

## **A STUDY ON EMPLOYEE SATISFACTION ON THE RECRUITMENT PROCESS**

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### **ABSTRACT**

Recruitment and selection are crucial Human resource management functions aimed at enhancing workforce power and achieving company goals. Choosing the right candidates and recruiting them are essential parts of human resource management that help businesses reach their objectives. Five best practices include planning, strategic development, screening, evaluation, and control. An essential HRM function, recruitment and selection looks to build up worker capacity to fulfill the goal and vision of the organization. The Human resource department of a company should think about using the following five best practices to increase recruitment success: screening, assessment, administration, development of strategy, and preparation. For the purpose of increasing worker power and accomplishing organizational objectives, recruitment and selection are essential Human resource management tasks. Planning, strategic development, screening, assessment, and control are the five best practices. Recruitment and selection, a crucial HRM activity, aims to increase employee ability to achieve the mission and vision of the company. The HR department of a company should consider the following five best practices to increase the success of hiring: strategic development, screening, evaluation, control, and recruitment planning. These five procedures will guarantee that the hiring process runs well. These procedures also ensure the employment process's dependability and effectiveness. Those that are happy with their jobs are the ones who will continue with their employer in the worst-case scenario and show true dedication to it.

**Keywords:** recruiting process, planning for hiring, employee happiness, organization, and recruitment and selection.

### **1. INTRODUCTION**

Finding and hiring top people is essential for organizational success in the fast paced corporate world of today. Potential employees enter a company through the recruitment process, and the quality of hires is directly impacted by the efficacy of the process. This study aims to identify the

advantages and disadvantages of the current system by examining the recruitment procedures currently used by the organizations. Through an examination of these procedures, we seek to pinpoint opportunities for enhancement and formulate suggestions for a more proficient and fruitful hiring procedure that draws in evaluates and chooses the most qualified applications to support the objectives of the company. Recruitment is the process of finding suitable candidates for the various posts in an organization. It is the process of getting possible candidates to submit an application for employment with a company. It serves as a conduit between employers and the labor market. The process of looking for potential employees and motivating them to submit an application for a position in a company is known as employment. The most important variable in determining both the overall productivity of the workplace and the success of the organization is employee satisfaction. The recruitment process is one of the many variables that affect employee satisfaction because it not only draws in top talent but also sets the tone for the working environment, which affects long-term job satisfaction. It looks at how several recruitment-related factors, like honesty, quickness, communication, and equity, affect how satisfied workers are. Organizations can improve employee satisfaction and develop a more engaged and dedicated staff by modifying their recruitment strategy based on an understanding of these dynamics.

## **OBJECTIVES**

- To understand the importance of recruitment
- To examine the major factors affecting recruitment
- To know the various industry in india

## **2. REVIEW OF LITERATURE**

**1. Faculty of Economics, University of Kragujevac, The Republic of Serbia, 2018** An exciting period in business has started with the shift from a capital-intensive to a based on knowledge economy. Because conducting business in such a dynamic environment has significantly diminished the significance of conventional ideas and methods, attention has switched to the management of human resources. In light of this, an organization should strive to recruit, hire, and retain qualified staff members in order to guarantee a high degree of employee satisfaction through the accomplishment of strategic objectives.

**2. Prajwal Kaushik (2019)** The goal of the study paper "E-Recruitment and Research on Employee Satisfaction" is to examine current trends in employee status and satisfaction with work by conducting a survey using questionnaires and secondary sources. Spss was taken into account after statistical studies including descriptive and sampling analyses, along with correlation factors like employee satisfaction and e-recruitment. According to the study, a person's compensation has very little bearing on how happy they are at work. The location, the qualifications, and the industry type are additional crucial elements.

**3. Angel sudeep Mukherjee, preeti yadav amity management review 9, 2020** Since it ensures that the simplest set of employees is employed to achieve organizational goals, planning a company's human resources can be a critical step in its success. One of the most important components of human resource planning, in Dale Yoder's opinion, is the recruitment and selection process: "Recruitment may be a process to get the sources of manpower to satisfy the wants of the staffing schedule and to use effective measures for attracting that manpower in adequate numbers to facilitate effective selection of an efficient working force." The goal of the research paper is to assess the effectiveness of Samsung's hiring and selection practices as well as how they affect employees' job satisfaction. We are all aware of that as well.

**4. Sharifun nahar tumpa BRAC university, 2013,** Students can get a taste of the working world through an internship. Students are required to write an internship report prior to receiving their BBA. This report demonstrates the practical application of scholarly knowledge. It is predicated on the knowledge and experience I have gained from my time spent employed by the company. The biggest non-governmental development organization in the world, BRAC, includes BRAC International. "Bring together the poorest people in the poorest countries and teach them to read, think for themselves, pool their resources, and start their own businesses" was the straightforward but revolutionary slogan of BRAC.

**5. Ombui kepha, elegwa mukulu, gichuhi, A waitiu (2012)** The purpose of the research study, "The Influence of Recruitment and Selection on the Performance of Employees in Research Institutes in Kenya," is to ascertain, via the use of questionnaires and secondary sources, how recruitment and selection affect employee performance. A statistical study, including regression, correlation, and Pearson correlation, was performed before taking into account variables such as employee performance and the employee performance model. The study came to the conclusion

that although selection and recruiting seemed unimportant, they were kept in place since they were shown to improve employee performance.

### **3. THEORITICAL FRAMEWORK**

#### **REASONS BEHIND RECRUITMENT Retirement of an employee**

##### **1. Retirement of an employee:**

An employee's working career comes to an end and a new chapter in their life begins when they retire. It is a big turning point in a worker's career, signaling the change from working actively to having more free time. Usually, there are a few crucial processes involved, such as: Planning, announcement, succession planning, celebration, documentation, and transition are some of the major elements that are usually involved in the process. When an employee retires, it usually indicates they are leaving their position permanently, usually as a result of attaining a specific age or meeting the requirements for retirement established by the government or their company. Retirement may also be from a person's personal decision or health. Retirement benefits like pensions, provident funds, or other investments for retirement accrued over an employee's working years are frequently awarded to employees. These perks are designed to provide the worker with financial stability once they leave the company. The conclusion of a person's career and the start of their retirement years are signified by the important life event of retirement. It's a period for unwinding, engaging in hobbies, spending time with loved ones, and savoring the results of one's effort.

##### **2. Death of an employee:**

The loss of an employee has a devastating effect on the individual's family, coworkers, and the company they were employed for. When this happens, companies usually help the family of the deceased worker by helping with funeral planning, offering colleagues support services, and making sure that any unpaid bills or benefits are taken care of. The processing of an employee's last salary, benefits, and any unresolved work-related issues are among the legal and administrative issues that arise when an employee passes away. In order to handle these circumstances with tact and compassion, employers may have put in place special regulations and processes.

### **3. Resignation of job by an employee:**

An employee's decision to resign from their current position indicates that they did so voluntarily. Various variables, including possibilities for career progress, the workplace, personal reasons, or pursuing other hobbies, may have an impact on this decision. The typical process for quitting is to give notice to your employer in line with the terms of your employment contract or company policy. The employee may go through a departure procedure that included giving up duties, undertaking knowledge transfer, and sometimes taking part in an exit interview after filing a resignation letter or notice. In the work environment, resignation is a typical occurrence as people figure out their career routes and make choices that support both their professional and personal goals.

### **4. Disablement of an employee:**

When an employee becomes disabled, it means that they are unable to perform their job duties due to a physical or mental impairment. Disabilities can vary in nature and severity, impacting an individual's ability to work. In such cases, employers are required to provide reasonable accommodations to enable the disabled employee to continue working if possible. If an employee's disability prevents them from performing their job even with accommodations, they may need to go on disability leave or seek alternative arrangements. It's essential for employers to handle such situations with sensitivity, comply with disability laws, and support the employee in accessing appropriate resources and assistance.

### **5. Dismissal of an employee:**

An employee's employment has ended when they are dismissed from their position by their employer. A person may be let go for a variety of reasons, such as poor performance, misconduct, breaching company policies, or budgetary considerations like downsizing. When terminating an employee, employers usually adhere to certain protocols and legal mandates in order to maintain equity and conformity with labor regulations. Understanding the grounds for dismissal and any rights or benefits related to the end of employment is crucial for both employers and employees.

#### 4. DATA ANALYSIS AND INTERPRETATION

This chapter focuses on analyzing and interpreting data collected from primary sources to explore factors related to “Employee satisfaction on the process of recruitment”. The findings are presented through detailed descriptions, tables, and figures as needed. The chapter systematically organizes and examines the collected data to reveal insights into the factors affecting “Employee satisfaction on the process of recruitment”. It includes a through presentation of the data interpretation of key findings, and discussion of their implications. The study aims to provide a comprehensive understanding of how various factors impact “Employee satisfaction on the process of recruitment” and how individuals perceive these influences. By systematically analyzing and describing the data, the chapter sheds the employee satisfaction on the process of recruitment, offering valuable insights into the overall satisfaction and challenges faced by employees.

#### DESCRIPTIVE ANALYSIS

**Table 4.1**

VARIABLE	CATEGORY	TOTAL	PERCENTAGE
1. AGE (IN YEARS)	18 – 29	53	82.8
	30 – 40	8	12.5
	41 – 50	3	4.6
	Above 51	0	0
2. GENDER	Male	14	21.8
	Female	50	78.1
3. MARITAL STATUS	Married	10	15.6
	Unmarried	54	84.3
4. SALARY (IN RUPEES)	20,000 – 30,000	39	60.9
	31,000 – 50,000	21	32.8
	Above 50,000	4	6.2
5. OCCUPATION	IT	18	28.1
	Business	6	9.3
	Teaching	2	3.1
	Entrepreneur	2	3.1
	Government sector	7	10.9
	Other's	29	45.3

In the above table, at the age (in years) variable the 20-30 years are more compared to the other age groups with 82% and at the gender there are more females than the male with 78% and at the marital status there are more unmarried than the married respondents with 84% and at the salary (in rupees) there are more respondents who received below 20,000 when compared to the other category at the occupation there are more respondents who are from others with the 45% when compared to others.

## INFERENCE ANALYSIS

**Table 4.2**

Particulars	Mean	S.D	Rank
Recruitment is important for business and company	4.6462	4.16	1
Recruitment process provides positive impression of the company as a whole	4.3846	3.9	7
The information provided during the recruitment process is clear	4.3692	3.91	5
Information about company culture was well informed during hiring process	4.3692	3.91	5
Received prompt feedback on application and interview performance during recruitment process	4.2923	3.84	6
Preparation is important for recruitment process in interview	4.6	4.12	2
Skill assessment test is very essential in hiring process	4.5231	4.04	3
Opinion and contribution are valued during recruitment process	4.4308	3.97	4
Resume screening and shortlisting used by the company was good	4.5077	4.04	3

In the above it shows that the highest rank (1<sup>st</sup> rank) is for Recruitment is important for business and company and the last rank is for (7<sup>th</sup> rank) Recruitment process provides positive impression of the company as a whole.

## CHI-SQUARE TEST

### Was your skills tested in the recruitment process

**Table 4.3**

GENDER	Male	Female	Total	Chi-Square	Significance
Yes	3	5	8	2.42455	0.05
No	1	1	2		
May be	10	44	54		
TOTAL	14	50	64		
			X square	2.42455	
			Df	2	
			p-value	0.29752	
				0.29752	

### Are you satisfied with the recruitment process followed by your company

**Table 4.4**

GENDER	Male	Female	Total	Chi-Square	Significance
Yes	11	45	56	3.500408	0.05
No	0	2	2		
May be	3	3	6		
TOTAL	14	50	64		

X square	3.500408
Df	2
p-value	0.173738
	0.173738

### Do you think preparation is significant for recruitment process in interview

**Table 4.5**

GENDER	Male	Female	Total	Chi-Square	Significance
Yes	14	43	57	2.200702	0.05
No	0	1	1		
May be	0	6	6		
TOTAL	14	50	64		

X square	2.200702
Df	2
p-value	0.332754
	0.332754

**Range the following on your satisfaction level**

**Recruitment is important for business and company**

**Table 4.6**

	Male	Female	Total	Chi-Square	Significance
Highly Agree	14	32	46	7.012174	0.05
Agree	0	14	14		
Neutral	0	4	4		
Dis- Agree	0	0	0		
Highly Dis – Agree	0	0	0		
TOTAL	14	50	64		

X square	7.012174
Df	4
p-value	0.135246
	0.135246

**Recruitment Process Provide a Positive Impression of the Company as a whole**

**Table 4.7**

	Male	Female	Total	CHI-Square	Significance
Highly Agree	2	28	30	11.91556	0.05
Agree	12	17	29		
Neutral	0	5	5		
Dis - Agree	0	0	0		
Highly Dis – Agree	0	0	0		
TOTAL	14	50	64		

X square	11.91556
Df	4
p-value	0.01799
	0.01799

## **FINDINGS**

1. This study helps to understand the overall employee satisfaction on the process of recruitment and how the various factors are influencing the employees in the satisfaction level at their works. The questionnaire that designed for the data collection were filled by 64 respondents. This demographic data is also useful to understand the employee satisfaction level. Most of the responses were in between 20-30 years that give 895 of the respondents were youngsters and the gender there are more females than the male with 82% and at the marital status there are more single than the married respondents with 78% and at the salary (in rupees) there are more respondents who receive below 20,000 when compared to the other category and at the Occupation there are more respondents who are working in Other's with the 45% when compared to the others.

2. At the inferential analysis, the mean, standard deviation and the rank were calculated from the highest rank (1st) and the lowest rank is (7th) on that it clearly shows that the satisfaction level with the training program is the highest rank and the last rank is for the opinion that the respondents given.

## **SUGGESTION**

1. The organization should focus more on employees to satisfied by the work.
2. The company should follow other new techniques of selection process also for their betterment.
3. The company is advised to follow the existing recruitment and selection policies in future also.

## **CONCLUSION**

The study was conducted to understand or to know the employee satisfaction on the process of recruitment of the various employees working in a different sectors. While studying the relationship of employees satisfaction with the various demographical factors like gender, marital status, age, salary and the occupation it is concluded that employee satisfaction there is no relationship between the gender, marital status, age and etc., so the every organization should focus more on contributing the employees to feel more satisfied, it also help the organization to enhance employment engagement to increase the productivity level and a lower turnover.

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