A SUMMER INTERNSHIP REPORT
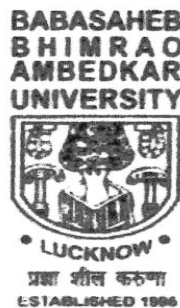
On

CURRENT RECRUITMENT STRATEGY BEING ADOPTED BY MNCS IN INDIA

SUBMITTED TO :

BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY

(A CENTRAL UNIVERSITY)

FOR THE PARTIAL FULFILLMENT OF THE REQUIREMENT

FOR THE AWARD OF DEGREE OF

B. COM (HONOURS)

2019-22

UNDER THE SUPERVISION OF:	**SUBMITTED BY:**
Prof. (Dr.) M.S. Khan	**Harsh Upadhyay**
	B.Com(Hons) - 5th Sem.
	Enrollment No.: 466/19
	Roll No.: 194345

DEPARTMENT OF COMMERCE

BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY

(A CENTRAL UNIVERSITY)

DECLARATION

This is to declare that I Harsh Upadhyay (Roll No.194345) student of B.com (Honours) At, have personally worked on the project entitled **A STUDY OF CURRENT RECRUITMENT STRATEGY BEING ADOPTED BY MNCS IN INDIA.** The data mentioned in this report were obtained during genuine work done and collected by me. The data obtained from other sources have been duly acknowledged. The result embodied in this project has not been submitted to any other University or Institute for the award of any degree.

Date:

Place: Lucknow

Harsh Upadhyay

B.Com (Hons) - 5th Sem.

ACKNOWLEDGEMENT

I take this opportunity to express my profound gratitude and deep regards to my guide **Dr.Shashi Bharti** for his exemplary guidance, monitoring and constant encouragement throughout the course of this project. The blessings, help and guidance given by him time to time shall carry me a long way in the journey of life on which I am about to embark.

I also take this opportunity to express a deep sense of gratitude to Company Mentor **Dr. Shashi Bharti** for his/her cordial support, valuable information and guidance, which helped me in completing this task through various stages.

I am also obliged to staff members of Company for the valuable information provided by them in their respective fields. I am grateful for their cooperation during the period of my summer training.

Finally, I am thankful to almighty, my parents, brothers, sisters and friends for their consistent encouragement without which this project would have not been completed.

PREFACE

This Summer Training Report is prepared in respect of **"CURRENT RECRUITMENT STRATEGY BEING ADOPTED BY MNCS IN INDIA"** the Summer Training, which is undertaken in Fifth semester of B.com (Honours).

The process of economic growth needs development of capital resources besides other structural changes such as improvement in skill and efficiency of manpower, better organization of distribution, better health, etc. The capital resources originated internally from within the country and externally as suppliers by foreigners .External resources and other technical needs.

Recruitment is the 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 working force.

Keywords

- Recruitment and Selection Process in Infosis

- Scheduled Pvt. Sector Recruitment and Selection

- Human Resource Management

CONTENT

S. No.	Topic	Page No.
1.	Introduction	
2.	Company Profile	
3.	Objective of the Study	
4.	Research Methodology	
5.	Limitation	
6.	Data Analysis & Interpretation	
7.	Findings	
8.	Conclusion	
9.	Suggestion & Recommendation	
10.	Bibliography	
11.	Annexure	

INTRODUCTION

INTRODUCTION

Human resource management (HRM)

Human resource management (HRM) is a management function that helps a manager to recruit, select, train and develop members of an organization. Obviously HRM is concerned with the people's dimension in organizations. Employees are not mere machineries. They are human beings .It is the people who manage and manage organizations.

The scope of HRM is indeed vast. All major activities in the working life of a worker, from the time of his or she entry into an organization until he or she leaves comes under the purview of HRM. Specially, the included are HR planning job analysis and design, recruitment and selection, orientation and placement, Training, performance appraisal and the like.

Thus HRM refers to a set of program, functions and activities designed and carried out in order to maximize both employee as well as organizational effectiveness. Human resource management according to *David A. De Cenzo* and *Stephen P. Robbins* is "A Process consisting of four functions:

- Acquisition

- Development

- Motivation and

- Maintenance of human resource

Recruitment

Recruitment refers to the overall process of attracting, selecting and appointing suitable candidates to a one or more jobs within an organisation, either permanent or temporary. The term may sometimes be defined as incorporating activities which take place ahead of

attracting people, such as defining the job requirements and person specification, as well as after the individual has joined the organisation, such as induction and on boarding. Recruitment can also refer to processes involved in choosing individuals for unpaid positions, such as voluntary roles or training programmes.

Depending on the size and practices of the organization, recruitment may be undertaken in-house by managers, human resource generalists and/or recruitment specialists. Alternatively, parts of the process may be undertaken by either public-sector employment agencies, commercial recruitment agencies, or specialist search consultancies.

The use of internet-based services and computer technologies to support all aspects of recruitment activity and processes has become widespread and has revolutionised recruitment activities ranging from recruitment agencies sourcing candidates through online job boards and social media, or human resource professionals using assessment or job simulation programs as part of the selection process.

Definition :

According to *Yoder* "Recruitment is the 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 working force."

Recruitment, training are the four important ingredients of the human resource management cuisine.

Recruitment forms the first stage in the process which continues with selection and ceases with the placement of the candidate. The purpose of recruitment is to locate sources of manpower to meet job requirements and job specifications.

It has been regarded as the most essential function of human resource management .This is because of the fact that unless the right type of people are hired ,even the best of plans, organization charts and control systems would not do much good.
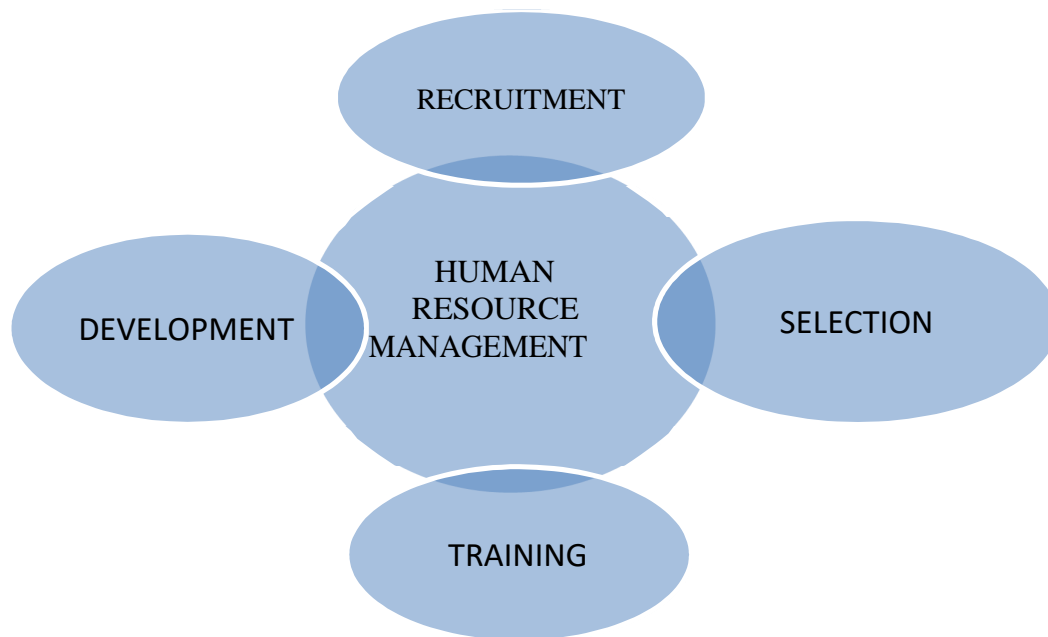
The above figure depicts the basic elements of human resource management.

Recruitment is a two-way street:

it takes a recruiter and recruitee. Just as the recruiter has a choice whom to recruit and whom not, so also the prospective employee has to make the decision if he should apply for the organization's job. Recruitment makes it possible to acquire the number and types of people necessary to ensure the continued operation of the organizational vacancies.

The process of recruitment is understood as looking for and obtaining candidates for jobs, from among whom the right candidates can be selected. Why there is the need for the process of recruitment? Why recruitment is so important? These are the basic question to be answered. There are several causes for this. Say for example an applicant who comes for searching for a job may not be adequately qualified, the job is for an MBA , but the job seeker is only a BE.

The purpose or need for the process of recruitment is to provide for potential qualified candidates. The purposes are as follows:

- Attracting maximum number of candidates at minimum cost.

- To increase the effectiveness of both the individual as well as the organization in the short term and long term.

- The purpose of recruitment is to determine the demand of jobs for the present and future requirements in the organization in conjunction with its personnel planning and job-analysis activities.

- One of the most important purposes is to see that once an eligible candidate is hired through recruitment and selection. The candidate does not leave the organization in a short period of time.

Recruitment Process

The recruitment process is affected by a number of factors. The factors are of external as well as internal nature. The external factors are image of organization and job, socio-political situation, labor market, unemployment rate, supply and demand. The internal factors are recruitment policy of the firm, human resource planning, size of the enterprise, cost, etc.

The recruitment process can be referred as the process of identifying and attracting candidates so as to build a pool of qualified applicants. The process comprises of five interrelated stage, namely

- Planning

- Strategy development,

- Searching,

- Screening,

- Evaluation and control.

Recruitment planning

The first step or stage of any logical process is planning. So the first stage of recruitment is also planning. Here in planning we are concerned about the kind and quantity. Kind means of what exact qualification and quantity means in what number we want required qualified people.

Strategy development

As the heading suggests it is the time for formulating the strategy. Such as what technically advanced recruitment and selection devices will be used; what will be the demographic and geographical distribution of the job seekers; how, where and when to look for the job incumbents; what can be the sources of recruitment.

Searching

Searching begins immediately once recruiting plan and strategy are done with. It has two steps namely

1. Activation of the source

2. Selling.

Screening

The screening of applications is one of the integral parts of the recruitment process but many view it as the first logical step of the process selection. After the applications have been scrutinized and shortlisted then the process of selection will begin.

For example the recruitment of Executive, Team Leader, Sales Manager etc. in a Pvt. Sector/ MLC (Multi National Company, application whatsoever received in response to advertisement are screened and only eligible applicants are summoned for an interview.

A selection committee comprising the HR Manager and experts in various subjects Like Marketing, HR, Finance etc. are formed for selection. The process of recruitment extends

only up to screening of the applications. And recruitment is followed by selection.

Evaluation and Control

Evaluation and control is quintessential as considerable costs are incurred in accomplishing the process of recruitment. The costs which are incurred in general are – salaries for the people who recruit, advertisement cost, cost for recruitment etc.

Selection

After the recruitment process selection is the next logical step in the acquisition function of the HRM. Selection is the process of picking candidates with the required qualifications and competence to fill jobs in the organization.

Selection has been defined by various authors. These are as follows-

- "Selection is the process by which candidates for employment are divided into class-those who will be offered employment and those who will not."_ Yoder

- "Selection process is a managerial decision-making process as to predict which job applicant will be successful if hired."_David &Robbins.

Recruitment and selection are two vital steps in Human resource process. These two steps are sometimes used interchangeably. However these steps are different.

Recruitment on one hand refers to the process of encouraging and identifying individuals to apply for the jobs the process of selection is concerned with choosing the right candidates from a gambit of applicants.

In an organization the role of selection is important for two reasons. The first is work performance which depends on individuals and second is cost incurred in recruiting and hiring individuals for employment.

The Selection Process

Selection is one of the longest processes of acquisition function. The purpose of selection process is to determine whether an applicant fits in the tailored qualification for a specific job and choose the applicant who is likely to perform well in the given job.

Selection is being affected by various factors such as legal and political considerations of the city, state or country. Demand and supply of specific skilled individuals in the labor market etc. It starts from the preliminary interview and goes up to the contract of employment. It can be said that the selection is a series of stages or steps which commences with initial interview and concluding with the final contract of employment.

The selection process has nine steps. And these are as follows:

1. Preliminary interview

2. Selection Tests

3. Employment Interview

4. Reference and Background Analysis

5. Selection Decision

6. Physical Examination

7. Job Offer

8. Employment contract

9. Evaluation.

The selection process is a lengthy process starting from the preliminary interview and ending with the contract. Evaluation of the steps and rejection of applicant is possible in every step of the process.

The selection process plays an important role in organization's effectiveness. There are two main reasons for this first performance depends on employee. The best way to improve the quality of performance is to hire who have the competence and the willingness to work or perform. Poor choice will demoralize the candidate and demotivate the existing workforce. Second reason is the cost incurred in the process.

Here is an example of an organization

How the expensive recruitment and selection has become. MLC had called six people from the company (MLC) for this process. They had taken over the entire Oberoi Business Centre in Mumbai for six days. About 3000 applications were scanned in response to an advertisement; the applicants were asked to respond within 100 hours by fax the shortlisted candidates were flown to Mumbai and interviewed. The process is quite expensive by any standard.

The selection process is a procedure concerned with securing information about the applicants. It takes a number of steps to secure the information. The main objective of selection is to determine whether an candidate meets the required qualification for a specific job and to pick or choose the most appropriate for the job.

Selection is one of the longest processes of acquisition function. The purpose of selection process is to determine whether an applicant fits in the tailored qualification for a specific job. And choose the candidate who is likely to perform well in the job given to him or her.

Selection is being affected by various factors such as follows:

- Legal and political considerations of the city, state or country

- Demand and supply of specific skilled individuals in the labor market; etc.

- Starting with the preliminary interview and goes up to the contract of employment .It can be said that the selection is a series of stages or steps which commences with initial interview and concluding with the final contract of

employment. Then the candidate is fit to join the organization.

Selection and recruitment are used very often as the one and same but these are very important and different human resource management function. If right candidate is selected from the selection process, he/she will perform well in the Organisation.

OBJECTIVE OF RECRUITMENT PROCESS

The objective of selection is to hire candidates having commitment as well as competency. The impact of selection is on work performance of the employees. Selection is generally done by the Human resource department.

Selection process is one of the longest processes in human resource management. But in practice, the process is differs among organizations and between various jobs within the same organization.

Selection procedures will be rigorous for senior management candidates but will be short and precise for workers. In a larger context, Human Resource Development refers to empowering people and enabling them to use their power for development of the organization to which they belong, and society at large. It refers to developing pro-activity and capacity to embrace larger issues. Considering the vital importance of human resources, they are now being treated as assets which are most precious for the survival of an organization. New values are being added. There has been a shift from traditional master- slave relationship to the modern trusteeship system (in which employers and employees are considered as partners investing their wealth and labor respectively) and from traditional salary administration to the new Human Resource System (HRS). With human resources being a part of an organization, HRS is a subsystem of larger system i.e., an organization and Human Resource Development is the centre of HRS and most vital for the organizational advancement. Human Resource Development includes both the development of the people and development of an organization.

In practice, HR is responsible for employee experience during the entire employment lifecycle. It is first charged with attracting the right employees through employer branding. It then must select the right employees through the recruitment process. HR then on boards new hires and oversees their Training during their tenure with the organization. HR assesses talent through use of performance appraisals and then rewards them accordingly. In fulfilment of the latter, HR may sometimes administer payroll and employee benefits, although such activities are more and more being outsourced, with

HR playing a more strategic role. Finally, HR is involved in employee terminations - including resignations, performance-related dismissals, and redundancies.

TYPE OF RECRUITMENT PROCESS

CURRENT RECRUITMENT PROCESS

Job analysis

In situations where multiple new jobs are created and recruited for the first time, a job analysis might be undertaken to document the knowledge, skill, ability, and other personal characteristics required for the job. From these the relevant information is captured in such documents as job descriptions and job specifications. Often a company will already have job descriptions that represent a historical collection of tasks performed. Where already drawn up, these documents need to be reviewed or updated to reflect present day requirements. Prior to initiating the recruitment stages a person specification should be finalized to provide the recruiters commissioned with the requirements and objectives of the project.

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 advertising, using appropriate media, such as local or national newspapers, 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 may be content in their current positions and are not actively looking to move companies. This initial research for so-called passive candidates, also called name generation, results in a contact information of potential candidates who can then be contacted discreetly to be screened and approached.

Screening And Selection

Suitability for a job is typically assessed by looking for that are required for a job. These can be determined via: screening résumés (also known as curriculum vita or CV); job application; Biographical Information Blanks which is an assessment that asks for a more extensive background than an application; or a job interview. Various psychological tests

can be used to assess a variety of KSAOs, including literacy. Assessment are available to measure physical. Many recruiters and agencies use applicant tracking systems to perform the filtering process, along with software tools for psychometric testing and performance based assessment. Performance based assessment is a process to find out if job applicants perform the responsibilities for which they are applying. In many countries, employers are legally mandated to ensure their screening and selection processes meet equal opportunity and ethical standards.

In addition to the above selection assessment criteria, employers are likely to recognize the value of candidates who encompass "soft skills" such as interpersonal or team leadership, and have the ability to reinforce the company brand through behavior and attitude portrayal to customers and suppliers. Multinational organizations and those that recruit from a range of nationalities are also concerned candidates will fit into the prevailing company culture. Though many hold attitudes that are more enlightened and informed than past years, the word "disability" carries few positive connotations for most employers. Research has shown that employer biases tend to improve through firsthand experience and exposure with proper supports for employee and the employer making the hiring decisions, less influenced by the disabled applicant perceived contribution. As for most companies, money and job stability are two of the contributing factors to productivity, which in return equates to the growth and success of a business. Hiring disabled workers produce more advantages than disadvantages. Disabled workers are more likely to stay with the company and make their a work a career than most due to the fact that they appreciate having a job and are more stable because they a work at high levels. There is no difference in the daily production of a disadvantaged worker. Given their situation, they are more likely to adapt to their environment surroundings and acquaint themselves with equipment, enabling them to solve problems and overcome adversity as other employees. Companies are granted Disable Access Credit. Although there are eligibility requirements for these funds, it could assist with costs of accommodations and other expenses. Additional management to supervise and assist those who encounter problems are needed which causes employers to hire more qualified personnel (in case supervisor unavailable) and equate to higher wages, double shifts and

incentives. Ensuring adequate space and property changes such as ramps, restricting parking spaces, and posting handicap signs can be fairly inexpensive, transformations still have to be in place and tedious. Sometimes companies loose skilled workers due to depth of responsibility entailed in overseeing employees that are less advantaged.

Lateral hiring

"Lateral hiring" refers to the hiring of someone into a position that is at the same organizational level or salary. It could mean hiring someone from another, similar organization, possibly luring them with a better salary and the promise of better career opportunities. An example is the recruiting of a partner of a law firm by another law firm. A lateral hire may also refer to an employee moving from one position to another within the same organization.

APPROACHES

There are a variety of recruitment approaches and most organizations will utilize a combination of two or more of these as part of a recruitment exercise or to deliver their overall recruitment strategy. There are six common models:

- In-house or human resources personnel may in some case still conduct all stages of the recruitment process. In smaller organizations, recruitment may be done by individual managers or recruiters. More frequently, whilst managing the overall recruitment exercise and the decision-making at the final stages of the selection process, external service providers may undertake the more specialized aspects of the recruitment process.

- Social Media Recruitment is the new trend which can implement in the current recruitment process. Social media helps to drive passive candidates and indirectly helps to create brand awareness about the company. A few tools commonly used by social media recruiters are LinkedIn, Facebook, Twitter, Google+, etc.

- Outsourcing of recruitment to an external provider may be the solution for some

small businesses and at times for large organizations.

- Employment agencies are established as both publicly funded services and as commercial private sector operations. Services may support permanent, temporary, or casual worker recruitment. They may be generic agencies that deal with providing unskilled workers through to highly skilled managerial or technical staff or so-called niche agencies that specialize in a particular industrial sector or professional group.

- Executive search firms recruit for executive and professional positions. These firms operate across a range of models such as contingency or retained approaches, and also hybrid models where advertising is also used to ensure a flow of candidates alongside relying on networking as their main source of candidates.

- Internet recruitment services include recruitment websites and job search engines used to gather as many candidates as possible by advertising a position over a wide geographic area. In addition, social network sourced recruitment has emerged as a major method of sourcing candidates.

TYPES OF RECRUITMENT PROCEDURE

In-house

Many employers undertake their own in-house recruitment and selection, using their human resources department, front-line hiring managers and recruitment personnel who handle targeted functions and populations. In addition to coordinating with the agencies mentioned above, in-house recruiters may advertise job vacancies on their own website and other job boards, coordinate internal employee referrals, target and headhunt external candidates (much like an external agency or search firm), work with external associations, trade groups and/or focus on campus graduate recruitment. Some large employers choose to outsource all or some of their recruitment process (recruitment process outsourcing), however a more common approach is for employers to introduce referral schemes where employees are encouraged to source new staff from within their own network.

INTERNAL RECRUITERS AND SELECTION

An **internal recruiter** (alternatively **in-house recruiter** or **corporate recruiter**) is member of a company or organizationand typically works in the human resources department. Internal recruiters may be multifunctional, serving in an HR generalist role or in a specific role focusing all their time on recruiting. Activities vary from firm to firm but may include, screening CVs or résumés, conducting aptitude or psychological testing, interviewing, undertaking reference and background checks, hiring; administering contracts, advising candidates on benefits, on boarding new recruits and conducting exit interviews with employees leaving the organization. They can be permanent employees or hired as contractors for this purpose. Contract recruiters tend to move around between multiple companies, working at each one for a short stint as needed for specific hiring purposes. The responsibility is to filter candidates as per the requirements of each client.

Employee referral

An employee referral program is a system where existing employees recommend prospective candidates for the job offered, and in some organizations if the suggested candidate is hired, the employee receives a cash bonus. Job seekers may also be referred or recommended by a third-party affiliate within a particular field based on certain criteria resulting in a lead or interview with a potential future employer.

In some cases the organization provides the employee referral bonus only if the referred employee stays with the organization for stipulated time duration (most cases 3–6 months). Referral bonus depends on the grade of the referred employee, higher the grade then higher the bonus however, this method is not used for senior level hiring.

OUTSOURCING

An external recruitment provider may suit small organizations without the facilities to recruit. Typically in large organizations, a formal contract for services is negotiated with a specialist recruitment consultancy. These are known in the industry as Recruitment Process Outsourcing. Recruitment process outsourcing may involve strategic consulting for talent acquisition, sourcing for select departments or skills, or total outsourcing of the recruiting function.

On-campus

Job Interview

Sometimes companies send recruiters to colleges to interview prospective employees.

EMPLOYMENT AGENCIES

For more details on this topic, see employment agencies.

Employment agencies operate in both the public and private sectors. Publicly funded services have a long history, often having been introduced to mitigate the impact of unemployment in economic downturns, such as those which form part of the New Deal program in the United States, and the Jobcentre Plus service in the India.

The commercial recruitment industry is based on the goal of providing a candidate to a client for a price. At one end of the spectrum, there are agencies that are paid only if they deliver a candidate that successfully stays with the client beyond the agreed probationary period. On the other end, there are agencies that are paid a retainer to focus on a client's needs and achieve milestones in the search for the right candidate, and then again are paid a percentage of the candidate's salary when a candidate is placed and stays with the organization beyond the probationary period.

The agency recruitment industry is highly competitive, therefore agencies have sought out ways to differentiate themselves and add value by focusing on some area of the recruitment life cycle. Though most agencies provide a broader range of service offerings, at the two extremes are the traditional providers and the niche operators.

Traditional agency

Also known as employment agencies, recruitment agencies have historically had a physical location. A candidate visits a local branch for a short interview and an assessment before being taken onto the agency's books. Recruitment consultants then work to match their pool of candidates to their clients' open positions. Suitable candidates are short-listed and put forward for an interview with potential employers on a contract or direct basis.

Niche recruiters

'Specialized recruiters' exist to seek staff with a very narrow specialty. Because of their focus, these firms can very often produce superior results due to their ability to channel all of their resources into networking for a very specific skill set. This specialization in staffing allows them to offer more jobs for their specific demographic, which in turn attracts more specialized candidates from that specific demographic over time building large proprietary databases. These niche firms tend to be more focused on building ongoing relationships with their candidates as is very common the same candidates are placed many times throughout their careers. Online resources have developed to help find niche recruiters. Niche firms also develop knowledge on specific employment trends within their industry of focus (e.g., the energy industry) and are able to identify demographic shifts such as aging and its impact on the industry.

Financial arrangements operated by agencies take several forms, the most popular are:

- A contingency fee paid by the company when an agency introduced candidate accepts a job with the client company. Typical fees range from 15% to 35% based on the candidates first-year base salary (fees as low as 12.5% can be found online). This type of recruitment usually has a rebate or replacement guarantee should the candidate fail to perform or leave within a set period of time (often up to a three-month period and as much as a 100% rebate).

- An advance payment that serves as a retainer, also paid by the company, is non-refundable and paid in full depending on outcome and success (e.g., 40% up front, 30% in 90 days and the remainder once a search is completed). This form of compensation is generally reserved for high level executive search/headhunters

- Hourly charge for temporary workers and projects. A negotiated hourly fee in which the agency is paid and then pays the applicant as a consultant for services as a third party. Many contracts allow a consultant to transition to a full-time status upon completion of a certain number of hours with or without a conversion fee.

Executive Search Firms Or Headhunters

An executive search firm or "headhunter" are industry terms for a third-party recruiter who seeks out candidates often once normal recruitment efforts have failed. Headhunters are generally considered more aggressive than in-house recruiters or may have existing industry experience and contacts. They may use advanced sales techniques. They may also purchase expensive lists of names and job titles but more often will generate their own lists. They may arrange a meeting or a formal interview between their client and the candidate and will usually prepare the candidate for the interview, help negotiate the salary and conduct closure of the search. They are frequently members in good standing of industry trade groups and associations. Headhunters will often attend trade shows and other meetings nationally or even internationally that may be attended by potential candidates and hiring managers.

Headhunters are typically small operations that make high margins on candidate placements (sometimes more than 30% of the candidate's annual compensation). Due to their higher costs, headhunters are usually employed to fill senior management and executive level roles. Headhunters are also used to recruit very specialized individuals; for example, in some fields, such as emerging scientific research areas, there may only be a handful of top-level professionals who are active in the field. In this case, since there are so few qualified candidates, it makes more sense to directly recruit them one-by-one, rather than advertise internationally for candidates. While in-house recruiters tend to attract candidates for specific jobs, headhunters will attract both candidates and actively seek them out as well. To do so, they may network, cultivate relationships with various companies, maintain large databases, purchase company directories or candidate lists and cold call prospective recruits.

Headhunters are increasingly using social media to find and research candidates. This approach is often called social recruiting.

Executive research & resourcing firms

These firms are the new hybrid operators in the recruitment world, able to combine the research aspects (discovering passive candidates) of recruiting and combine them with the ability to make hires for their clients. These firms provide competitive passive candidate intelligence to support companies' recruiting efforts. Normally they will generate varying degrees of candidate information from those people currently engaged in the position a company is looking to fill. These firms usually charge a daily rate or fixed fee. Executive research can help companies uncover names that cannot be found through traditional recruitment methods and will allow internal recruitment and resourcing managers more time to deal with face to face interviews.

Internet recruitment services

Recruitment websites

Such sites have two main features:

Job boards a Resume/Curriculum vitae (CV) database. Job boards allow member companies to post job vacancies. Alternatively, candidates can upload a résumé to be included in searches by member companies. Fees are charged for job postings and access to search resumes. Since the late 1990s, the recruitment website has evolved to encompass end-to-end recruitment. Websites capture candidate details and then pool them in client accessed candidate management interfaces (also online). Key players in this sector provide e-recruitment software and services to organizations of all sizes and within numerous industry sectors, who want to e-enable entirely or partly their recruitment process in order to improve business performance.

The online software provided by those who specialize in online recruitment helps organizations attract, test, recruit, employ and retain quality staff with a minimal amount of administration. Online recruitment websites can be very helpful to find candidates that are very actively looking for work and post their resumes online, but they will not attract the "passive" candidates who might respond favorably to an opportunity that is presented

to them through other means. Also, some candidates who are actively looking to change jobs are hesitant to put their resumes on the job boards, for fear that their companies, co-workers, customers or others might see their resumes.

Job search engines

The emergence of meta-search engines allows job-seekers to search across multiple websites. Some of these new search engines index and list the advertisements of traditional job boards. These sites tend to aim for providing a "one-stop shop" for job-seekers. However, there are many other job search engines which index solely from employers' websites, choosing to bypass traditional job boards entirely. These vertical search engines allow job-seekers to find new positions that may not be advertised on traditional job boards, and online recruitment websites.

Recruitment agency directories

The emergence of the Internet provided the functionality to provide recruitment agencies with a low-cost alternative to advertising. Unlike a standard directory, these niche directories have helped those searching for employment representation, a way to narrow down their requirements based on their own job-searching requirements. Recruitment agencies are then able to showcase their services directly to those looking. Omm Rudra Placement Services Badambadi, Cuttack

Social Recruiting

Social recruiting is the use of social media for recruiting including sites like Facebook, Twitter, and LinkedIn. It is a rapidly growing sourcing technique, especially with middle-aged people. On Google+, the fastest-growing age group is 45-54. On Twitter, the expanding generation is people from ages 55–64.

Mobile social recruiting is rapidly expanding. CareerBuilder ran a recent survey of the Fortune 500 companies and discovered that 39% of people in the United States uses tablet computers. Another recent survey done by Glassdoor. comrevealed that 43% of

candidates research company policy, culture, and history all within the fifteen minute time period before an interview begins. However, 80% of Fortune 500 companies fail to use mobile-optimized career sites.

Candidate Paid Recruiters

Some recruiters work by accepting payments from job seekers, and in return help them to find a job. Such recruiters often refer to themselves as "personal marketers" and "job application services" rather than as recruiters.

Strategic talent acquisition

Talent acquisition is the targeted recruitment/acquisition of high performing teams for example; in sales management or financial traders into a company from a competitor or similar type of organization. Organizations requiring external recruitment or head-hunting firms are now employing "talent acquisition" specialists whose job it is to identify, approach and recruit top performing teams from competitors. This role is a highly specialized role akin to that of a traditional recruiter/headhunter specialist but carrying greater visibility and strategic importance to a business. In many cases the talent acquisition person is linked directly to a company's executive management, given the potential positive impact a company can benefit from by getting high-performance sales people into the business, whilst removing the same performing sales people from competitors.

COMPANY PROFILE

COMPANY PROFILE

Infosys

<table>
<tr><td colspan="2" align="center">**Infosys Ltd**</td></tr>
<tr><td colspan="2" align="center"></td></tr>
<tr><td>**Type**</td><td>Public</td></tr>
<tr><td>**Traded as**</td><td>BSE: 500209

NSE: INFY

NYSE: INFY

BSE SENSEX Constituent

CNX Nifty Constituent</td></tr>
<tr><td>**Industry**</td><td>IT services, IT consulting</td></tr>
<tr><td>**Founded**</td><td>7 July 1981; 36 years ago</td></tr>
<tr><td>**Founder**</td><td>N. R. Narayana Murthy

Nandan Nilekani

S. Gopalakrishnan</td></tr>
</table>

	S. D. Shibulal
	K. Dinesh
	N. S. Raghavan
	Ashok Arora
Headquarters	Bengaluru, Karnataka, India
Area served	Worldwide
Key people	Salil S. Parekh (CEO & MD)
	Nandan Nilekani (Chairman)
Services	IT, business consulting andoutsourcing services
Revenue	▲ US$10.208 billion (2017)
Operating income	▲ US$2.520 billion (2017)
Profit	▲ US$2.241 billion (2017)
Total assets	▲ US$12.854 billion (2017)

Total equity	▲ US$10.637 billion (2017)
Number of employees	200,364 (March 2017)
Divisions	Infosys BPM
	EdgeVerve Systems
	Infosys Consulting
Website	www.infosys.com

Infosys Limited (formerly **Infosys Technologies Limited**) is an Indianmultinational corporation that provides business consulting, information technology andoutsourcing services. It has its headquarters inBengaluru, Karnataka, India.

Infosys is the second-largest Indian IT company by 2017 revenues and 596th largest public company in world in terms of revenue.[5] On June 30, 2017, its market capitalisation was $34.33 billion.[6] The credit rating of the company is A- (rating by Standard & Poor's).

History

Infosys was established by 7 engineers in Pune, India with an initial capital of $250 in 1981.[8] It was registered as Infosys Consultants Private Limited on July 2, 1981.[9] In 1983, it relocated its office to Bengaluru, Karnataka, India.

Name Change: The company changed its name to Infosys Technologies Private Limited in April 1992 and to Infosys Technologies Limited when it became a public limited company in June 1992. It was later renamed to Infosys Limited in June 2011.

Share listing:An initial public offer (IPO) in February 1993 with an offer price of ₹95(equivalent to ₹480 or US$7.60 in 2016) per share against book value of ₹20 (equivalent to₹100 or US$1.60 in 2016) per share. The Infosys IPO was under subscribed but it was "bailed out" by US investment bank Morgan Stanley which picked up 13% of equity at the offer price.[11] Its shares were listed in stock exchanges in June 1993 with trading opening at ₹145(equivalent to ₹740 or US$12 in 2016) per share.

Its shares were listed on NASDAQ in 1999 through ADR route. The share price surged to₹8,100 (equivalent to ₹24,000 or US$390 in 2016) by 1999 making it the costliest share on the market at the time. At that time, Infosys was among the 20 biggest companies by market capitalization on the

NASDAQ.[11] The ADR listing was shifted from NASDAQ to NYSE Euronext to give its European investors better access to its stock.

Infosys, Bengaluru

Revenue growth: Its annual revenue touched US$100 million in 1999, US$1 billion in 2004 and US$10 billion in 2017.

Geographical expansion: In 2012, Infosys announced a new office in Milwaukee, Wisconsin to service Harley-Davidson, being the 18th international office in the United States. Infosys hired 1,200 United States employees in 2011, and expanded the workforce by an additional 2,000 employees in 2012.

Product and portfolio expansion: In July 2014, Infosys started a product subsidiary called,EdgeVerve Systems., focusing on enterprise software products for business operations, customer service, procurement and commerce network domains.[16] In August 2015, theFinacle Global Banking

Solutions assets were officially transferred from Infosys and became part of the product company EdgeVerve Systems product portfolio.

PRODUCTS AND SERVICES

It provides software development, maintenance and independent validation services to companies in america, finance, insurance, manufacturing and other domains.[18]

One of its known products is Finacle which is a universal banking solution with various modules for retail & corporate banking.

Glass building in Pune campus

Its key products and services are:

- NIA - Next Generation Integrated AI Platform (formerly known as Mana)

- Infosys Consulting - a global management consulting service

- Infosys Information Platform (IIP)- Analytics platform

- EdgeVerve Systems which includes Finacle, a global banking platform

- Panaya Cloud Suite

- Skava

Geographical Presence

Main block in Chennai campus

Infosys had 84 sales and marketing offices and 116 development centers across the world as at March 31, 2017, with major presence in India, United States, China, Australia, Japan, Middle East and Europe.

In 2017, 61.9%, 22.5% and 3.2% of its revenues were derived from projects in North America, Europe and India, respectively. Remaining 12.4% of revenues were derived from rest of the world.

Acquisitions

Name of acquired	Based in	Acquisition	Acquisition	Business of acquired

company		cost	date	company
Expert Information Services	Australia	US$23 million	Dec 2003	IT service provider
McCamish Systems	USA	US$38 million	Dec 2009	Insurance and financial services
Portland Group	Australia	AUD 37 million	Jan 2012[27]	Strategic sourcing and category management
Lodestone Holding AG	Switzerland	US$345 million	Sep 2012[29]	Management consultancy
Panaya	Israel	US$200 million	Mar 2015[30][31]	Automation technology

Skava	USA	US$120 million	Apr 2015[32][33]	Digital experience solutions
Noah-Consulting	USA	US$70 million	Nov 2015[34]	Information management consulting services
Brilliant Basics	UK	GBP 7.5 million	Aug 2017[35]	Product design and customer experience

Listing and Shareholding pattern

In India, shares of Infosys are listed at BSE where it is included in BSE SENSEX and NSEwhere it is included in CNX NIFTY. Its shares are listed by way of American Depositary Receipts at NYSE.

Over a period of time, the shareholding of its promoters has gradually reduced, starting from June 1993 when its shares were first listed on stock exchange. The promoters holdings reduced further with Employees Stock

Options Schemes and listing of ADRs on NASDAQ in 1999. The promoter holding on 31 March 2002 was 28.72%[36] and at 30 Jun 2017 it dropped to 12.75% as they gradually sold their shares and reduced involvement in active management of the company.

A building in Thiruvananthapuramcampus

Shareholders (as of 30 June 2017	Shareholding
Promoters group	12.75%
Foreign institutional investors (FII)	37.47%
ADR	16.70%
Individual shareholders	09.83%

Banks, financial institutions and insurance companies	11.24%
Mutual funds	08.97%
Others	03.04%
Total	100.00%

Employees

Infosys had a total of 200,364 employees at the end of March 2017, of which 36% were women.[39] Its workforce consists of employees representing 129 nationalities. In 2016, 89% of its employees were based in India.[40] Out of its total workforce, 79% are software professionals, 16% are working in its BPM arm and remaining 5% work for support and sales.

During financial year 2017, Infosys received 1,293,877 applications from prospective employees and had a gross addition of 51,004 employees, a 4% hiring rate. These numbers do not include its subsidiaries.[39]

The attrition rate of Infosys Ltd., excluding its subsidiaries, for financial year 2017, was 15%.

Training centre in Mysuru

The Development Center in Mysurucampus

As the world's largest corporate university, the Infosys global education centre in the 337 acre[41] campus has 400 instructors and 200 classrooms,[42] with international benchmarks at its core. Established in 2002, it had trained around 125,000 engineering graduates by June 2015.[42] It can train 14,000 employees at a given point of time on various technologies.

The Infosys Leadership Institute (ILI), based inMysuru, has 96 rooms and trains about 400 Infoscions annually.[44] Its purpose is to prepare and develop the senior leaders in Infosys for current and future executive leadersip roles.

The Infosys Training Center in Mysuru also provides a number of extracurricular facilities like tennis, badminton, basketball, swimming pool and gym.

CEOs[edit]

Since its establishment in 1981 till 2014, the CEOs of Infosys were its promoters, with N. R. Narayanmurthy leading the company in its initial 21 years. Dr Vishal Sikka was the first non-promoter CEO of Infosys who worked for around 3 years.[45][46][47] Dr Vishal Sikka resigned in August 2017. In a personal note to board colleagues,[48] Dr. Sikka cites a 'drumbeat of distractions' and "false, baseless, malicious and increasingly personal attacks" as his reason for leaving Infosys.[49] Many sources suspect this is in reference to a long running feud with Infosys Founders over the new direction Sikka was reportedly taking Infosys.[50][51][52] After his resignation, UB Pravin Rao was appointed as Interim CEO and MD of Infosys.[53] Infosys has appointed Salil Parekh chief executive officer (CEO) and managing director (MD) of the company with effect from January 2, 2018,[1] culminating the search of a CEO which began since the departure of Vishal Sikka in August due to a spat with the founders over various issues.[54]

Name	Period

Narayan Murthy	1981 to March 2002
Nandan Nilekani	March 2002 to April 2007
S Gopalakrishnan	April 2007 to August 2011
S D Shibulal	August 2011 to July 2014
Vishal Sikka	August 2014 to August 2017
UB Pravin Rao - Interim CEO & MD	August 2017 to 1 January[53]
Salil S Parekh - CEO and MD	2 January[55]

Initiatives[edit]

Infosys Foundation

In 1996, Infosys established the Infosys Foundation, to support the underprivileged sections of society.[56] At the outset, the Infosys Foundation implemented many programs inKarnataka. It subsequently covered Tamil Nadu, Telangana, Andhra Pradesh, Maharashtra,Odisha, and Punjab in a

phased manner. A team at the foundation identifies all the programs in the areas of healthcare, education, culture, destitute care and rural development.[57] The Infosys Foundation USA promotes science and math education in USA, with an emphasis on under-represented students.[58]

Academic Entente

Infosys' Global Academic Relations team forges Academic Entente (AcE)[clarification needed] with academic and partner institutions.[59] It explores co-creation opportunities between Infosys and academia through case studies, student trips and speaking engagements. They also collaborate on technology, emerging economies, globalization, and research. Some initiatives include research collaborations, publications, conferences and speaking sessions, campus visits and campus hiring.[60]

Infosys Labs

Infosys Labs is organized as a global network of research labs and innovation hubs.[61]

Infosys Labs collaborates with leading national and international universities such as theUniversity of Southern California Viterbi School of Engineering,[62] University of Cambridge,Queens University of Belfast,[63] University of Illinois at Urbana-Champaign, Indian Institute of

Technology Bombay, IITB-Monash Research Academy, Indraprastha Institute of Information Technology, Delhi, Indian Institute of Science, Bangalore, Purdue University,[64] Indian Institute of Information Technology, Bangalore.[65]

Infosys Prize

The Infosys Prize is an annual award given to scientists, researchers, engineers and social scientists connected to India. It is given by the Infosys Science Foundation, a non-profit trust which was set up in February 2009 by Infosys and some members of its Board. The prize is given under six categories. Each category includes a gold medallion, a citation certificate, and prize money of ₹6.5 million (US$100,000).

Awards and recognition

- In 2017, HfS Research included Infosys in Winner's Circle of HfS Blueprint for Managed Security Services, Industry 4.0 services and Utility Operations.

- In 2012, Infosys was ranked #19 amongst the world's most innovative companies byForbes.

- In 2006, Institute of Chartered Accountants of India included Infosys into Hall of Fame for being the winner of Best Presented Accounts for 11 consecutive years.

Controversies

Accusation of visa fraud

In 2011, Infosys was accused of committing visa fraud by using B-1 (visitor) visas for work requiring H-1B (work) visas. The allegations were initially made by an American employee of Infosys in an internal complaint. He subsequently sued the company, claiming that he was harassed and sidelined after speaking out. Although that case was dismissed,[73] it along with another similar case, brought the allegations to the notice of the US authorities — and the U.S. Department of Homeland Security and a federal grand jury started investigating.

In October 2013, Infosys agreed to settle the civil suit with US authorities by paying US$34 million.[78] Infosys refused to admit guilt and stressed that it only agreed to pay the fine to avoid the nuisance of 'prolonged litigation'.[79] In its statement the company said "As reflected in the settlement, Infosys denies and disputes any claims of systemic visa fraud,

misuse of visas for competitive advantage, or immigration abuse. Those claims are assertions that remain unproven".[80]

Displacement of American workers at Southern California Edison and Disney

In 2015, the Department of Labor began an investigation of Infosys after claims were made that the company used workers with H-1B visas to replace workers at Disney and Southern California Edison. Florida Sen. Bill Nelson also asked the Department of Homeland Security to investigate reports of layoffs at Disney. The investigation did not find any wrongdoing.

Deals

- House of Fraser, a British-based department store opted for Infosys as strategic partner to transform its business channel, IT infrastructure and to expand its global footprint. This multiyear deal is signed in the presence of Mr. Yuan Yafei, Chairman, Sanpower Group and Dr. Vishal Sikka, then CEO, Infosys.

- Infosys signed a multiyear agreement with Deutsche Bank for supporting in development, application maintenance, digital and mobility, package implementation and testing services

RECRUITMENT PROCESS AT INFOSIS

At the beginning of every year, Infosis certain strategic objectives for achieving its annual business targets. Based on this, each center of the organization plans out its manpower requirement and then the Finance Department analyzes the costs involved in recruiting the required manpower. After discussions with various Circle Heads, the recruitment plan is finally set in motion.

1. The recruitment process at Infosis . essentially starts with the **Manpower Requisition Form** as per the manual provided by the Company. This form details the type of vacancy that is existing for a particular department and the number of personnel and their qualifications required for the job.

External sources of recruitment used at Infosis .

a.   Recruitment through consultants

Manpower consultancies are an important source for providing prospective candidates.

b.   Trainee Program Campus Recruitment

The primary objective of recruiting students from campus is to groom young and fresh talent to fit into the organization's culture through a well planned learning process. This resource pool can be utilized to contribute a new perspective to the technical and non-technical aspects of business.

c.   Job Portals

Job portals like www.naukri.com , www.monster.comet care also a source of recruitment at Infosis . .

Internal sources of recruitment used at Infosis .

a.   CV Data Bank

The internal databank of cv's is an important source of profiles, especially with regard to local candidates. After the applications are received, they are screened and short-listed for further processing.

b.   Employee Referral

Employee referral is an efficient and cost effective way of attracting qualified candidates. Employees not only get the referral fee, but they also play a role in shaping the company's future.

c.   Outsourced Employee

Hiring an outsourced employee simplifies the induction process as the employee is acquainted with the job complexities and the organization culture. The term "outsourced employees" refers to the employees working in contract basis. These employees are on the pay roll of an external agency and are primarily employed at entry level positions.

d.   Internal Job Posting

This method is used for identifying qualified internal candidates. It has the advantage of redeploying people already acquainted with the company's business processes and culture and hence, job training can be reduced.

2.   **Screening** of applications is done and the appropriate applicants are sorted out and interview calls/aptitude tests arranged at the appointed dates.

Business Process Aptitude Test (BPAT):   This test is only applicable for screened applicants.

Business Process Aptitude Test

Module	Time Taken (seconds)	Minimum Passing Score	Candidate's Score	Maximum Score	Percentage
Analytical					
Numerical					
Sentence Completion					
Series					
TOTAL					

Only those candidates are sent for the interview who clear the BPAT.

3. Filling up of the **Interview Assessment Form and undergoing the Psychometric Assessment Test** is an important aspect of the recruitment process. Here the following parameters of the candidate are tested and ratings are given:

- Overall Appearance & Self Presentation

- Education & Past Work Experience

- Communication Skills

- Customer Focus

- Result Orientation

- Initiative with Speed

- Self Confidence

- Passion for Achievement

The **Psychometric Assessment Test** evaluates the candidate on the **CRISP** parameters:

Full form of CRISP

C - Customer Focus

Implies demonstrating a knack for anticipating customer needs, servicing them and constantly seeking new ways to surpass customer expectation so as to build equity with respect to business objectives.

R - Responsibility for Results

This implies demonstrating a result focused approach rather than activity orientation, having the ability to create a high performance work climate, drive high and stretched goals and relentless sly focus on value creation, taking the ownership and responsibility for one's own actions and coming up as a self motivated individual focusing on deliverables and deliveries.

I - Initiative with Speed

This implies demonstrating a desire to take the first step, thinking new and ahead and being swift without compromising on quality, being creative and innovative and having the willingness to experiment and take risks, proactively engaging others to create new value in whatever is being done.

S - Self Confidence with Consciousness

This implies demonstrating the ability to handle complex and adverse situations, without being overawed by complexity and mounting hazards, always being aware of the consequences of one's own behaviors and desired outcomes from a particular situation without getting confused.

P - Passion for Achievement

This implies demonstrating zeal relentlessly to surmount handicaps, bottlenecks, and constraints to achieve goals, converting perceived threats in to opportunities and taking every assignment to its logical conclusion.

The scores for each parameter are depicted in the following manner

Very Low: Implies that the test taker has restricted access to this competency and he is normally expected not to demonstrate the competency at the work place and expression of positive behavioral indicators is likely to be rare. The test taker has limited ability to utilize this competency.

Low: This means that the test taker has limited access to this competency and his performance on this competency is more likely to be conditional (if conditions are favorable, he/she may exhibit a satisfactory level on this competency). The test taker has less than adequate ability to transform decisions related to this competency into action.

Moderate: The test taker has moderate ability to this company and is normally expected to demonstrate a medium level on this competency under most situations. A higher level can be reasonably expected under favorable conditions.

Strength: The test taker has very good ability to utilize the competency especially in well defined areas. However, there are specific situations, especially under pressure, that can interfere with the translation of his/her ability into decisions and actions. His behavior may be characterized by frequent display of positive behavioral indicators of this company.

Towering Strength: The test taker has excellent ability to translate his competencies into decisions and actions thereby reducing the potential for errors and mistakes. The test taker has very good ability to translate his competencies into measurable action steps and he/she consistently displays positive behavioral indicators of this competency.

PERSONAL FILE CHECK – LIST

1.	CV
2.	ID PROOF
3.	SOURCE OF RECRUITMENT
4.	RECRUITMENT EXAMS WORKSHEET(BPAT & CRISP)
5.	APPOINTMENT LETTER OF CURRENT COMPANY
6.	PRE-EMPLOYMENT APPROVALS(SALARY TEST NOTICE PAY ETC)
7.	SELF DECLARATION
8.	OFFER LETTER SIGNED
9.	MARK SHEETS
10.	PERMANENT ADDRESS PROOF

OBJECTIVE OF THE STUDY

OBJECTIVE OF THE STUDY

- To know the methods of Recruitment and Selection in Infosis

- To know the methods of Recruitment and Selection in Infosis of India;

- To find out the problems in Recruitment and Selection in Infosis

- The objective of recruitment is to find an employee the best qualified person for each job in Infosis

- The objective of recruitment is to offer promising careers and Infosis

- The objective of selection process is picking of individuals with requisite qualification and competence to fill jobs in the organization;

- The objective of Training is to improve productivity of employees.

- Training reduces the gap between actual and anticipated skills and knowledge of employees. Employees are acquiring new skills through training. Thus the productivity of employees improves.

- Organization gets more effective decision-making and problem solving skills. Learning related to decision-making and problem solving skills to improve trainee's abilities to define and structure problems, collect and analyze information generated alternatives and make an optimal decision making alternatives.

- To sustain competitive advantage : Training offer competitive advantage to a firm by removing performance deficiencies, making employees stay longer, minimizing accidents, scrap and changes and meeting future employee needs.

IMPORTANCE OF THE STUDY

The policy of privatization and globalization of the Government has made a significant

impact on the working of the enterprise. The corporate sector has come face-to-face with several challenges due to government policy changes. These changes are increasing competition, more demanding Employees, rapidly changing technological environment, need for developing human resources.

The new set of economic reforms of privatization aimed at giving greater role in the private sector in the nation building process. Thus, Private Sector faced tough competition to stay in the market.

The Recruitment and Selection process shot lists the probable candidates for selection. The selection process is a managerial decision-making process as to predict which job applicants will be successful if hired. Training helps to enable the employees gain skills, learn theoretical concept and also helps to acquire vision to look into the distant future.

The expenditure involved in recruitment, Training are now being considered as an investment. This is because in globalization, the knowledge and skills of employees determine competitive advantage. Infosis   Provide a   wide   range   of   companies products.

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

This Research involves the collection of primary data through survey approach because data is to be collected only by meeting people of different age groups, different segments and different working groups who are interested in doing work for earning money. Survey helps to know that which type of persons' profile has been more interested in earning money.

Approached people through various means. We did cold calling, targeted on various segments. Invited people for COPs, a meeting that talks about the career opportunity being provided and the benefits that employee can avail once he starts with his work.

We mainly approached people ones who seemed to be on a look out for a job.

Once people are short listed and recruited, we follow a series of procedures through which they are finally selected. The procedure is known as the selection process explained in detail.

RESEARCH INSTRUMENT

The research instrument used here for collecting primary data is questionnaire. This has provided flexibility in substantial Information from diversified people. This survey helped to know that how people be an employee in a organisation.

Sampling unit: 100

(Qualified people of age above 18 yr)

Sample size :   100

Sampling Procedure : Random sampling

Big sample size helps in getting more reliable result & information about the respondents preferences for being as an employee.

Research Design : Exploratory research Design

CONTACT METHOD:

Following contact methods through which information was gathered:

- In depth interview

IN-DEPTH INTERVIEW:

After collecting the data I made an appointment with respondents for their detailed interview to check whether the candidate have zeal to earn money by making relationship with customers. Their qualification and work experience was also checked.

DATA COLLECTION:

The researcher will adopt both the secondary and primary methods of data collection, Data collected through market survey and cold calling

Secondary Data :

Secondary data can be obtained from Books, Magazines, Journals, Reports, Boucher and Organisation's Publication etc.

Primary Data :

For collecting data I directly approached to persons of different profile with questionnaire. With the help of pilot I took the relevant information out of them.

Primary data is the kind of data, which is collected by the investigator himself for the purpose of the specific study. The data such collected is original in character. The advantages of this method of collections authentic.

For Primary data we did Market surveys where we approached people through

questionnaire, used posters & banners (many people came enquiring & we got questionnaires filled on which calls were made later, we also did cold calling on random numbers telling people about the career opportunity & those that seemed interested were called to the office for formal meeting. The method of sampling was the random convenient sampling method.

In Primary Data, the following method will be applied:

- Questionnaire

- Observation

- Personal Interview

MARKET SURVEY

We carried out various surveys where we approached people and offered them a service opportunity that Infosis was offering. We approached people who appeared, and showed interest in Infosis . Their name & contact numbers were taken & later on they were called and invited for a COP (Career Opportunity Path), at the office premises.

 The various places where surveys were conducted:

At the above places, we approached people with a questionnaire taking their information. Through that we also asked if they were satisfied with their current earnings. Also since how many years was a person residing in Lucknow All this helps in judging who will be a better person to approach first and who fulfills the criteria we were looking out for the most.

SECONDARY DATA:

First I segmented the market of candidates of required profile for being as an employee . Then I took data containing their information from other sources.

These data was taken When an investigator uses the data that has been already collected by others is called secondary data. The secondary data could be collected from journals, Reports, internet and various publications. The advantages of the secondary data can be it is economical, both in terms of money and time spent.

For secondary data we used various sources like, CA's directory, Yellow pages, references & also data from various internet sites like naukri.com, monster.com where there are few free resumes available. We were also given data by our respective B.A.'s to work on.

LIMITATIONS

LIMITATIONS

The summer training project will be limited to:

The Recruitment and Selection of an organization should cater to the exact needs of the organization. If Recruitment and Selection is not done properly efficient employee will not join the organization.

Thus, the process of recruitment and selection will not be successful. The Training needs should target the gap between standard and actual performance of the employees. If this is not done effectively the Training programme will not be successful.

The study of recruitment, and Training programme is limited to the Infosis .

DATA ANALYSIS & INTERPRETATION

FINDING AND DATA ANALYSIS

The data gathered was analyzed qualitatively. The analysis was aimed to figure the ideal type of employees to make the distribution chain more effective. Data getting from questionnaire categorized into four category as:

- People who were interested in doing job & not satisfied with their earning.

- People who were interested in doing job & satisfied with their earning.

- People who were not interested in doing job & satisfied with their earning.

- People who were not interested in doing job & not satisfied with their earning.

All the data taken from the survey classified into three segment. Findings changes according to profile.

DATA ANALYSIS AND INTERPRETATION

1.   Are you happy with the Recruitment process in Infosis ?

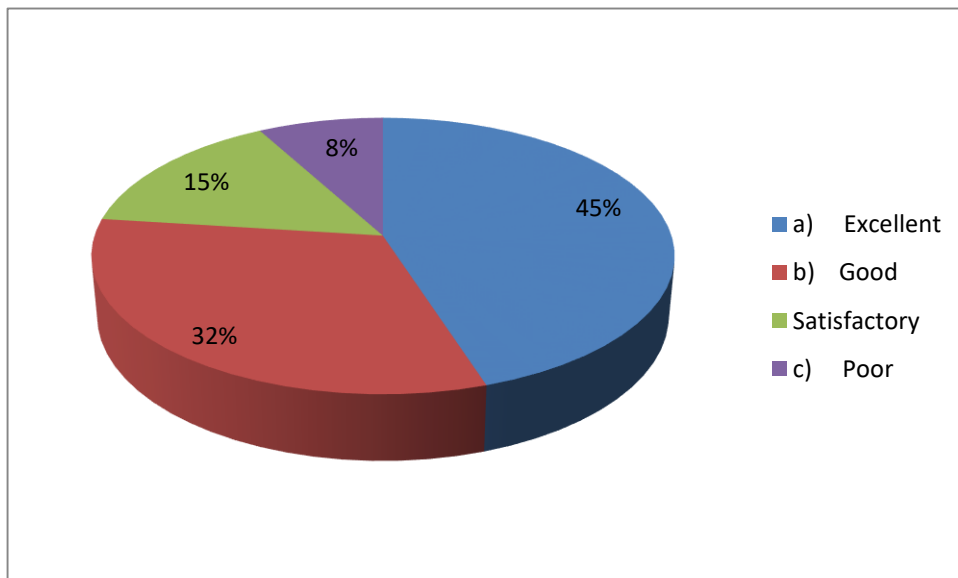|	No. of respondent
Yes	80
No.	20
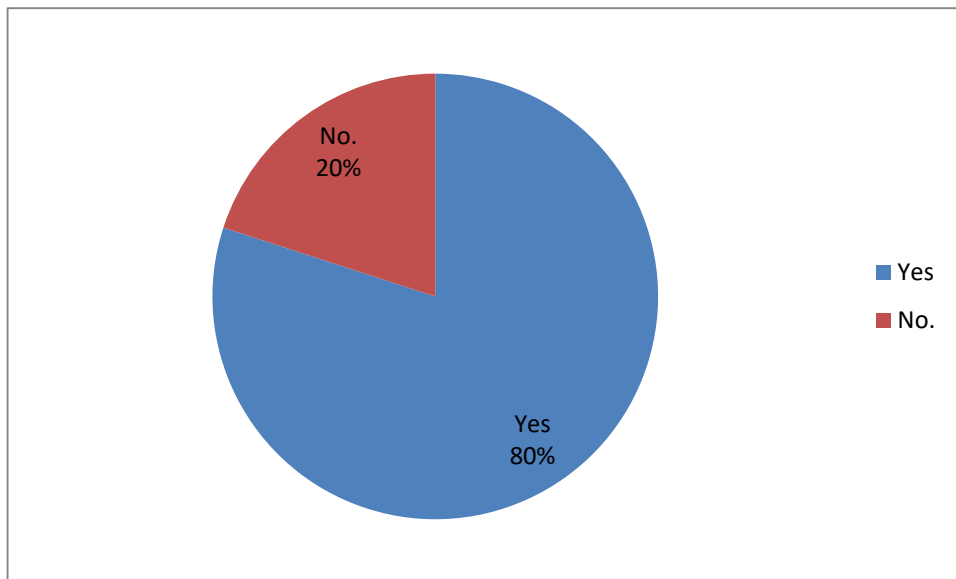
Interpretation

Out of respondent said that 80% yes happy with recruitment process & 20% not process

2.   How do you feel about interview panel of in Infosis ?

|	Respondent	No. In Percentage
a)	Excellent	45
b)	Good	32
c)	Satisfactory	15
d)	Poor	8

Interpretation

➢   Out of respondent said that 45% Excellent feel interview panel.

➢   Out of respondent said that 32% Good feel interview panel.

➢   Out of respondent said that15% Satisfactory feel interview panel.

➢   Out of respondent said that 8% Poor feel interview panel.

3.   Did the Infosis meet your expectations?

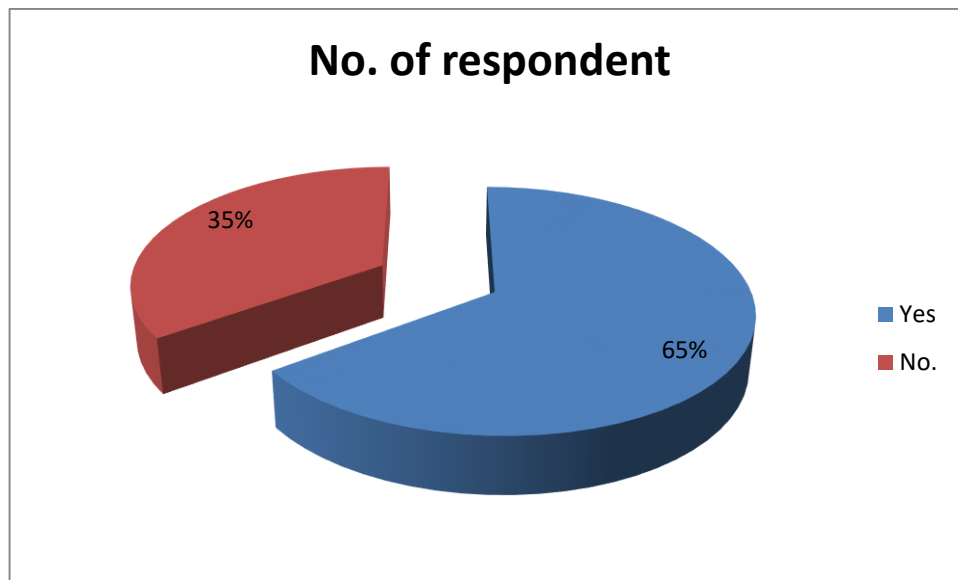|	No. of respondent
Yes	60
No.	40
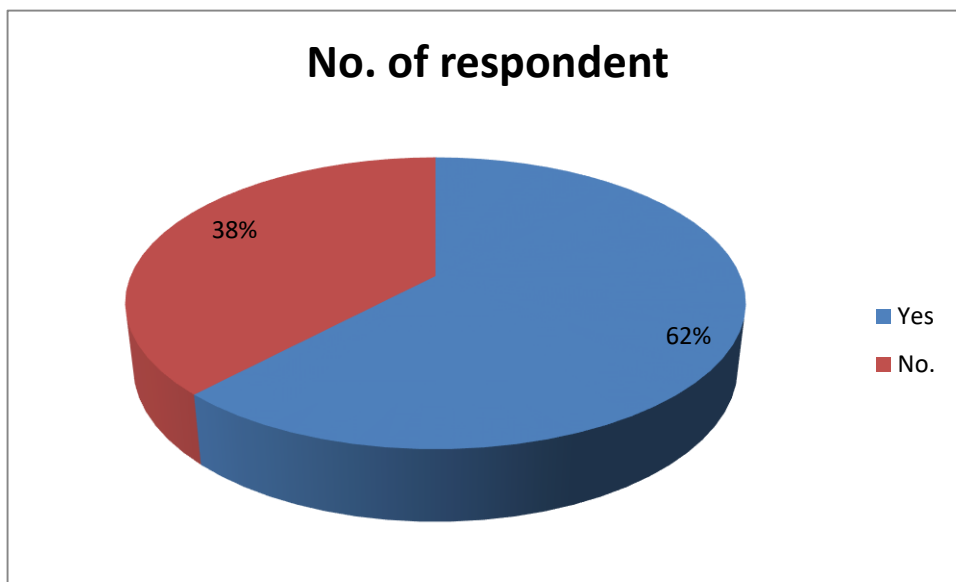
No. of respondent

Interpretation

Out of respondent said that 62% yes Infosis meet expectation & 38% not expectation.

4.   Are you happy with the salary what you offered from the Infosis ??

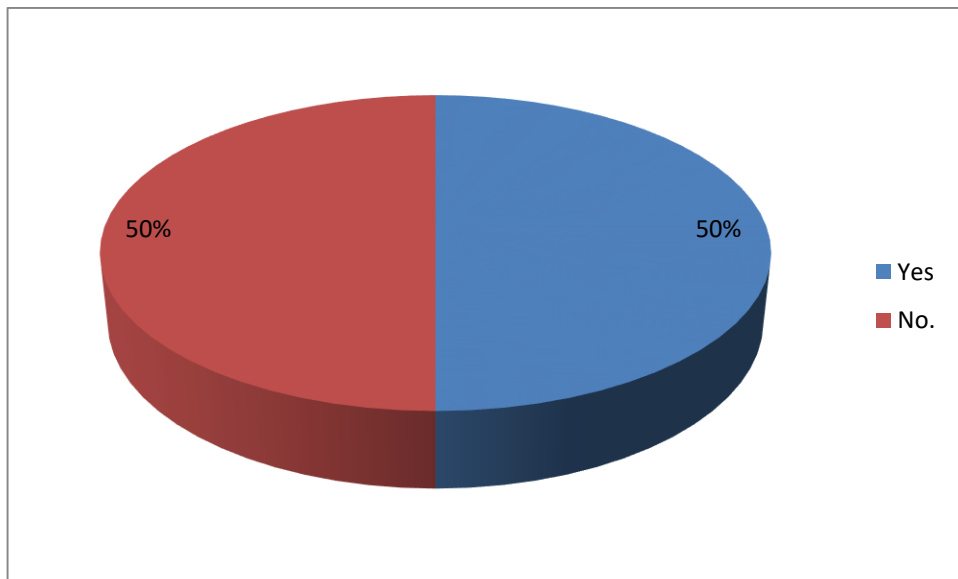|	No. of respondent
Yes	65
No.	35

Interpretation

Out of respondent said that 65% yes happy with the salary offered from the in Infosis ?
35% not happy offered by bank.

5. Did Infosis Managing commitment which is given to you at the time of interview?

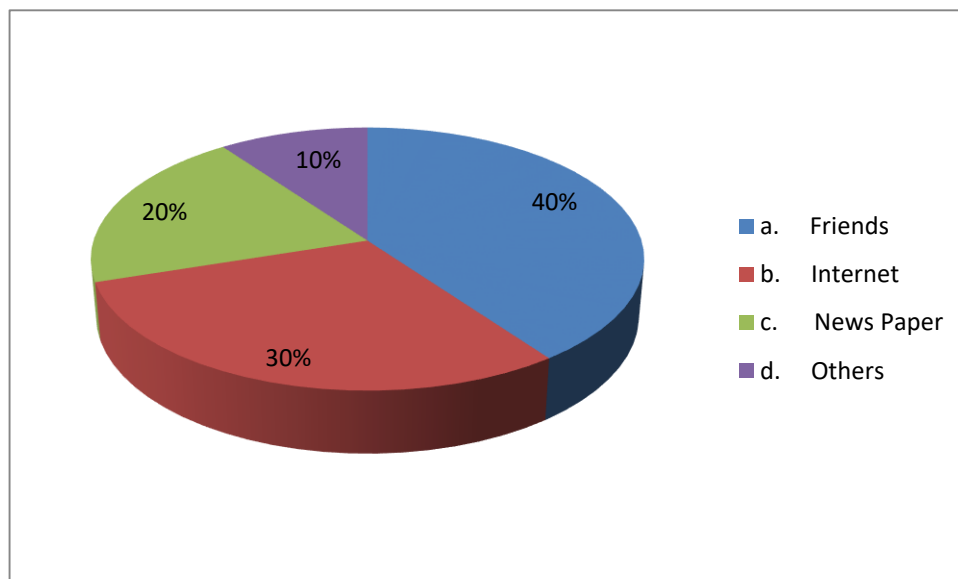|	No. of respondent
Yes	50
No.	50

Interpretation

Out of respondent said that 50% yes Infosis Managing commitment given the time of interview & 50% not given the time of interview.

6.   How do you come to know about openings in Infosis ?

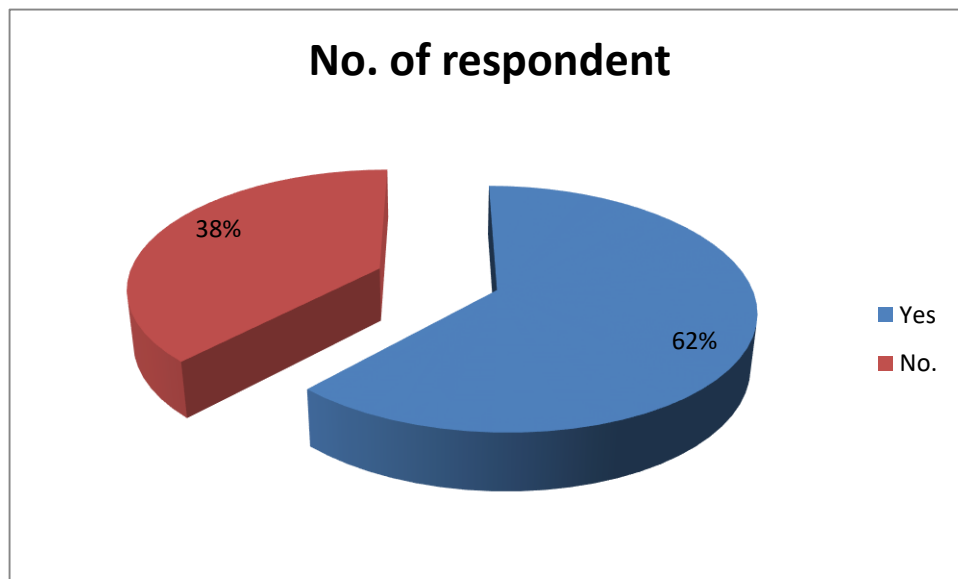|	No. of respondent
Friends	40
Internet	30
News Paper	20
Others	10

Interpretation

- Out of respondent said that 40% Friend come opening in Infosis .
- Out of respondent said that 30% Internet come opening in Infosis .
- Out of respondent said that 20% News Paper come opening in Infosis .
- Out of respondent said that 10% Other come opening in Infosis .

7.   Do you want to refer more friends to Infosis ?

Respondent	No. of respondent
Yes	62
No.	38

No. of respondent

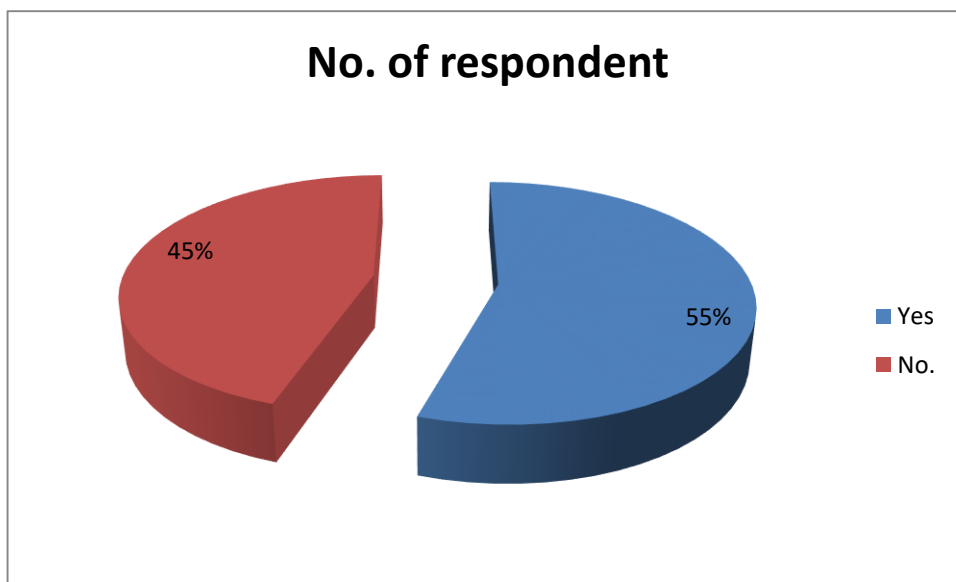Interpretation

Out of respondent said that 62% yes more friends to Infosis & 38& not Infosis .

8. Did you have the right Designations in Infosis ??

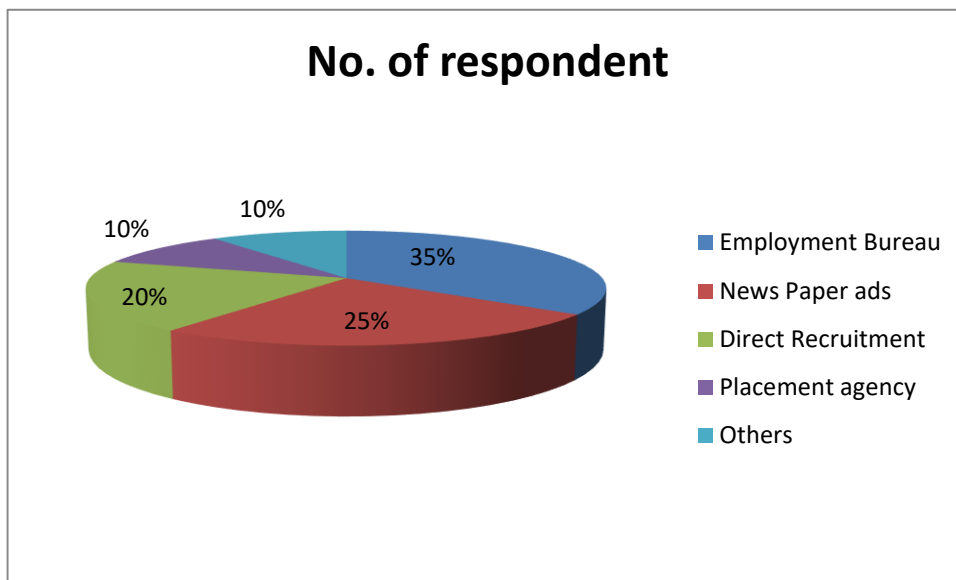|	No. of respondent
Yes	55
No.	45

No. of respondent

45%

55%

■ Yes
■ No.

Interpretation

Out of respondent said that 55% Yes right designations in Infosis ?and 45 & not designations.

9.   What are the main source of Recruitment and Selection in Shavsi Global
          Services ?

Respondent	No. of respondent
Employment Bureau	35
News Paper ads	25
Direct Recruitment	20
Placement agency	10
Others	10

No. of respondent

Interpretation

Maximum respondent said that   Employment Bureau and News Paper ads right
designations in Infosis but 25% and 20% said that Direct Recruitment and Placement
agency.

10.   What should be the best recruitment sources according to your preference in Infosis ??

Respondent	No. of respondent
Internal Recruitment	60
External Recruitment	25
Both	15
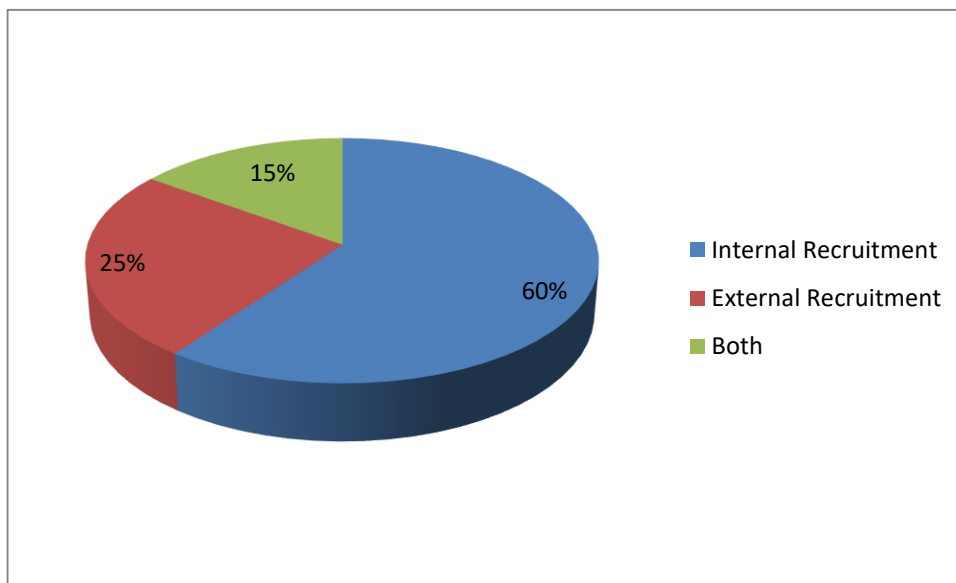
Interpretation

Maximum respondent i.e. 60% is Internal Recruitment in Infosis but 25% External Recruitment and 15% both

11.   Did you fully know about the company policies for Recruitment before joined in Infosis ?

	No. of respondent
Yes	75
No.	25
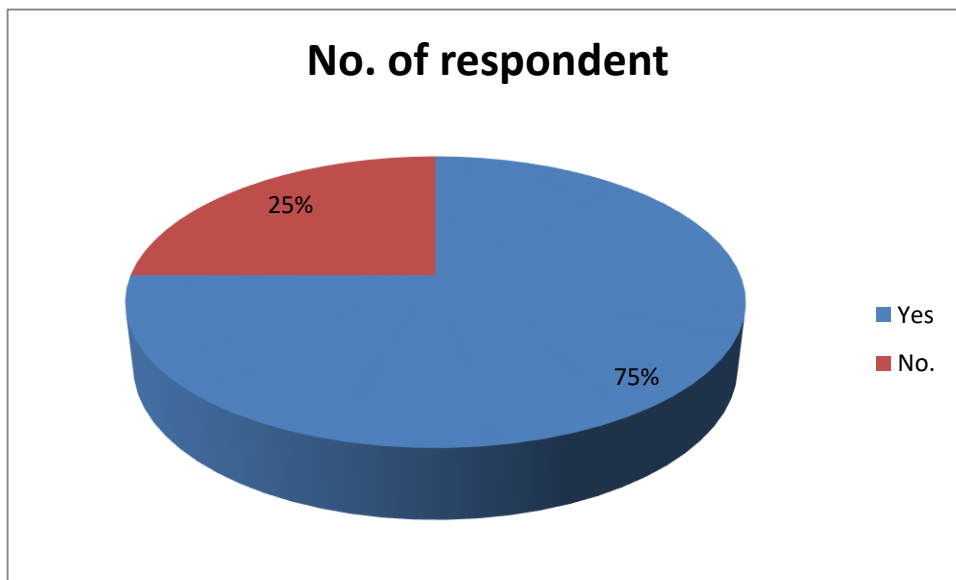
No. of respondent

Interpretation

Out of respondent said that 75% yes company policies before joined in this company & 25% not satisfied company policies.

12.   Are you done Written Test during recruitment in Infosis ?

	No. of respondent
Yes	70
No.	30

Interpretation

Maximum respondent i.e. 70% said yes written test during recruitment 30% said no test during recruitment in Infosis .

FINDINGS

FINDINGS

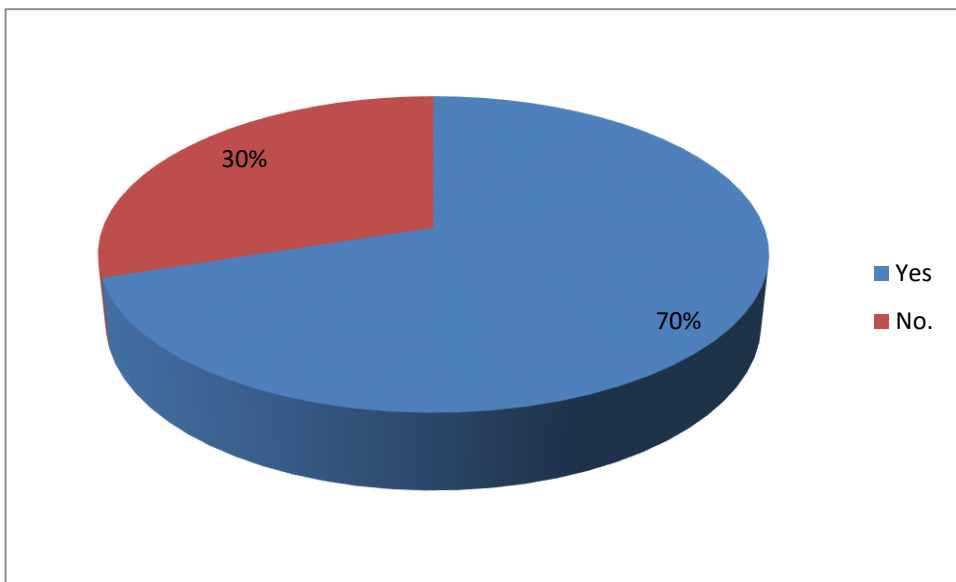The data shows that to recuiting a employee varies according to person's profile. Most of the unemployed person want to get a job with salary.

Unemployed don't have any kind of job. They just want to do something which can give them a position in corporate world. Since the work profile of an employee is to interacting with the people and convincing them for purchasing.

Private employees whose salary within Rs 15,000, are highly interested to become an employee. They just want to make money. Age also matters here, most of the private employee who were showing their interest. Hence they have the higher percentage among all the employee.

The Infosis a multinational concern is busy in recruiting and selecting employees tactfully, skillfully and with expertise. In view of the competition, especially in the private sector, the S.S. developers. Makes efficient sales team effort with expertise to create excellent customer relationship management with great online support and personal contacts.

The Infosis is one of the most prominent companies with expertise and experience. Employee are extensively trained in understanding customers needs with a dedicated work force behind it, the Infosis success story is a result of the unique vision of the company.

Hence, recruitment of employees is one of the most important jobs. Inefficient employees are burden for the company. Hence only the capable people who have desire to earn and work hard are selected.

The intensive market research shows that most of the respondents are showing their interest in Infosis . They are looking for high commission slab and marvelous career growth path.

During my summer training I took the help of the above described things. Consequently I became able to recruit maximum employee within 8 weeks.

RECOMMENDATION AND SUGGESTION

RECOMMENDATION AND SUGGESTION

New following suggested techniques & their implementation

- Market survey for doing job in fastest growing sector, conducted in different region in Lucknow

- New flexible tele-calling script based on data collected by survey. It changes according to person's profile.

- Full exhibition of posters showing the benefits of being a employee .

- Presentation to visitors has done one by one.

- Advertisement in print media.

- SMS to mobile holders about job.

- New designed posters and banners.

- References

- Sticking the banners within the office and outside the office which shows the extra benefit for becoming employee of S.S. developers.

Utilization of following sources for attracting more people towards Infosis

Print Media:

Advertisements were given out in the CLASSIFIEDS section of the leading Newspapers like Hindustan Times and Times of India stating the opportunity available and interested people were asked to send in their resumes.

SMS:

No's of the probable prospects were taken from the classifieds sections and a SMS was sent to them starting the opportunity.

References:

We also took References from the people we interviewed regarding whom they thought would be the best suited and willing to work and we then contacted them.

Posters & Banners:

We had got posters printed stating the carrier opportunity available and posters were put up at strategic places We also had got Banners made stating the opportunity available to have an earning and stood at strategic places like bus stops and public places. To increase the job satisfaction level of the employee the company should concentrate 'mainly on the commission, incentive and reward structure rather then the motivation session and joint field visit.

CONCLUSIONS

CONCLUSION

The today's scenario signals that there is a lot of potential for the growth of technology as the people are becoming more & more Concerned about the safety & security of themselves & their loved ones This increasing awareness & concern about the need for cement requires the presence of expert people who can guide & advice people be an employee in Infosis & suggest them the products that fits their needs perfectly. An Employee is the one who can take up this responsibility & help people in this It will not only be beneficial for the society but it will also give him an opportunity to grow, to earn & achieve self-satisfaction. And with a backup of a reputed company like Infosis . , there seems no barrier in achieving this .In the end, I would like to say that it was an amazing learning experience to be a part of Infosis

This Research Report deals with training of employees after recruiting. It main focus is on the training activities of Infosis I have also tried to analyze the level of satisfaction achieved by the employees through these activities.

To achieve my aim I conducted an exhaustive search into the various training programmes conducted by Infosis after the period of recruitment. I have tried to examine the process adopted for training of such programmes.

I also prepared questionnaire to obtain the Recruitment and Selection at Infosis . An analysis of the results was conducted to get an insight into the level of satisfaction achieved through this recruiting and training programme by the trainees.

REFERENCE

REFERENCE

Books

- **MAMORIA C.B** personnel management ,2000, Himalaya publishing house, New Delhi

- **Prof P.C Tripathi** ,Human Recourse Development ,   Himalaya publishing house, New Delhi

- **P.SUBA RAO**   Essentials Of Human Recourse Management And Industrial Relations

- **R.S. DWIVEDI** Managing Human Recourse

- Human Recourse week Magazine

- **Kotler Philip**, "Marketing Management" Eleventh Edition.

- P Mathur, Pvt. Sector in India's economy, A Case Study of Recruitment and Selection . , 1978, Sterling Publishers Pvt Ltd., Safdarjang, New Delhi, pg. no. 1

- Nair NG; Nair Latha, Personnel management and Industrial Relations, S Chand and Company Ltd, New Delhi,2004, pg. no 24,25

- Aswathappa K, Human Resource Management, Tata Mc Graw- Hill Company Limited, New Delhi, 2008, pg.no. 116-117

- Ravishankar T S: Status paper on training in Pvt. Sector Companies, Annual Principal Conference, NIBM, Pune March , 1991, pg.nos 1-6

- Leaders Explore the Critical HR Issues of Today and Tomorrow , John Wiley & Sons, Hoboken, 2005, pg. 181-188.

- M D Fottler, R.L. Phillips, J.D. Blair and C.A. Duran, " Achieving Competitive Advantage through Strategic Human Resource Management", Hospital Health Service Administration, Vol. 35, no.3,1990, pg.no,341-363

Websites :-

- www. shavsi global services .com

- Information Brochure of Infosis .

- Product Manuals of Infosis .

ANNEXURE

QUESTIONNAIRE

1. Personal Information

Name:

Sex: M/ F

Adders:...……………………………..

Material status:

(a) Single...........

(b) Married   .....

Age group.. . ... (a) 15-18 (b) 19-25 (c) 26-30 (d) 31-40

(e) more than 40

1.   Are you happy with the Recruitment process?
   a.   Yes   ☐
   b.   No.   ☐

2.   How do you feel about interview panel?
   a.   Excellent   ☐
   a.   Good   ☐
   b.   Satisfactory   ☐
   c.   Poor   ☐

3.   Did the Infosis meet your expectations?
   a.   Yes   ☐
   b.   No.   ☐

4.   Are you happy with the salary what you offered from the Bank?
   a.   Yes   ☐
   b.   No.   ☐

5.   Did Infosis Managing commitment which is given to you at the time of
   interview?
   a.   Yes   ☐
   b.   No.   ☐

6.   How do you come to know about openings in Infosis ?

    a.   Friends   ☐

    b.   Internet   ☐

    c.   News Paper   ☐

    d.   Others   ☐

7.   Do you want to refer more friends to Infosis ?

    a.   Yes   ☐

    b.   No.   ☐

8.   Did you have the right Designations?

    a.   Yes   ☐

    b.   No.   ☐

9.   What should be the company's main source of recruitment?

    a.   Employment Bureau   ☐

    b.   News Paper ads   ☐

    c.   Direct Recruitment   ☐

    d.   Placement agency   ☐

    e.   Others

10.   What should be the best recruitment sources according to your preference?

    a.   Internal Recruitment   ☐

    b.   External Recruitment   ☐

    c.   Both

11.   Did you fully know about the company policies before joined in this company?

    a.   Yes   ☐

    b.   No.   ☐

12.   Did you under gone any Written Test during recruitment?

    a.   Yes   ☐

    b.   No.   ☐