

---

## **A STUDY ON RECRUITMENT AND SELECTION PROCESS IN IT INDUSTRY**

**Dr. Sushmita Singh<sup>\*1</sup>, Patil Poonam<sup>\*2</sup>, Nikhil Sahaji<sup>\*3</sup>**

<sup>\*1</sup>Assistant Professor, Faculty Of Management Studies, Parul University, India.

<sup>\*2</sup>Student, Faculty Of Management Studies, Parul University, India.

<sup>\*3</sup>Student, Faculty Of Management Studies, Parul University, India.

DOI : <https://www.doi.org/10.56726/IRJMETS72043>

---

### **ABSTRACT**

This research examines the recruitment and selection practices utilized in the fast-paced and competitive Information Technology (IT) sector.

The study seeks to critically examine the impact of different recruitment strategies, selection methods, and upcoming trends in talent acquisition on this industry. With the exponential growth of technology and the recurring need for capable professionals, examining the dynamics of IT recruitment becomes essential for success in organizations. The study looks into the determining factors for recruitment practices, the influence of advancing technology, competency gaps, and changing expectations from IT professionals. Using a synthesis of literature review, surveys, and interviews with IT managers and HR professionals, this study explores the effectiveness of conventional and contemporary hiring practices, including online websites, social media, and AI-based tools. Moreover, it explores the selection variables and methods applied to search for and assess prospective candidates, including technical tests, behavioral interviews, and coding exercises. The research also examines the difficulties IT firms encounter in recruiting and retaining high-caliber talent, including competition, compensation, and the requirement for ongoing learning. Finally, this research offers useful insights into the recruitment and selection process in the IT sector today, with suggestions for organizations to maximize their talent acquisition processes and stay ahead in the digital era.

**Keywords:** Recruitment, Selection, IT Industry, Talent Acquisition, Hiring, Human Resources, Digital Recruitment, Technical Skills, Candidate Experience, Talent Management, Onboarding, Best Practices, Employment.

---

### **I. INTRODUCTION**

A critical part of the modern international economy, the information technology (IT) industry drives innovation and defines the electronic landscape. Its rapid growth, characterized by steady technical innovations and increasing demand for expert skills, presents enormous challenges to recruiting additional staff. Recruitment and selection process are critical to the success of the company within this dynamic context.

IT companies need to effectively hire, filter, and onboard talented employees if they are to remain competitive and respond to the ever-changing demands of the market.

A critical element of the modern global economy, the information technology (IT) industry drives innovation and influences the digital landscape. Its rapid growth, characterized by constant technical advancements and increasing demand for expert capabilities, presents immense challenges to new employee recruitment. The recruitment and selection process is critical to the success of the company in this dynamic environment. IT companies need to successfully hire, sift, and get on board expert employees in their bid to stay competitive and service the ever-evolving demands of the market. Severe competition for talent occurs in the technology sector, particularly in areas such as artificial intelligence, data science, cybersecurity, and software programming.

Moreover, the IT sector's recruitment process demands a proper evaluation of technical skills along with soft skills such as communication, problem-solving, and critical thinking. It is also important to assess candidates' adaptability and capacity to learn quickly in a dynamic environment. The aim of this research is to analyze the intricacies of the recruitment and selection process in the IT industry, considering the numerous methods, challenges, and best practices employed by companies.

#### **Objective**

To study the Recruitment process in the organization

To study the effectiveness of Recruitment and selection process

To study the organizational support for the recruiter at the time of recruitment

To find the recruiters opinion about the Recruitment Process of the organization

## II. LITERATURE REVIEW

1. According to French, specific recruitment and selection processes are crucial for firms (G.R. French, 2012).
2. Sangeetha (2010), second. Decisions taken during the stage of recruitment and selection will have an effect on the business later on. An organization may incur significant expenses as a result of poor selection judgments, and vice versa.
3. Selection, according to Neeraj (2012), is the process of choosing people with the necessary skills to occupy positions within a company. Performance, expenses, and regulatory requirements are the three primary factors that make choosing the proper staff crucial.
4. Florae (2014) contended that the benefits and drawbacks of using recruitment agencies for a company are equivalent to those of using external sources for hiring, citing factors such as qualified staff, a larger pool of candidates, new talent, and a spirit of competition among candidates.
5. Olatunji and Ugoji (2013) in an organizational development research on hiring practice
6. According to Adeyemi et al. (2015), all workers should receive equitable treatment during the hiring and selection process and receive ongoing performance reviews to make sure they are improving.
7. In a study on the effect of recruitment and selection criteria on organizational performance, Ekwoaba, Ikeije, and Ufoma (2015) found that these factors significantly affect an organization's performance, with the more objective the criteria, the better the organization's performance.
8. According to Mustapha et al. (2013), the goal of hiring goes beyond simply filling positions; it also includes fostering personal growth and success as well as creating a solid organization where both the requirements of the individual and productive teamwork are met.
9. According to a 2013 study by Stephen, Cowgill, Hoffman, and Housman, employee recommendations improve coaching and monitoring and create a more pleasurable work environment because employees recommend individuals who are similar to them.
10. According to Gilbert, De Winnie, and Seals (2011), the organization's policy makers create intended practices in order to achieve the desired attitudes and behaviors.
11. According to Compton, Morrissey, and Nankervis (2014), In order to satisfy and inspire qualified applicants, it is essential to get recruitment and selection procedures and techniques right the first time. This is the result of human resource planning, job design, human resource development, compensation systems, and career and succession plans (Compton, Morrissey, Nankervis 2014).
12. According to Mullins and Gill (2010, p. 485), continuous cooperation and consultation between the HR manager and line managers, as well as consistently high levels of teamwork, are necessary for the HRM function to continue to be effective.
13. According to Ntiamoah et al., p. 4, 2014, hiring and selection have grown in significance as businesses view their employees as a source of competitive advantage.
14. According to Nartey (2012), every sector should use a recruiting and selection process in order to achieve their organizational objectives.
15. Absar (2012) examines both public and private manufacturing enterprises in his paper to highlight the significance of recruiting and selection.

## III. RESEARCH METHODOLOGY

### Research Design

Sampling Design: A sample is a condensed version of the entire thing. The selection procedure is known as sampling, and the group of components is called a sample when some of the elements are intended to reveal anything about the population from which they are collected.

Sample Design: The convenience sampling approach with a 95% confidence level and a 5% margin of error is

used to conduct the study.

### **The size of the sample**

One hundred respondents who are currently will be regarded as sample units for the study. Time frame for research The research is completed in sixty days.

### **Research Instruments:**

Self-designed questionnaires with closed-ended questions are used to gather data.

### **Sources of data**

Primary as well as secondary sources are used for collection of data. In primary source of data collection questionnaire and opinion survey used, and in secondary source of data collection, relevant records, books, magazines are used.

Thus, the source of data collection are as follows:

### **Primary Data:**

Data collected by the researcher herself for a specific purpose. In this study the data is collected by circulating questionnaires to the respondents.

### **Secondary Data:**

Apart from primary data, the data is also collected through:

A. Books B. Journals

C. Academics D. Websites Reports

### **Data Collection Method**

Primary data: Information obtained directly from the source is considered essential. Important data that are consistently dependable, genuine, and goal-based have not been given away at this point.

Important facts are more impressive than secondary information because they haven't been altered by humans. Surveys, interviews, perception, and summaries are methods for obtaining vital records.

Secondary Data: Elective information is data obtained from a recently distributed supply in any format. Any exploration's writing survey depends on optional data collection techniques. The internet, books, papers, magazines, diaries, and other comparable periodicals are examples of such data.

### **Hypothesis**

H0(Null Hypothesis): Recruiters and candidates are satisfied with the recruitment and selection process of the company

H1(Alternate Hypothesis): Recruiters and candidates are not satisfied with the recruitment and selection process of the company.

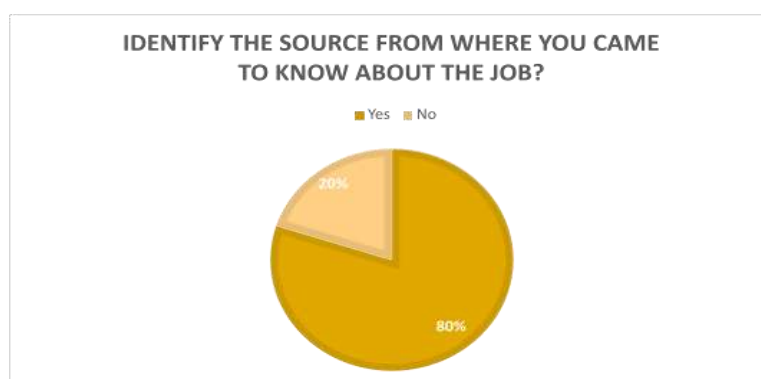
H0(Null Hypothesis): recruit candidates as and when required and maintain the time frames for selection.

H1(Alternate Hypothesis): continuous talent search program.

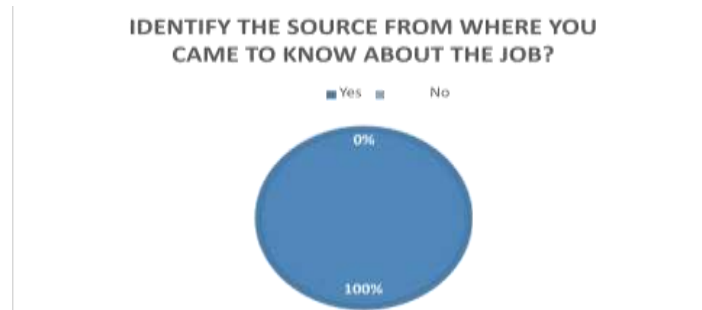
H0(Null Hypothesis): Healthy recruitment & selection strategy leads to increased individual effectiveness.

H1(Alternate Hypothesis): Healthy recruitment strategy leads to increased organization effectiveness.

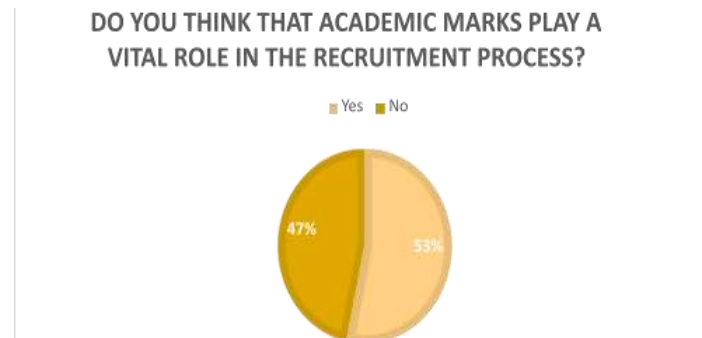
## **IV. DATA ANALYSIS**



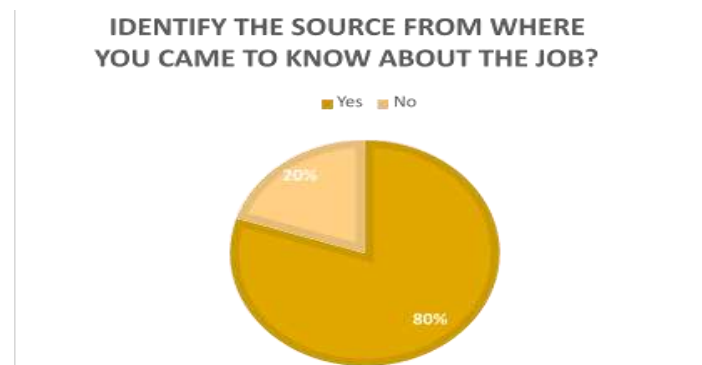
Findings: It was found that 80% of employees are satisfied with the recruitment process adopted. there are total 300 responses.



Findings : Candidates believe that the organization clearly define the position objectives, requirements and candidate's specification in the requirement process.



Findings: 53% employees believe that academic marks play a vital role in recruitment process. On the other side, 47% employees thought that academic marks are not playing a major role in recruitment process.

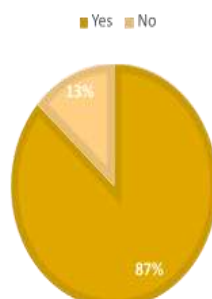


Findings: It was found that 80% of the candidates are given adequate and reliable information about the company and the job before the recruitment process, on the other hand 20% denied from that.



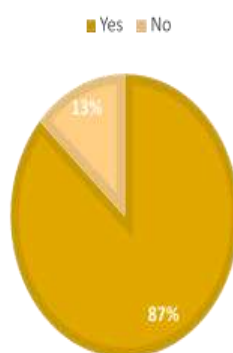
Findings: It is founded that, 53% employees were opinion that aptitude test used in the selection process and 47% employees had different opinion that quantitative and reasoning test used in the selection process

#### IS THE JOB PROFILE/ SALARY STRUCTURE MENTIONED REGARDING JOB VACANCY ON LEADING NEWSPAPER?



Findings: 87% of the employees are informed that the job profile / salary structure mentioned regarding job vacancy on leading newspaper, and other side 13% said they didn't find anything about salary structure mentioned at newspaper regarding job vacancy.

#### DID YOU GET THE APPOINTMENT LETTER ON TIME?



Findings: 87% of candidates mentioned that they got appointment letter on time, on the other hand, 13% candidates responded that their appointment letter was delayed.

### V. RESULTS

1. 67% of the staff members are hired via advertisement. Advertisers are the prime sources which supply suitable candidates for the recruitment.
2. Most of the employees are contented with the recruitment procedure.
3. The candidates feel that the company rightfully define the position objective, requirements and candidate's specification during the requirement process.
4. The candidates are primarily picked via panel interview and Candidates never felt any inconvenience in any of the round of the selection procedure.
5. Candidate's rating practice of recruitment and selection is as good as comparing to other organization.
6. 95% Candidates rating the performance of HR department in recruitment and selection is satisfactory.
7. Employees are in favor of reference check after candidate selection.

### VI. FINDINGS

1. After analyzing the collected data, the following recommendations were made to improve the present recruitment and selection scenario in the organization.
2. First of all, the management should review their recruitment policy and look for the areas of improvement for ensuring the best hiring.
3. Management should structure and systematically organize the entire recruitment processes.
4. Recruitment management system should facilitate faster, unbiased, accurate and reliable processing of applications from various applications.
5. Management should follow a systematic process for HR Planning.

6. Internal Promotions should be done on regular basis during specified time- period.
7. All selection tests i.e., Ability tests, Aptitude tests, Personality tests, Interest tests, written tests, should be given equal weightage during selection process.
8. Salary structure should be in match with company's same level present employee and market value.

## VII. REFERENCES

- [1] Absar MMN,(2012). Studied on Recruitment & Selection Practices in Manufacturing Firms in Bangladesh. Indian Journal of Industrial Relations. Vol. 47, pp. 436-449
- [2] Bhoganadam SD, Dasaraju SR.(2014). Studied on a Study of Recruitment and Selection process in Sai Global YarnTex (India) Private Limited. International journal of Management Research & Review, Vol. 4, pp.996-1006.
- [3] Dhotre A. C., Shrimangal L. S. ,Dhawl K.(2021) .Recruitment and Selection Methods Used in Private Sector: With Special Reference to Aurangabad District. International Journal of Advance Study and Research Work , 4, Issue 3.
- [4] Gamage A.S. (2014). Recruitment and Selection Practices in Manufacturing SMEs in Japan: An analysis of the link with business performance, Ruhuna Journal of Management and Finance ,1, ISSN 2235-9222, Pp. 37-49.
- [5] Rahman M. A. (2016). Employees' Perception of Recruitment and Selection Practices in Local Companies, International Journal of Ethics in Social Sciences, 4, ISSN: 2308-5096, Pp.165-175
- [6] Eva T.P (2018), Recruitment and Selection Strategies and Practices in the Private Sector Commercial Banks of Bangladesh: Evidence from Human Resource Practitioners, European Business & Management ,4(1), ISSN: 2575-5811 (Online), Pp .28-38.
- [7] Oginni, B. O., Ayantunji, I. O., Olaniyan, T. S., Ajibola, K. S & Ajakaye, T. B (2023). The nexus between recruitment and selection practices and business performance of Nigerian small and medium sized manufacturing enterprises. International Journal of Management Studies, 30(2) 469-500.