



## **A STUDY ON IMPACT OF RECRUITMENT AND SELECTION CHENOSA TECHNOLOGY SOLUTION PVT LMT, CHENNAI**

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### **Abstract:**

This descriptive study examines the recruitment and selection process at Chenosa Technology Solution Pvt Ltd, Chennai. The research aims to understand the employee recruitment and selection process, analyze the trend, and identify areas for improvement. A sample size of 114 was selected, and data was collected through a structured questionnaire, analyzed using Percentage Analysis with the aid of SPSS software. The study reveals the effectiveness of the recruitment and selection process in attracting and retaining talent, impacting employee performance and job satisfaction. The findings suggest that a fair and transparent recruitment process, effective communication, and adequate training are essential for improving employee performance. The study recommends organizations prioritize a structured recruitment and selection process to enhance overall performance and employee well-being.

**Key Words:** Recruitment and Selection, Employee Performance, Talent Management

### **Introduction:**

Recruitment and selection are critical functions of the HR department, essential for attracting and hiring the right talent to drive business growth and sustainability. A well-defined and optimized recruitment process is crucial to ensure that the right candidates are selected, as bad hires can have a negative impact on business outcomes. Effective recruitment and selection processes reflect a company's professionalism and maturity, help create a talent pool, and support medium-term and long-term business objectives. Managing human resources is essential in all types of employment, including government and private sectors, small and large businesses, and is a vital function for achieving organizational success.

### **Recruitment:**

Recruitment is a process which provides the organization with a pool of potentially qualified job candidates from which judicious selection can be made to fill vacancies. Successful recruitment begins with proper employment planning and forecasting. In this phase of the staffing process, an organization formulates plans to fill or eliminate future job openings based on an analysis of future needs, the talent available within and outside of the organization, and the current and anticipated resources that can be expended to attract and retain such talent. Selection is a process of hiring the best among the pool of candidates available.

'Right person for the right job' is the basic principle in recruitment and selection. Every organization should give attention to the selection of its manpower, especially its managers. The operative manpower is equally important and essential for the orderly working of an enterprise. Every business organization/unit needs manpower for carrying different business activities smoothly and efficiently and for this recruitment and selection of suitable candidates is essential. Human resource management in an organization will not be possible if unsuitable persons are selected and employment in a business unit.

### **Meaning of Recruitment Procedure:**

"Recruitment is the process of searching the candidates for employment and stimulating them to apply for jobs in the organization". Recruitment is the activity that links the employers and the job seekers. It is the process of finding and attracting capable applicants for the employment. The process begins when new recruits are sought and ends when their applicants are submitted. The result is a pool of applicants from which new employees are selected.

Recruitment refers to the process of attracting, screening, and selecting qualified people for a job at an organization or firm.

### **Internal Factors:**

- Recruitment policy of the organization
- Human resource planning strategy of the company
- Size of the organization and number of people employed
- Cost involved in recruiting employees
- Growth and expansion plans of the organization
- Company pay package
- Career planning and growth
- Quality of work life
- Role of trade union

### **External Factors:**

- Supply and demand of specific skills in the labor market.
- Political and legal factors like reservations of jobs for specific sections of society etc.
- The job seekers image perception of the company.
- Information system like employment exchange/ tele recruitment like internet.

- Labor market conditions

#### **Recruitment Policy:**

In today's rapidly changing business environment, a well-defined recruitment policy is necessary for organizations to respond to its human resource requirements in time. Therefore, it is important to have a clear and concise recruitment policy in place, which can be executed effectively to recruit the best talent pool for the selection of the right candidate at the right place quickly. Creating a suitable recruitment policy is the first step in the efficient hiring process. A clear and concise recruitment policy helps ensure a sound recruitment process. Most of the companies are having personnel policies for the organization. Recruitment policy is a part of the personnel policy. But before making the recruitment policy the organization must consider the government policies, personnel policies of other organization, social responsibility of the organization etc.

#### **Sources of Recruitment:**

##### **Internal Sources:**

The most common internal sources of internal recruitment are

- Personal recommendations
- Newsletters
- Notice boards
- Memoranda

##### **Personal References:**

The existing employees will probably know their friends or relatives or colleagues who could successfully fill the vacancy. Approaching them may be highly efficient method of recruitment but will almost certainly offend other workers who would have wished to have been considered for the job. To keep employees satisfied make sure that potentially suitable employees are informed of the vacancy so that they can apply. Also anyone else who is likely to be interested is told about it as well so that they can apply for the job.

##### **Notice Boards:**

This is the convenient and simple method of passing on important messages to the existing staff. A job advertisement pinned to a notice board will probably be seen and read by a sufficient number of appropriate employees at little or no cost. However, many of the staff will probably not learn of the vacancy in this way either because the notice board poorly located or is full of out-dated notices that they don't bother to look at it, as they assume there is nothing new to find out. A notice board must be ensured that it is well sited. Wherever it is been placed it should be certain that it is seen by everyone. It means there must be equal opportunity to see to it and this happens when they know that just important topical notices are on display. Attention must be paid to the design and contents of the notice if it is to catch the eye and make the employee read on and then want to apply for the job.

##### **News Letters:**

Many companies regularly produce in-house newsletters, magazines or journals for their staff to read. It is hoped that latest company news sheet is read avidly by all staff thus ensuring that everyone is aware of the job opportunity advertised in it. Unfortunately this is not always so, because it is sometimes not circulated widely enough and employees may find it boring and choose not to read it. Newsletter can be utilized as the source of recruitment if it is convinced that everybody will see a copy.

##### **Memoranda:**

Possibly the best way of circulating news of the job vacancy is to send memoranda to department managers to read out to the teams or to write all employees perhaps enclosing memoranda in wage packets if appropriate. However it can be a time consuming process to contact staff individually, especially if there is a large work force. It should also be kept in mind as to in which way the memorandum is phrased out so that the job appeals to likely applicants.

##### **External Sources:**

There are many sources to choose from if you are seeking to recruit from outside the company.

- Word of mouth
- Education institutions
- Notices
- The press
- Job centres
- Radio
- Private agencies and consultants
- Television

##### **Word of Mouth:**

Existing employees may have friends and relatives who would like to apply for the job. Recruiting in this way appears to be simple, inexpensive and convenient. Never use word of mouth as a sole or initial source of recruitment if the work force is wholly or predominantly of one sex or racial group. Also employing friends and relatives of present employees may be imprudent because it is not certain that they are as competent as the current staff.

##### **Notices:**

Displaying notices in and around business premises is a simple and often overlooked method of advertising a job vacancy. They should be seen by a large number of passersby, some actively looking for work. It can also be inexpensive with a notice varying from a carefully hand written post card up to a professionally produced poster. Pay attention to the appearance and contents of the notice if it is intended that it is applied by the right people.

##### **Job Centers:**

Most large towns have a job center which offers employers a free recruitment service, trying to match their vacancies to job seekers. Staff will note information about a post and the types of persons sought and then advertise the vacancy on notice boards within their premises. Job center employees can further help if requested to do so by issuing and assessing application forms and thus weeding out those applicants who are obviously unsuitable for the position. Short listed candidates are then sent out for the employer to interview on his business premises.

##### **Private Agencies and Consultants:**

There are various types of private organization that can help to find the right person for a particular job. Employment agencies exist in many towns and cities. Some handle all general vacancies from junior unto supervisory level while others

specialize in various occupations such as accountancy, clerical or computer personnel and marketing or sales. Since they maintain a register of job seekers, they initially attempt to find applicants from this list

**Definition:**

Recruitment is the process of finding candidates, reviewing applicant credentials, screening potential employees, and selecting employees for an organization. Effective recruitment results in an organization hiring employees who are skilled, experienced, and good fits with your corporate culture.

**Functions of Recruitment:**

Recruitment is the process by which companies find and hire new employees. This process contains seven major activities, or functions. As recruiters and managers progress through the recruitment process, they use data and analysis to develop and then pare down a pool of applicants, eventually selecting one candidate to hire.

**Job Design and Development:**

In order to find someone to work for a company, a recruiter first has to know exactly what the company needs. The first function of recruitment thus is to identify what the new employee will do and what qualifications and experience is necessary to complete the work tasks. From the identified points, the company develops a formal job description and sets a basic pay scale.

**Identifying and Seeking Candidates:**

Once the recruiter knows what type of employee the company needs, he figures out what segments of the population might be able to do the job and where to recruit. For instance, if the company needs an information technology professional, then the recruiter may consider recruiting through information technology programs, journals or conferences, as well as computer repair stores. He gets the word out about the job through word of mouth, printed advertisements, website postings and similar tools.

**Receiving and Tracking Applicants:**

Potentially hundreds or even thousands of people can apply for a single job. The recruiter keeps track of the applications that come in through spreadsheets and databases. He tries to organize the information so that the candidates who appear most qualified are easy to find and contact.

**Reference and Background Checks:**

Another function of recruiting is verifying the experience and work ethic of the candidate. Recruiters do this by contacting the references the candidates list on their applications. They also do a basic background check to see if the candidate has any criminal history that might indicate the employee would not be able to perform the job properly or would pose a risk.

**Testing:**

When the recruiter has narrowed down the pool of applicants, he invites applicants to take basic tests. These tests are additional tools the company uses to determine if the applicant has the knowledge and competence necessary to do the job. The test may be hands-on or oral, but more often it is written.

**Interview:**

When a company has a pool of applicants that are qualified, experienced and who score well on aptitude tests, managers set up interviews. The interview gives the managers a chance to get a sense of what each candidate is like and talk with each applicant in depth about his experience and qualifications. Interviews are very important because they show the managers how the employee might interact with others on the job and how professional he can be.

**Evaluation and Hiring:**

The final functions of recruitment are the evaluation of all the information gathered about the candidates managers still are considering. Based on this data, the managers think critically about what they have learned about the applicants and what the company needs. They make a final hiring decision and contact the person they want to have the job. If the applicant selected accepts the job, then the managers proceed to negotiate a salary and handle the formal aspects of hiring, such as filling out human resources paperwork.

**Behind Every Attrition There is Recruitment:**

Whenever an employee leaves an organization without informing and without giving notice or leaves the organization in the middle of the project it should be known that he or she is joining some other organization. Many times the employees of the recruitment consultants are hired by their own clients and are asked to join at a very short notice period. They are been told that "relieving letter" is not required and some even offer incentives for early joining. There must be some guidelines and ethics for recruitment so that there can be fair recruitment policies. There must be some ethical guidelines such as

- Notice period must be served and nobody must be hired without relieving letter or providing proof of serving the notice period.
- Corporate should not hire anyone who has spent less than one year in his current organization. The logic is obvious. Employees six months to begin their contribution and at least one year is required to recover recruitment process. More importantly if somebody is hired who has worked less than a year with the current organization, that individual will ditch in even shorter period.
- Corporate should not head hunting from competition. They should advertise and encourage employees seeking change to voluntarily respond to this advertisement.
- Corporate should not bail out the prospective employee commitments such as employment bond etc.

**Statement of the Problem:**

The present research is confined to study the recruitment and selection process followed at Chenosa technology solutions. The study reveals the recruitment and selection process followed in the organization. Employees are need with the recruitment process. The organization should providing ethical process for recruiting employees. The organizational study of the organization was done with the study of recruitment and selection. Identifying general practices that organizations use to recruit and select employees. Determining which recruitment and selection practices are most effective and how the recruitment and selection practices affect organizational outcome.

**Objectives of the Study:**

- To study the recruitment process and selection procedures in Chennai technology solution sat Chennai
- To identify the opinion of the employees regarding selection practices
- To identify human resource management practices
- To analyses the perception of the employees with respect to the selected dimensions of HRM practices in the study unit.
- To know the agree level with recruitment and selection process of company meets the current legal requirements

**Need of the Study:**

- Determine the present and future requirement of the organization personnel planning and job analysis activities. Analysis of manpower budget analysis for the recruitment in the recruitment process.
- To identify general practices that organizations use to recruit and select employees. To determine which recruitment and selection practices are most effective. To determine how the recruitment and selection practices affect organizational outcomes.
- To attract people with multi-dimensional skills and experiences that suits the present and future organizational strategies so as to obtain a pool of suitable candidates for vacant posts.
- To develop organizational culture that attracts competent people to the company. To ensure that all recruitment activities contribute to company goals. To conduct recruitment activities in an efficient and cost-effective manner.
- To review the importance and needs of recruitment and selection process.
- To analyze the actual recruitment Process.

**Scope of the Study:**

The scope of the study is confined to company only to know how recruitment & selection helps in providing the potential employees/candidates to the organization.

Recruitment & Selection includes information related to the way of obtaining the potential candidates i.e. the way of elimination or rejection procedure.

- To analyze the present system and recommendations necessary.
- Identification of the development needs.
- To explore the possible area of defects to determine decisions regarding Change in procedure
- To study aims to provide guidelines for corrective measures to be taken.
- Overall, the study evaluates various factors which affect recruitment Procedure.

**Hypothesis of the Study:**

**Null Hypothesis:**

- HO: There is no significance between the age group of the respondents and effectiveness of the interviewing process.

**Alternative Hypothesis:**

- H1: There is significance between the age group of the respondents and effectiveness of the interviewing process.

**Research Design:**

To make the research systemized the researcher has to adopted certain method. The method adopted by the researcher for completing the project is called research methodology. Research is a process in which the researcher wishes to find out the end result for a given problem and thus the solution helps in future course action. The research has been defined as “A careful investigation or enquire especially through search for new facts in any branch of knowledge”. To give more additional to the old research new ones are conducted.

**Research Methodology:**

It refers to the process used to collect information and data for the purpose of making business decision. The methodology may include publication research, interview, surveys and other research techniques, and could include both present and historical information.

**Sample Method:**

A sample is a subset from the total population. A sample is a subset from the total population. It refers to the techniques or the procedure to the research would adopt in selecting items for the sample (i.e) the size of the sample.

**Sampling Techniques:**

Disproportionate stratified random sampling techniques have been used in sampling due to the following reasons. It provides information about parts of the all the area of Chennai.

**Sampling Size:**

A sample size is guaranteed to its temperament of information assortment. Information assortment depends on the essential information is 150 respondents are taken as the example for this investigation.

**Data Collection:**

The following techniques were adopted for data collection.

**Primary Data:**

Primary data was collected through face to face interviews while filling up questionnaires (150 respondents).

**Secondary Data:**

Relevant information was gathered from magazines, newspapers and project reports that formed the secondary data.

**Analytical Tools for the Study:**

- Simple Percentage Method

**Period of the Study:**

The duration taken by the researcher for the data collection and analysis regarding the employees engage of 3 Months

**Area of the Study:**

The Survey is directed in Chenosa technology solutions situated in Chennai.

**Limitation of the Study:**

Time is the major constraint in collecting the data from the employees. The data collection is conducted only in Chennai. Hence, utmost care is to be taken while generalizing the result. This study is confined to the few Chenosa technology solutions employees and recruitment details only. Due to personnel biases and other reasons, the employees have expressed other views, which can affect the analysis and other facts

- This study is applicable to web development and mobile application.
- This study is limited by lack of fund & time
- Due to lack of awareness, the respondents how give only limited information
- Due to busy, respondents were not given complete data.

**Company Profile:**

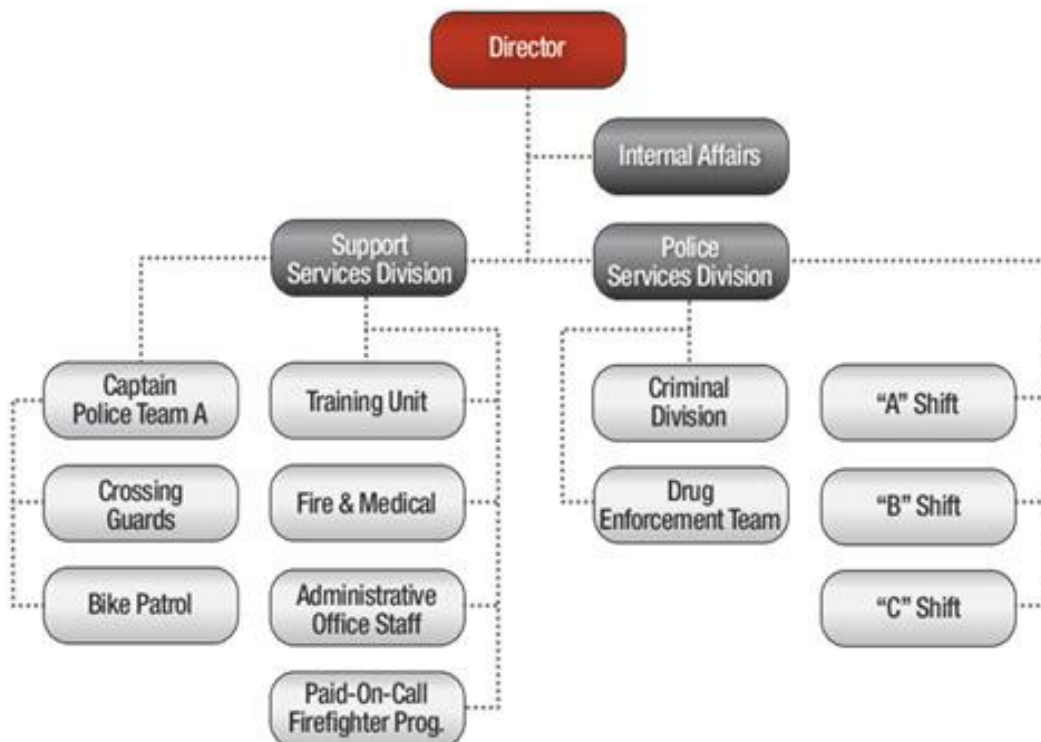
Chenosa Technology Solutions Private Limited's Corporate Identification Number is (CIN) U72900TN2019PTC132437 and its registration number is 132437. Its Email address is suresh@prophoenix.com and its registered address is Door No. 51, Tower C, First Floor, Tek Meadows, Sholinganallur Kancheepuram TN 600119 IN.

Chenosa Technology Solutions Private Limited was founded with the vision of providing cutting-edge technology solutions to businesses in India and around the world. The company specializes in designing, coding, testing, and delivering software of all kinds, catering to a diverse range of industries. With a strong focus on innovation and efficiency, Chenosa Technology Solutions has established itself as a leader in the technology sector.

The company also offers outsourcing services for software development, providing businesses with access to top-notch talent from outside India. This has allowed Chenosa Technology Solutions to expand its reach and offer its services to a global clientele. In addition to software development, the company also engages in the development, support, assembly, sale, import, and export of computer-assisted equipment, retail solutions, embedded software, robotics, and other cutting-edge technologies. With a team of highly skilled professionals and a commitment to delivering exceptional results, Chenosa Technology Solutions has become a trusted partner for businesses looking to stay ahead in the ever-evolving world of technology. The company's expertise in security services, medicine, engineering, and other industries has made it a go-to choice for businesses seeking innovative solutions to their technological needs.

|                       |  |
|-----------------------|--|
| CIN                   | U72900TN2019PTC132437                        |
| Company Name          | CHENOSA Technology Solutions Private Limited |
| Company Status        | Active                                       |
| Registration Number   | 132437                                       |
| Company Sub Category  | Non-Govt Company                             |
| Classof Company       | Private                                      |
| Date of Incorporation | 07 November 2019                             |
| Ageof Company         | 4 Years, 7 Month, 27 Days                    |
| RoC                   | Roc-Chennai                                  |

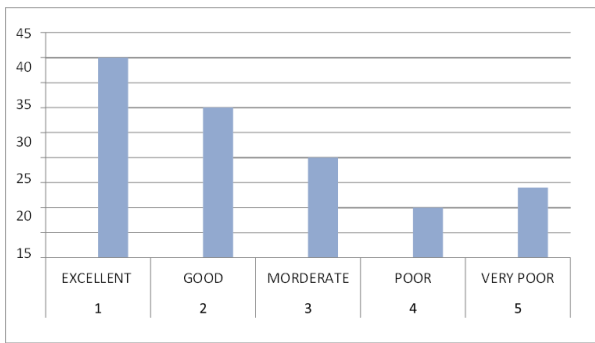
**Organization Chart:**



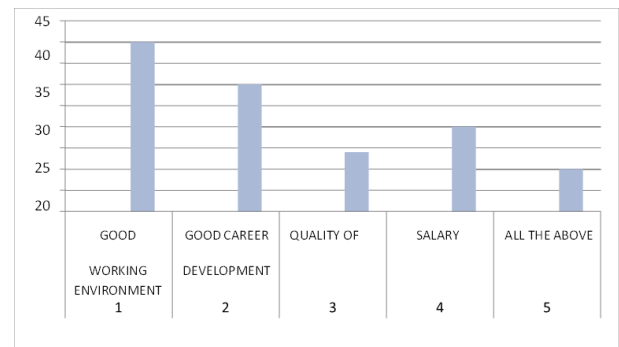
**Data Analysis and Interpretation:**

**Percentage Analysis:**

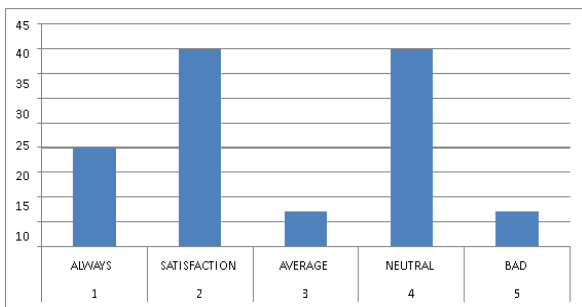
**Selection Instruments of Testing**



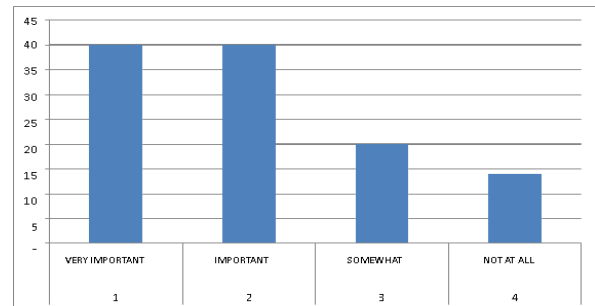
**Recruitment and Selection Procedure**



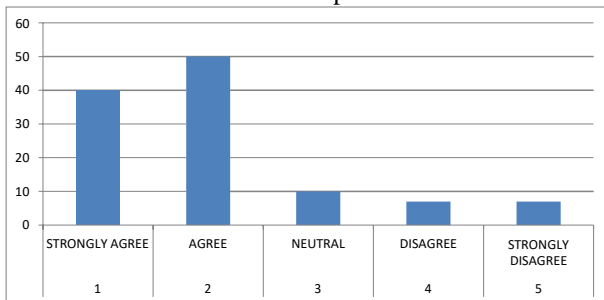
**Job Evaluation Recruitment**



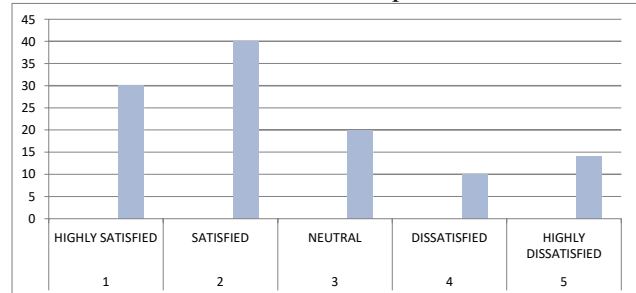
**HR Policies and Practices**



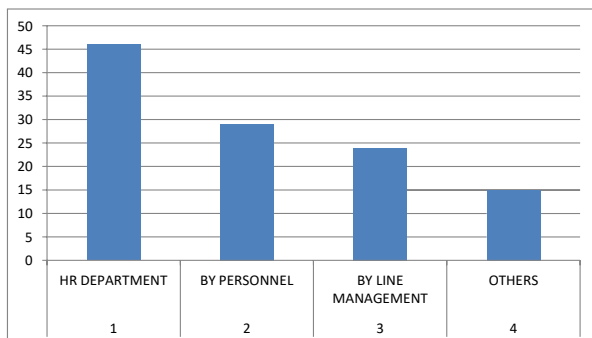
**Job Description**



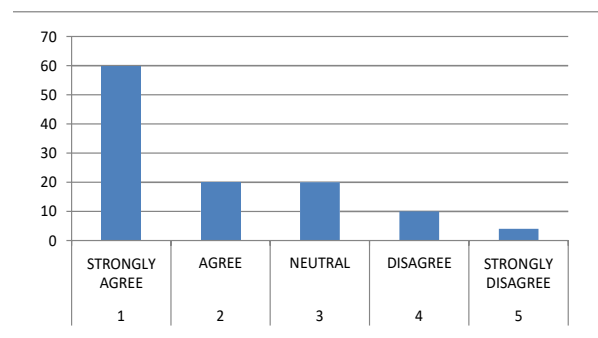
**Performance of HR Department**



**Final Hiring Decision**



**Current Legal Recruitment**



**Suggestions:**

- Manpower requirement for each department in the company is identified well in advance.
- If the manpower requirement is high and the recruitment team of the Department alone cannot satisfy it, then help from the placement agencies is needed.
- Time management is essential, and it should not be ignored at any level of the process.
- The recruitment and selection procedure should not to lengthy and time consuming.
- The candidates called for interview should be allotted time and it should not overlap with each other.

**Conclusion:**

This presents the summary of the study and survey done in relation to the Recruitment and Selection in CHENOSA Technology Solutions. The conclusion is drawn from the study and survey of the Company regarding the Recruitment and Selection process carried out there. The recruitment Process at CHENOSA Technology Solutions to some extent is done objectively and therefore lot of bias hampers the future of the employees. Most of the employees were satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the Working of the company as a fresh blood, new idea enters in the company. Selection process is good but it should also be modified according to the requirements and

should job profile so that Main objective of selecting the candidate could be achieve.

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