONOMICS, NAGPUR (AUTONOMOUS)

Affiliated to

Rashtrasant Tukadoji Maharaj Nagpur University

In partial fulfillment for the award of the degree of

Bachelor of Business Administration

Submitted by

Jay Pundlik Thuturkar

Under the Guidance of

Dr. Kamlesh Thote

G.S. College of Commerce & Economics, Nagpur

Academic Year 2023 - 24

G.S. College of Commerce & Economics, Nagpur

Academic Year 2023 –24

CERTIFICATE

This is to certify that **"Mr. Jay Pundlik Thuturkar"** has submitted the project report title "A Detailed Study on Recruitment and Selection Process Followed by Tech Mahindra, Nagpur" towards partial fulfillment of **BACHELOR Of BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone by the candidate. It is further certified that he has ingeniously completed his project as prescribed by Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

Dr. Kamlesh Thote   **Dr.Afsar Sheikh**

(Project Guide)   **(Co-Ordinator)**

Place:Nagpur

Date:

G.S. College of Commerce & Economics, Nagpur

Academic Year 2023 –24

DECLARATION

I here-bydeclare that the project withtitle "**A DETAILED STUDY ON RECRUITMENT AND SELECTION PROCESS FOLLOWED BY TECH MAHINDRA, NAGPUR**'' has been completed by me in partial fulfillmentof **BACHELOR OF BUSINESS ADMINISTRATION** degree examination as prescribed by Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any otherexamination and does not form the part of any other course undertaken byme.

Place: NAGPUR   JAY THUTURKAR

Date:

ACKNOWLEDGEMENT

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

I am extremely thankful to my Project Guide **Dr. Kamlesh Thote** his guideline throughout the project. I tender my sincere regards Co-Ordinator, **Dr. Afsar sheikh** for giving me outstanding guidance, enthusiastic suggestionsand 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.

Jay Thuturkar

Place: Nagpur

Date:

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CHAPTER 1

INTRODUCTION

● **Introduction**

In India, the average attrition rate in the BPO sector is approximately 30-35 percent. It is true that this is far less than the prevalent attrition rate in the US market (around 70 percent), but the challenge continues to be greater considering the recent growth of the industry in the country. The biggest challenge of the BPO industry is to control the attrition rate by recruiting the right candidate for work as it increases the cost to the company (due to training and administration cost, high recruitment cost) & loses the quality of human resource from the organizations which ultimately affect the performance of the company.

As attrition is one of the major issues in Tech Mahindra Ltd it is necessary to study the cause and as well as to evaluate control measures to reduce the Attrition rate to study the recruitment process and find the linkages in that Process to modify the process of screening.

Tech Mahindra Ltd Company is one of the largest fast growing BPO Company not only in India but also across the globe. As a leader in customer care and acquisition for over three decades, **Tech Mahindra** has a track record of introducing process and technology innovations. Today, several Fortune 500 clients trust Tech Mahindra to manage their customer interaction, back office and other routine business processes. Therefore, there is a huge scope for H.R. and also to gain knowledge and to learn and to get experience of H.R. work.

CHAPTER 2
COMPANY PROFILE

● **Tech Mahindra**

Tech Mahindra Limited is an Indian multinational provider of information technology (IT), networking technology solutions and Business Process Outsourcing (BPO) to various industry verticals and horizontals. Anand Mahindra is the Chairman of Tech Mahindra, which is headquartered at Nagpur and has its registered office in Mumbai.

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Part of the Mahindra Group, Tech Mahindra is a US$4.7 billion company with over 113,550 employees across 90 countries. Tech Mahindra was ranked #5 in India's software services (IT) firms and overall #111 in Fortune India 500 list for 2012. Tech Mahindra, on 25 June 2013, announced the completion of a merger with Mahindra Satyam. Tech Mahindra has 926 active clients as of March 2018.

● **Foundation**

Mahindra & Mahindra started a joint venture with British Telecom in 1986 as a technology outsourcing firm. British Telecom initially had around 30 percent stake in the Tech Mahindra company. In December 2010, British Telecom sold 5.5 per cent of its stake in Tech Mahindra to Mahindra & Mahindra for Rs 451 crore.[6] In August 2012, British Telecom sold 14.1 per cent of its stake to institutional investors for about Rs 1,395 crore. In December 2012, British Telecom sold its remaining 9.1 per cent (11.6 million shares) shareholding to institutional investors for a total gross cash proceeds of Rs 1,011.4 crore. This sale marked the exit of British Telecom from Tech Mahindra.

● **About Tech Mahindra BPO:**

Tech Mahindra BPO is powered by a combination of domain expertise, operational excellence, process skills, and superior technology. The organization is the world's first e-SCM Capability Level 5 service provider. One of India's leading integrated end-to-end outsourcing service providers, the company offers proven, full-service expertise for multiple industries, including telecom, pharmaceuticals, financial services, and manufacturing. Tech Mahindra BPO's global delivery standards have resulted in numerous longstanding client relationships with Fortune 500 companies. The company operates from its delivery centers in Nagpur – in addition to onsite delivery teams.

● **About Tech Mahindra**

Tech Mahindra is a leading global business and information technology services company that leverages deep industry and functional expertise, leading technology practices, and an advanced, global delivery model to help clients transform their highest-value business processes and improve their business performance

.The company's professionals excel in enterprise solutions, supply chain management, client relationship management, business intelligence, business process quality, engineering and product

lifecycle management, and infrastructure services, among other key capabilities.

Tech Mahindra is part of the $6.3 billion Mahindra Group, a global industrial federation of companies and one of the top 10 industrial firms based in India. The Group's interests span financial services, automotive products, trade, retail and logistics, information technology and infrastructure development

Tech Mahindra's development and delivery centers in the US, Canada, Brazil, the UK, Hungary, Egypt, UAE, India, China, Malaysia, Singapore, and Australia serve numerous clients, including many Fortune 500 organizations.

● **VISION:**

To be the leading global software solution provider to the telecom industry.

● **MISSION:**

To be the global leader in outsourcing services to the Telecom industry, building on out technologies,

competencies and customer interests, and creating value for our shareholders and customers.

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CHAPTER 3
LITERATURE REVIEW

Business process outsourcing (**BPO**) is a subset of outsourcing that involves the contracting of the operations and responsibilities of a specific business process to a third-party service provider. BPO is typically categorized into back office outsourcing, which includes internal business functions such as human resources or finance and accounting, and front office out sourcing, which includes customer-related services such as contact centre services.

As the current sources of revenue face slower growth, software companies are trying new ways to increase their revenues. BPO is top on their list today. IT services companies are making a quick entry into the BPO space on the strength of their existing set of clients

We will attempt to explain what it takes to setup a BPO facility in India. Actually, setting up a call center is capital intensive. An ordinary BPO center that takes care of pure back office operation [e.g. payroll, data entry] will not be as expensive as a call center

The philosophy behind BPO is specific, do what you do best and leave everything else to business process outsourcers. Companies are moving their non-core business processes to outsource providers. BPO saves precious management time and resources and allows focus while building upon core competencies. The list of functions being outsourced is getting longer by the day

.

Call center apart, functions outsourced span purchasing and disbursement, order entry, billing and collection, human resources administration, cash and investment management, tax compliance, internal audit, pay roll…the list gets longer every day.

In view of the accounting scandals in 2002 [Enron, WorldCom, Xerox etc], more and more companies are keen on keeping their investors happy. Hence, it is important for them to increase their profits. BPO is one way of increasing their profits. If done well, BPO results in increasing shareholder value.

Typically, a customer calls the call center [usually a toll-free number]. After pressing numerous numbers [1 for English, 2 for Spanish, 3 for bank balance!] the operator will answer your query by accessing the database. Call centres address sales support, airline/hotel reservations, technical queries, bank accounts, client services, receivables, tele marketing, market research.

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India has enormous opportunities emerging from globalization and consequent lowering of tariff barriers. Information Technology has given India formidable brand equity in the global markets. Indian BPO companies have a unique distinction of providing efficient business solutions with cost and quality as an advantage by using state of art technology.

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RECRUITMENT AND SELECTION

RECRUITMENT

Recruitment is distinct from Employment and Selection. Once the required number and kind of human resources are determined, the management has to find the places where the required human resources are/will be available and also find the means of attracting them towards the organization before selecting suitable candidates for jobs. All this process is generally known as recruitment. Some people use the term "Recruitment" for employment.

- **DEFINITION**

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

SELECTION

The size of the labour market, the image of the company, the place of posting, the nature of job, the compensation package and a host of other factors influence the manner of aspirants are likely to respond to the recruiting efforts of the company. Through the process of recruitment, the company tries to locate prospective employees and encourages them to apply for vacancies at various levels. Recruiting, thus, provides a pool of applicants for selection.

- **DEFINITION**

To select mean to choose. Selection is the process of picking individuals who have relevant qualifications to fill jobs in an organisation. The basic purpose is to choose the individual who can most successfully perform the job from the pool of qualified candidates.

● **Brief Introduction About BPO Sector:**

BPO Business process outsourcing (BPO) is the leveraging of technology vendors to provide and manage a company's critical and/or non-critical enterprise applications. Through the business transformation process of service-oriented transformation, which leverages the technologies and standards of service-oriented architecture, companies can increasingly leverage third party companies that act as business service providers. Business process outsourcing can use off-shore resources, but is not required. Business process outsourcing (BPO) is the act of giving a third-party the responsibility of running what would otherwise be an internal system or service.

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• **Process:**

1. **Job analysis:**

In situations where multiple new jobs are created and recruited for the first time or vacancies are there or the nature in such documents as job descriptions and job specifications. Often, a company already has job descriptions for existing positions. Where already drawn up, these documents may require review and updating to reflect current requirements. Prior to the recruitment stage, a person specification should be finalized.

.

2. **Sourcing:**

Sourcing is the use of one or more strategies to attract or identify candidates to fill job vacancies. It may involve internal and/or external recruitment advertising, using appropriate media, such as job portals, local or national newspapers, social media (such as LinkedIn or RiteSite), business media, specialist recruitment media, professional publications, window advertisements, job centers, or in a variety of ways via the internet.

Alternatively, employers may use recruitment consultancies or agencies to find otherwise scarce candidates—who, in many cases, may be content in the current positions and are not actively looking to move. This initial research for candidates—also called **name generation**—produces contact information for potential candidates, whom the recruiter can then discreetly contact and screen.

3. Screening and selection:

Various psychological tests can also used by the recruiters for screening the candidates. Assessments are also available to measure physical ability. Recruiters and agencies may use applicant tracking systems to filter candidates, along with software tools for psychometric testing and performance-based assessment. In many countries, employers are legally mandated to ensure their screening and selection processes meet equal opportunity and ethical standards.

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Jay Thuturkar BBA 3rd year

CHAPTER 4
RESEARCH STUDY

- **OBJECTIVES :**

1. To attract the right available talented candidates for the job

2. To study the cost reduction in the process of recruitment

3. To bring about feasibility and transparancy in the process of recruitment.

4. To Study the existing Recruitment and Selection process in tech mahindra, Nampur.

● HYPOTHESIS:

1.
H0: - The process of Recruitment and Selection are satisfied at TECH MAHINDRA
.

H1: - The process of Recruitment and Selection is not satisfied at TECH MAHINDRA

2.
H0: - The process of Recruitment and Selection is fair and efficient in TECH MAHINDRA

H1: - The process of Recruitment and Selection is unfair and efficient in TECH MAHINDRA

CHAPTER 5
RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

Research methodologyrefers to the systematic process and set of techniques or procedures used to conducta study or investigation. It is the blueprint that guides the entire research process, from the formulation ofresearch questions or hypotheses to the analysis and interpretation of results. Well-designed research methodology is essential for ensuring the reliability and validity of the research findings.

● **Primary Data:**

Data observed or collected directly from first hand experience is called primary data

Responces through

1. Questionnaire

● **Secondary Data:**

Secondary data is the source of information which is already existed in journals, books and the company websites etc.

The data is collected through the secondary sources like:

1. Company site

2. Books

3. Google

DATA COLLECTION METHOD AND INSTRUMENTS:

Data collected through Questionnaire filled by 5 responses

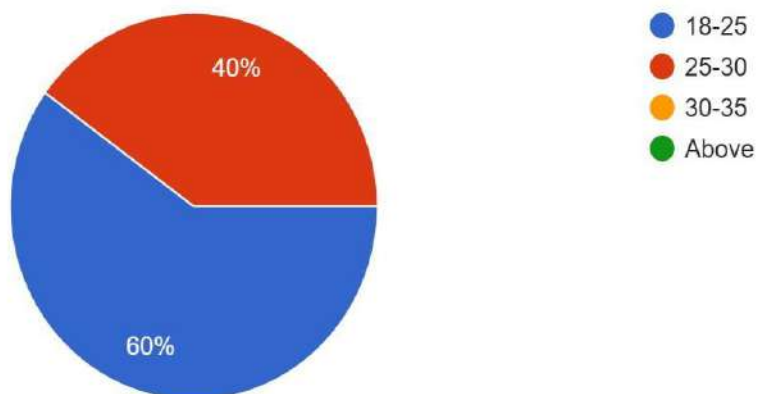## ● **DATA ANALYSIS TECHNIQUES:**

Charts, tables, graphs etc.

CHAPTER 6
DATA ANALYSIS AND INTERPRETATION

Age

Particulars	No. of respondents	Percentage of respondents
18-25	3	60%
25-30	2	40%
30-35	0	0%
Above	0	0%
Total	5	100%

Age

5 responses

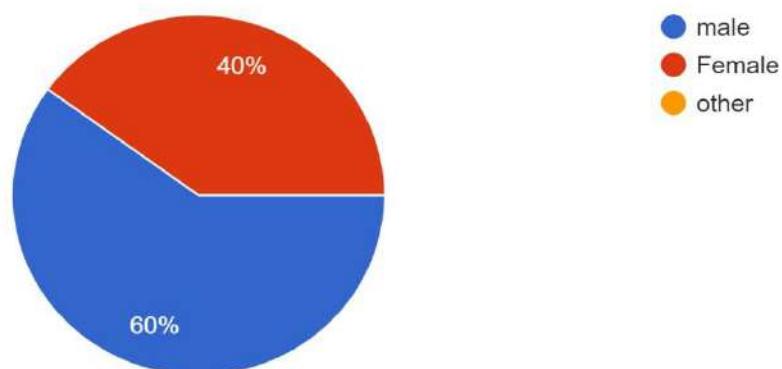|	
●	18-25
●	25-30
●	30-35
●	Above

INTERPRETATION-

As per above data received from respondents age is, 18-25 I.e 60% in numbers it has 3. 25-30

I.e 40 % in numbers it has 2.30-35 I.e 0% in numbers it has 0. Above I.e 0% in numbers it has

0

Gender

Particulars	No. of respondents	Percentage of respondent
Male	3	60%
Female	2	40%
Other	0	0%
Total	5	100%

Gender

5 responses

INTERPRETATION-

As per above data received from respondents can be analyzed to be male I.e 60% in numbers it has 3 and

Female I.e. 40% in number it shows 2.

.

Q.1 Which Source of recruitment are used in Tech Mahindra?

Particulars	No. of respondents	Percentage of respondent
Internal	1	20%
External	0	0%
Both	4	80%
Total	5	100%

Which sources of recruitment are used in tech mahindra?

5 responses
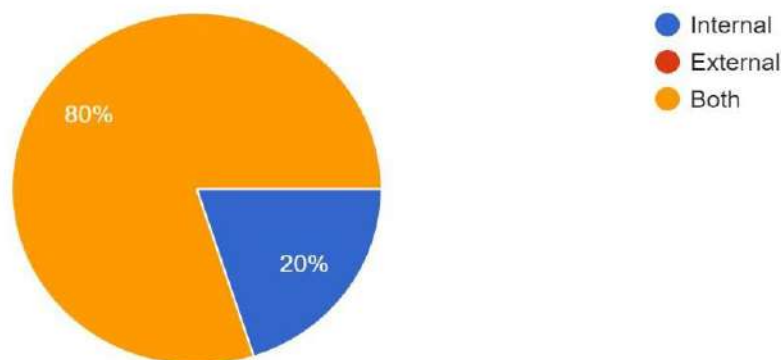
INTERPRETATION-

In Tech Mahindra 0 % recruitment is depend on external sources of recruitment as consultancies, colleges,

also 20% is depend on internal source and only 80 % times its depend on both the internal and external.

.

Q.2 Does the external recruitment bring in the desirable employees in the organization?

Particulars	No. of respondents	Percentage of respondent
Yes	4	80%
No	1	20%
Total	5	100%

Does the external recruitment bring in the desirable employees in the organization?
5 responses
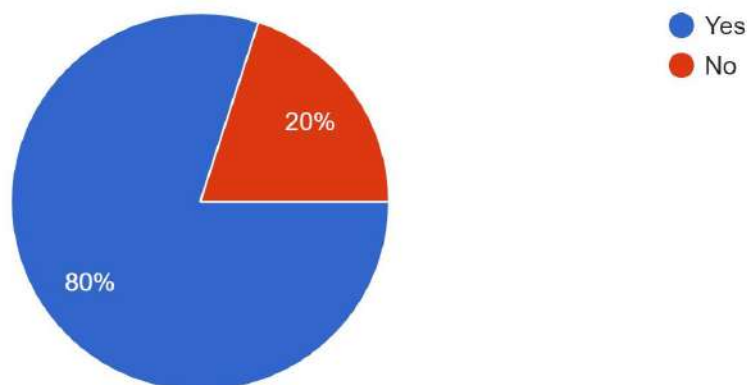
INTERPRETATION-

80% they think the external source send the good candidates for interview and they are quality candidates but on the other hand 20 % said that they cannot send quality candidate because of attrition. If attrition will less the 20 % convert into those 80.
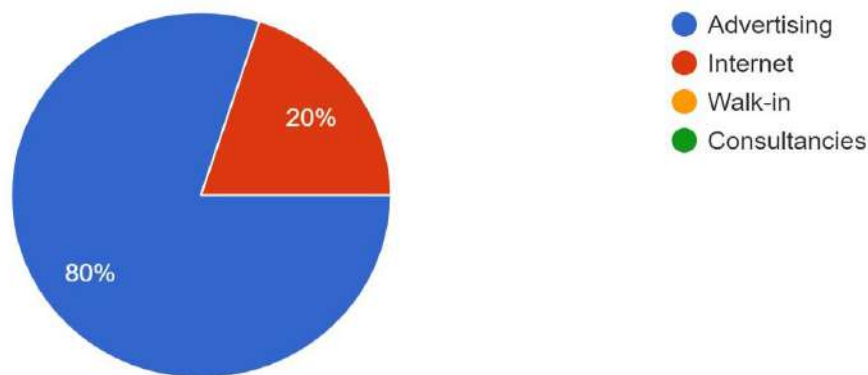
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Q.3Which of the following external source are used for recruitment in Tech Mahindra?

Particulars	No. of respondents	Percentage of respondent
Advertising	3	60%
Internet	2	40%
Walk-in	0	0%
Consultancies	0	0%
Total	5	100%

Which of the following external source are used for recruitment in Tech Mahindra?

5 responses

INTERPRETATION-

As the external and internal source to collect the footfall from above candidates are come for interview as

0% candidates come as walk ins and after that 0% came from consultancies or placement agencies 80%

came from job advertisements also 20 % from internet.

.

Q.4 Are you satisfied with recruitment process?

Particulars	No. of respondents	Percentage of respondent
Yes	4	80%
No	1	20%
Total	5	100%

Are you satisfied with recruitment process?

5 responses
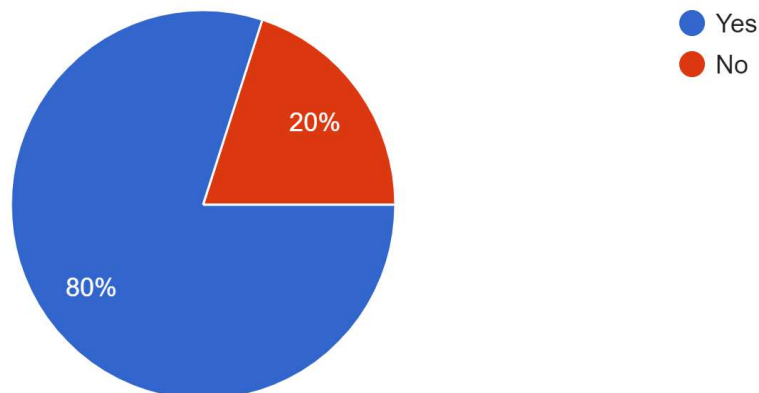
INTERPRETATION-

By the above recruitment process the 80% of higher management candidates employees are satisfied.

whereas 20 % are not satisfied their opinion is it will also improve.

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Q.5 What Form of Interview did you prefer?

Particulars	No. of respondents	Percentage of respondent
Face to face	4	80%
Telephonic	0	0%
Video Conferencing	1	20%
Total	5	100%

What Form of Interview did you prefer?

5 responses
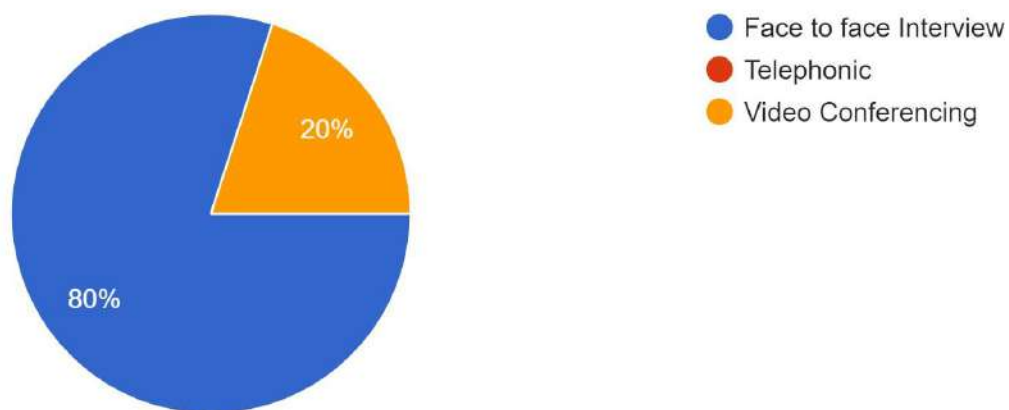
<u>INTERPRETATION-</u>

In Tech Mahindra they prefer face to face interview as the like it and judge the candidate as 80% and 0 % said they have confidence to judge the candidate on telephonic interview also 20% people prefer video conference interview.

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Q.6 What is average time spent by executive during recruitment? (Each Candidate)

Particulars	No. of respondents	Percentage of respondent
1-5 min	0	0%
5-10 min	3	60%
10-15 min	2	40%
More than 15 min	0	0%
Total	5	100%

What is average time spent by executive during recruitment? (Each Candidate)

5 responses

- 1-5 min
- 5-10 min
- 10-15 min
- more than 15 min
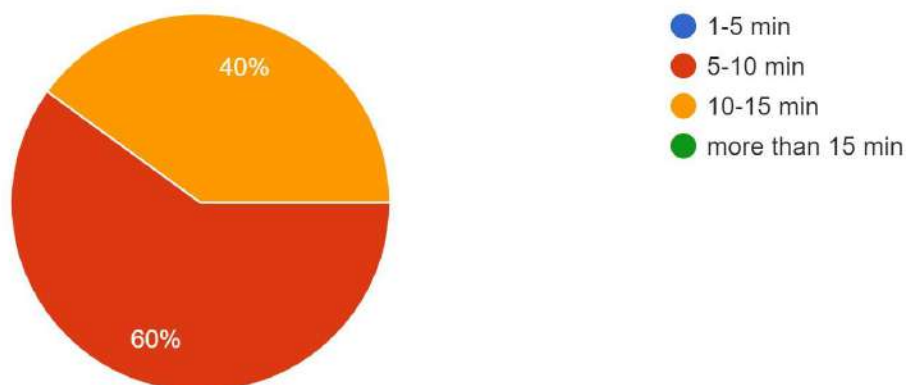
INTERPRETATION-

The Recruiter spend time for each candidate is as given above for 60 % they judge the stability taking more time for candidate for 40 % the reject the candidate by checking the verbal communication of the candidate.

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Q.7 Do you have any system to calculate the cost per hiring?

Particulars	No. of respondents	Percentage of respondent
Yes	5	100%
No	0	0%
Total	5	100%

Do you have any system to calculate the cost per hiring?

5 responses
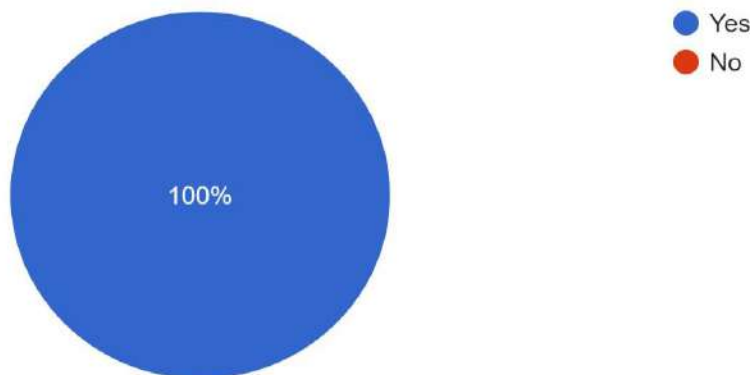
INTERPRETATION-

The question is for managers so 100 % of managers said they have the system for calculate the cost per

hiring.

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Q.8 Does company follows different recruitment process for different grades of employees?

Particulars	No. of respondents	Percentage of respondent
Yes	2	40%
No	3	60%
Total	5	100%

Does company follows different recruitment process for different grades of employees?
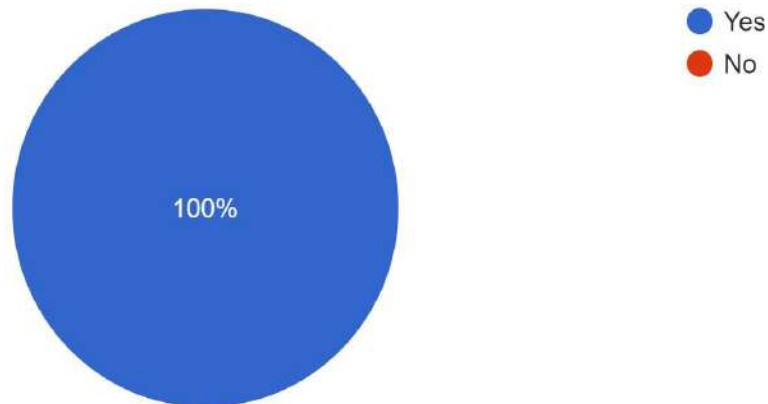
5 responses
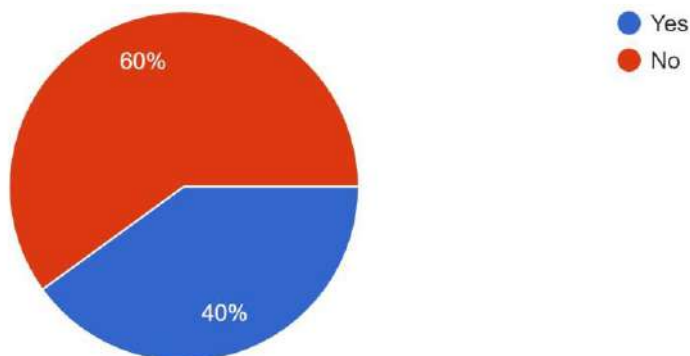
<u>INTERPRETATION-</u>

The 40% of the manager said that they have different process for different grade of employee and 60 % said no.

Q.9 Does HR provides an adequate pool of quality applicants ?

Particulars	No. of respondents	Percentage of respondent
Yes	5	100%
No	0	0%
Total	5	100%

Does HR provides an adequate pool of quality applicants ?

5 responses

INTERPRETATION-

Out of 5 Employee 5 means 100 % of population said HR provide adequate quality of pool.

CHAPTER 7
FINDINGS & SUGGESTIONS

FINDINGS OF STUDY:

The findings during the work carried out by me can be categorized into two.

A) Positive findings:-

1. A majority of employees feel that recruitment process carried out in their companies are satisfactory. Management is also satisfied with the process of recruitment to some extent.

2. Most of the employees feel that the HR department is good. About 58% of the managers say that they prefer both internal as well as external source for recruitment and selection.

3. Almost all the employees are satisfied with the training activities conducted in the organization. 68% of the employees have achieved their training objectives.

4. Superiors are very supportive and helps their sub-ordinates in achieving their objectives.

5. The management has understood the importance of systematic appraisal system & they are taking every effort to implement it properly.

B) Negative findings:-

1. Some employees were moderately or not much satisfied with the process of recruitment.

2. Since rules and regulations are very dynamic, so most of the employees face difficulty to adjust with them.

3. Most of the candidates do not turn up when they are called up for the interview.

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4. Regional behavior and language influence is higher during training and even after delivering their language; the desired effects are not seen.

4. Most of the employees slowly understand the importance of performance appraisal.

● SUGGEESTIONS

1.The company do utilize internet sites for recruitment process and for finding the talent candidate.

2.It is observed that the company are utilizing the job description in order to make screening process more efficient.

CHAPTER 8
CONCLUSION & LIMITATIONS

● **CONCLUSION**

Recruitment and selection process is an important issue for any organization. It is always an organization to assess the vacancy and choose the best personnel who will need the organization in future. So the organization should give the emphasize on selecting a person. A person who carry forwarded the organization in terms of development, values and ethics. Mainly the precious resource for any organization is their knowledge based efficient workers. The organization should more cautious on this issue to ensure the quality of ethics.

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In conclusion, Tech Mahindra's meticulous approach to recruitment and selection embodies excellence in talent acquisition. Their commitment to employing cutting-edge technology and embracing innovative strategies ensures the organization attracts and retains top-tier professionals. With a focus on efficiency, diversity, and skill alignment, Tech Mahindra's recruitment and selection process sets a gold standard in the industry, positioning the company for continued success and growth in the dynamic tech landscape

.

After thorough analysis of the data, it is evident that the Human Resource department at Tech Mahindra excels in executing a highly effective recruitment and selection procedure that aptly fulfills the organizational needs and demands. This conclusion is supported by robust evidence showcasing the department's commitment to aligning talent acquisition strategies with the company's objectives, resulting in the acquisition of skilled professionals who contribute significantly to the organization's success and growth trajectory.

● **LIMITATIONS**

The study is subjected to following limitations:

1. Access to Information: Limited access to internal documents, policies, and personnel

2. Data Availability: Availability and reliability of recruitment and selection metrics data may be

   challenging

3. Time Constraints: Limited time for data collection, analysis, and interpretations.

4. Money Constraints: Financial constraints may restrict access to paid databases.

CHAPTER 9
BIBLIOGRAPHY

● BIBLIOGRAPHY

● WEBSITES

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2. https://www.techmahindra.com/en-in/people/hrnxt/

3. https://in.linkedin.com/company/tech-mahindra

● BOOKS

Name of Book	Author
Human resource and personnel management	K. Ashwathappa
Recruitment process and challenges	Anil Verma
Human resource management	C.B. Gupta

CHAPTER 10
QUESTIONNAIRE

● QUESTIONNAIRE

Q.1 AGE

a) 18-25

b) 25-30

c) 30-35

d) 35 above

Q.2 GENDER

a) Male

b) Female

Q.3 Which Source of recruitment are used in Tech Mahindra?

b) Internal

b) External

c) both

Q.4 Does the external recruitment bring in the desirable employees in the organization?

a) Yes

b) No

Q.5 Which of the following external source are used for recruitment in Tech Mahindra?

a) Advertising

b) Internet

c) Walk in

d) Consultancies

Q.6 Are you satisfied with recruitment process?

a) Yes

b) No

Q.7 What Form of Interview did you prefer?

a) Face to face Interview

b) Telephonic

c) Video Conferencing

Q.8 What is average time spent by executive during recruitment? (Each Candidate)

a) 1-5 Min

b) 5-10 Min

c) 10-15 Min

d) More Than 15 Min

Q.9 Do you have any system to calculate the cost per hiring?

a) Yes

b) No

Q.10 Does company follows different recruitment process for different grades of employees?

a) Yes

b) No

Q.11 Does HR provides an adequate pool of quality applicants?

a) Yes

b) No