

**A SUMMER INTERNSHIP PROJECT REPORT**  
**ON**  
**“A STUDY ON RECRUITMENT AND SELECTION PROCESS”**  
**AT**  
**“RANE NSK STEERING SYSTEMS LIMITED”**



A consolidated project work report submitted in partial fulfillment of the requirements for

The degree of

**Master Of Business Administration**

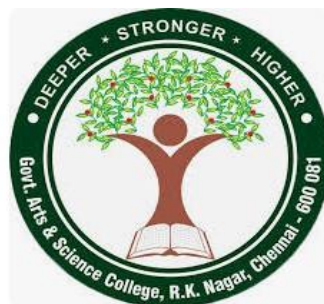
Specializing in

**Human Resource Management**

For the academic year 2023-2025

Submitted by

**SARASWATHI.M**



**GOVERNMENT ARTS & SCIENCE COLLEGE**

(Affiliated To University Of Madras)

Tondiarpet, Chennai-68

# **DEPARTMENT OF MANAGEMENT STUDIES**

## **GOVERNMENT ARTS AND SCIENCE COLLEGE**

**CHENNAI-600081**

This is to certify that the project Report entitled "A STUDY ON RECRUITMENT AND SELECTION PROCESS AT RANE NSK STEERING SYSTEMS LIMITED" in partial fulfillment of the requirements for the award of the degree of Master of Business Administration is a record of original training undergone by M.SARASWATHI (712300580) during the year 2021-2023 of his study in the Department of Management Studies, Government Arts and Science College under my supervision and the report has not formed the basis for the award of any degree or other similar title to any candidate of any University.

Place:

Date:

Counter Signed

Dr. S. Sasinandhini MBA, M.Phil , Ph.D

Head of the Department,

Department of Management Studies

Signature of Guide

Dr. S. Sasinandhini MBA, M.phil, Ph.D,.

Head of the Department

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Submitted to the Department of Management Studies, Government Arts and Science College for examination held on \_\_\_\_\_.

# DECLARATION

I M.SARASWATHI, hereby, declare that the project Report, entitled "A STUDY ON RECRUITMENT AND SELECTION PROCESS AT RANE NSK STEERING SYSTEMS LIMITED", submitted to Madras University in partial fulfillment of the requirements for the award of the Degree of Master of Business Administration is a record of original training undergone by me under the supervision and guidance of Dr. S. Sasinandhini, MBA,Ph.D, Head of the Department, Department of Management Studies, Government Arts and Science College and it has not formed the basis for the award of any Degree/Fellowship or other similar title to any candidate of any University

Place: Chennai

Date:

M.SARASWATHI

Signature of the Candidate

## ACKNOWLEDGEMENT

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# **CHAPTER I**

## **INTRODUCTION**

### **1.1 DEFINITIONS AND CONCEPTS:**

#### **RECRUITMENT:**

Successful human resource should identify human resource needs in the organization. Recruitment is the discovering of potential candidates for actual or anticipated organizational vacancies. From another perspective, it is a linking activity bringing together those with jobs to fill and those seeking job.

**According to Edwin Flippo**, “Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization.”

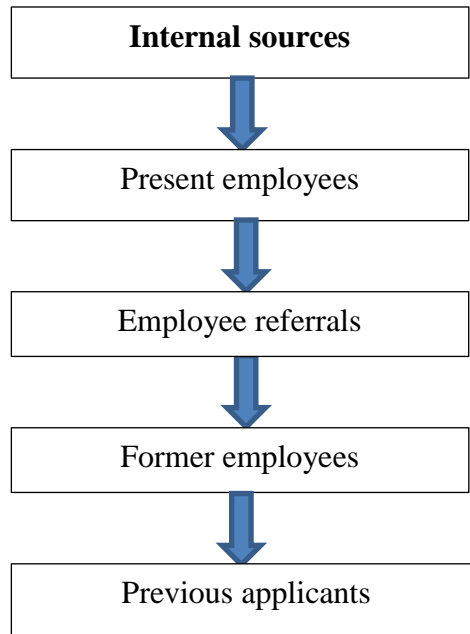
**According to Yoder** “ Recruitment is a process to discover the sources of manpower to meet the requirements of the staffing schedule and to employ effective measures for attracting that manpower in adequate numbers to facilitate effective selection of an efficient working force.”

#### **1.1.1 SOURCES OF RECRUITMENT:**

The various sources of recruitments are classified into two board categories

- Internal sources
- External sources





**(i) Present employees:**

Promotions and transfers among the present employees can be a good source of recruitment .promotion implies upgrading of employees to a higher position carrying higher status, pay and responsibilities. Promotion from among the present employees is advantages because they are well acquainted with the organizational culture, they get motivate and it's cheaper also.

**(ii)Former employees:**

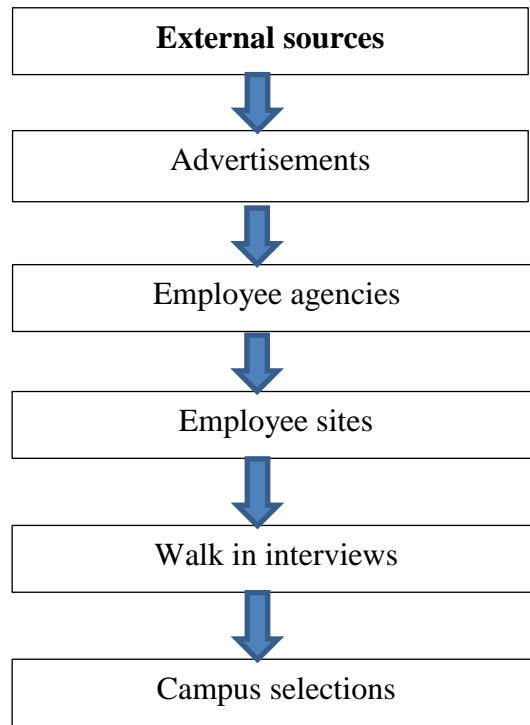
Retire or retrenched employees may be interested to come back to company to work on part-time basis Similarly some former employees who left the organization for any reason may again be interested to come back to work .

**(iii)Employee referrals:**

The existing employee refers their family members, friends and relatives to the company as potentials candidates for the vacancies to be filled up in the organizations.

**(iv) Previous applicants:**

This is considered as an internal source I the sense the applicants from the potential candidates are already lying with the organization sometimes the organization connected through email or messenger these applicants to fill up the vacancies particularly for unskilled or semi-skilled jobs.



**(i)Advertisements:**

The organization advertises available job positions on its website, social media platforms, professional networking sites, job sites and newspapers. The job advertisements may look for fresher, mid-level or senior-level employees.

**(ii)Employment agencies:**

Private sector and government employment agencies often provide in-person and online job search services to qualified candidates. In addition to informing candidates of available positions that match their qualifications and work experience, these agencies may offer resume and interview tips.

**(iii) Employment sites:**

Many online employment sites list available jobs from companies across industries. People can create personal profiles on these sites, upload their resumes, and select the types of jobs they want, get job notifications and send applications.

**(iv) Walk-in interviews:**

Some organizations might have walk-in interview policies that enable talented candidates to apply without a formal interview appointment.

**(v) Campus selections:**

Organizations conduct campus selection drives at various educational institutions to recruit final-year students for available positions. They may offer the students internships before graduation and jobs afterwards.

**(vi) Labor union recommendations:**

Organizations from unionized industries such as hotels, construction, retail, textiles, finance and insurance may hire recruits from labor union recommendations.

**(vii) Trade shows:**

An organization might participate in trade shows to inform the public about its products and services and attract recruits.

### **1.1.2. RECRUITMENT METHODS:**

**There are three main types of recruitment methods:**

- Direct recruitment
- Indirect recruitment
- Third party recruitment

**(i) Direct recruitment:**

The direct recruitment method involves the organization's representatives directly approaching potential candidates in educational and training institutes. They work closely with the placement cells in these institutions to establish contact with job-seeking individuals. This method is particularly suitable for individuals pursuing management, engineering, and medical programs. Employers may also contact professors to learn about students with excellent academic records. Direct recruitment often involves sending recruiters to events like conventions and seminars or using a mobile office to connect with potential candidates.

## **(ii) Indirect recruitment:**

The indirect recruitment method relies on advertisements in newspapers, journals, radio, and television to publicize job vacancies. Well-crafted advertisements help job seekers assess their suitability, ensuring that only those with the necessary qualifications apply. This approach is beneficial when an organization aims to reach a large and geographically dispersed target audience. Sometimes, organizations use blind advertisements, concealing their identity behind a box number. However, reputable organizations typically avoid this method.

## **(iii) Third-party recruitment:**

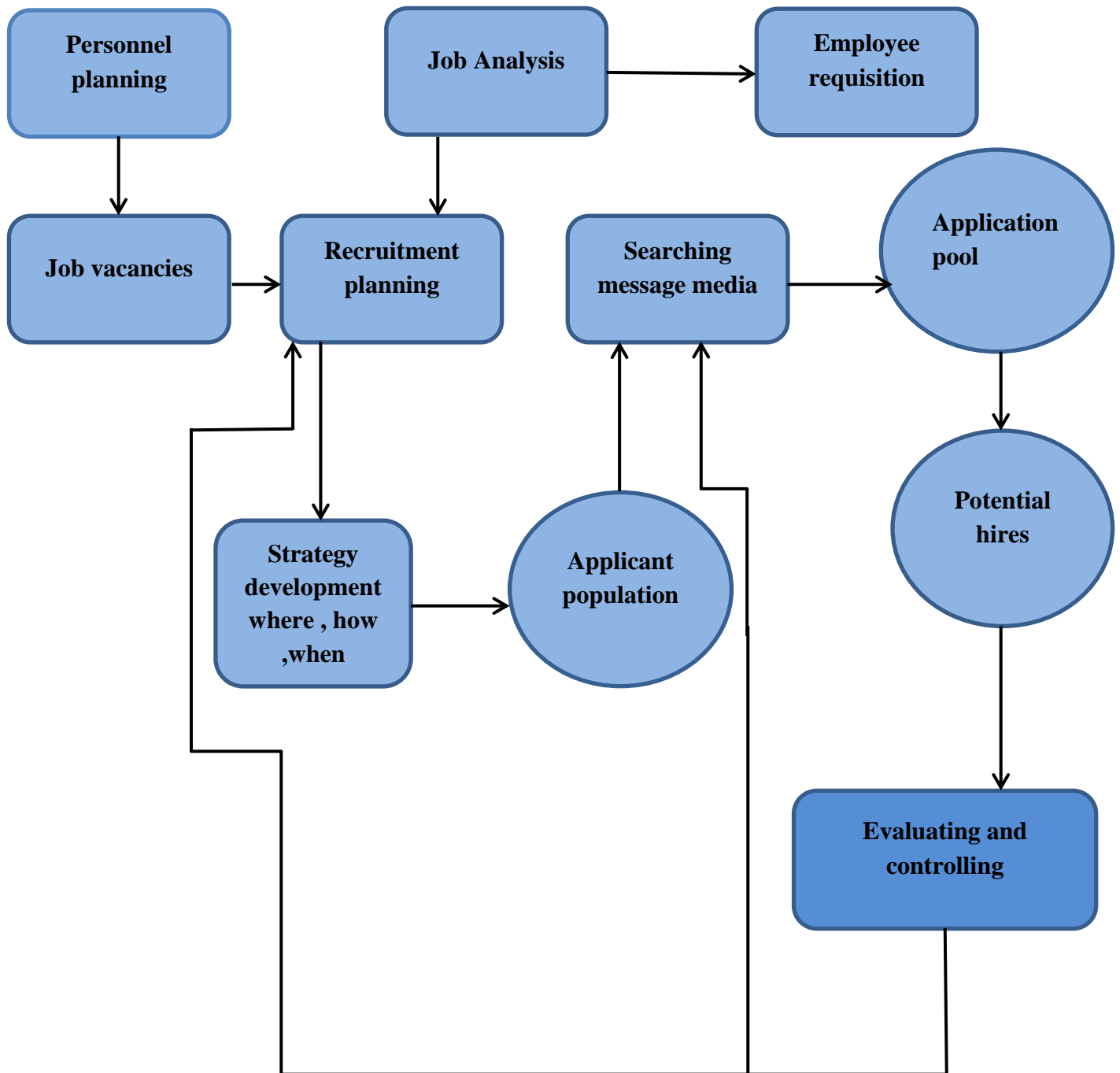
The third-party recruitment method involves utilizing private employment agencies, management advisors, professional associations, and employee referrals to connect with job seekers. Public employment exchanges, temporary help agencies, and labor contractors are also commonly used for recruitment purposes. Third-party recruiters can be agencies or individuals recruiting candidates for temporary or full-time employment opportunities. These recruiters play a significant role in facilitating the hiring process.

### **1.1.3. Recruitment process:**

The recruitment process begins with job analysis, where the organization identifies the specific requirements and responsibilities of the role to be filled. Next, candidates are sourced through various channels such as job postings, networking, and recruitment agencies to attract a diverse pool of applicants. Following this, the screening and shortlisting phase involves reviewing resumes and applications to identify those who best meet the job criteria for further evaluation. In the interviewing stage, selected candidates are assessed through conversations that gauge their skills, experience, and overall fit for the position. Once a suitable candidate is identified, an offer is extended, marking the selection phase. Finally, the onboarding process ensures the new hire is smoothly integrated into the organization with the necessary training and orientation to start their role effectively.

Figure 1.1

**Process of recruitment:**



### **1.1.4. SELECTION:**

#### **Meaning of selection:**

Selection is the process of carefully screening the candidates who offer themselves for appointment so as to choose the most suitable persons for the jobs that are to be filled. It is the process of matching the qualifications of candidates with the requirements of jobs to be filled. The recruitment has been defined by many eminent authors as under.

In the words of **Dale Yoder**, “Selection is the process by which candidates are divided into two classes- those who will be offered employment and those who will not?”

According to **O'Donnell**, “Selection is the process of choosing from among the candidates, from within the organization or from the outside, the most suitable person for the current position or for the future position.”

### **1.1.5. Procedure of Recruitment & Selection:**

Recruitment is marketing tool as well as a social relational exercise. While hiring people, the organizations are going out into their outside environment and facing cut throat competition with others for apt candidates. Therefore, it should be carried out in a manner that retains or increases the image and goodwill of organization honest and objective recruitment policies and procedures would bring the image of the companies into the peak elevation of corporate world.

#### **Recruitment planning phase:**

In the recruitment planning phase, you identify the hiring need within the organization and create a job description for each vacant position. The job description lists the qualifications and experience required for the job and outlines the primary job responsibilities an employee needs to accomplish at the workplace.

#### **Strategy development phase:**

The next step involves devising a strategy for recruiting the most qualified candidate for the vacant position. In this phase, the recruitment team identifies if the candidates require professional training for accomplishing their work. The team also determines the source of recruitment. It could be campus hiring, job fairs, online posting and recruitment agencies. Each type of source requires different resources. For example, you may have to visit a college for a campus hire.

**Searching phase:**

The searching phase involves actively seeking new candidates to fill vacant positions. Often, organizations use both internal and external sources to recruit the best-fit candidate. Internal recruitments may happen through promotions from within the organization and by contacting retired or former employees. Many organizations use an employee referral system for internal hiring. Some may even get in touch with previous candidates. External recruitment sources may include campus recruiting, advertisement on recruitment agencies and direct recruiting.

**Acceptance of Application Forms:**

First of all applications are invited from the prospective candidates. These applications may be invited through advertising the vacancies in News Paper, Magazine, Employment Exchange, School and Colleges, Training Centers, Labor Unions and other Educational Institutions etc.

**Analysis of Application Forms:**

A date is declared as the last submitting the application forms. After this date all the applications received for a post and analyzed in detail. the applications which are incomplete or which do not meet the requirement of post are set aside and the applicants of remaining applications are further invited for different tests and interviews etc.

**Conducting Employment test:**

The selected candidates, the basis of their applications are called for employment tests. These tests may be of the following types:

**(i) Intelligence Tests:**

Intelligence tests are meant to measure the mental ability of an individual in terms of his memory, vocabulary, reasoning etc. these tests measure the power of understanding of the candidates. It is a very common test used in the selection procedure these days.

**(ii) Personality Tests:**

Personality tests aim at testing the nature, habit, emotion, maturity and temperament of the candidates. These tests are helpful in deciding the spirit of groupies and feeling of mutual co-operation.

### **(iii) Aptitude Tests:**

Aptitude tests are the test which measures the capacity and potentiality for learning the skills required for the job. These tests are very helpful in forecasting the success of candidates on a particular job.

### **(iv) Job Tests:**

These tests measure the level of efficiency and skills of the candidates required for a particular job. For example, the candidates required for the posts of typist may be asked to type some material. By this the speed test of typing and accuracy in typing may be judged.

### **(v) Interest Tests:**

These are designed to evaluate the likings and disliking of the candidates for different situations and different occupations. These tests are helpful in determining the jobs suitable to the individual candidates.

### **Interview:**

The candidate selected in employment tests are invited for interview. The main object of interview is to find out of whether an individual candidate is suitable for a particular job or not. Face to face interview is the most important step of the selection procedure. It helps in judging the personality, ability, capability and the temperament of the candidates. It also provides an opportunity to check the information given by the candidates in their application forms. It provides the opportunity to the enterprise to understand the candidates thoroughly. It also provides the opportunity to the candidates to understand the organization and the job. In this way, it is a process of two way communication.

Interview must be conducted in a friendly, congenial atmosphere. Frank free and friendly discussion must be held at the interview. The atmosphere of the interview must be such that the candidates may feel easy and may express their ideas and opinions freely and frankly.

### **Selection by the Supervisor:**

Candidates selected in the interview must be referred to the supervisor for final selection. If the supervisor feels satisfied, the candidates are selected. If the supervisor is a member of the interview board, this step of referring the candidates to the supervisor is not required.



**Medical Examination:**

After making the selection of the candidates they are checked by a reliable doctor or by a board of doctors to check their health. The main object of medical examination is to check whether the selected candidates are physically capable or not to perform the required job. The candidates which are declared medically unfit are rejected.

**Issue of Appointment Letters:**

The candidates, who are approved in the medical examination also, are issued the appointment letters. These appointment letters must contain all the necessary information relating to their posts, period of probation scale, terms of appointment etc. these letters must also mention the date by which the candidates should join the firm.

**Arrangement of Training:**

Necessary arrangements are made for providing training to the selected candidates, if necessary. The nature of training and the period of training depend upon the nature job. Training increasing the efficiency and morale of the selected candidates

**Allotment of Work:**

When the employees are trained, the work is allotted. The allotment of work must be made keeping in view the capacity, the ability, the past experience and the taste of candidates. The main point to consider while making the allotment of work must be the 'Right man for the right job and right job for the right man.

**Follow Up:**

After making the allotment of the work to the employees, it is followed up. Under this process, the supervisor checks whether the employees are doing their test work according to the instructions issued to them or not. If not, necessary instructions and directions are given to them.

### 1.1.6 Difference between recruitment and selection:

S.no	Basis of Comparison	Recruitment	Selection
1	<b>Meaning</b>	Recruitment is an activity of searching candidates and encouraging them to apply for it.	Selection refers to the process of selecting the suitable candidates and offering them job.
2	<b>Approach</b>	Approach under recruitment is positive one	Approach under selection is negative one.
3	<b>Objective</b>	Inviting large number of candidates to apply for the vacant post	Picking up the most suitable candidates and eliminating the rest
4	<b>Sequence</b>	First	Second
5	<b>Method</b>	It is an economical method	It is an expensive method
6	<b>Contractual relation</b>	It involves the communication of vacancies. No contractual relation is established	It creates contractual relation between employer and employee
7	<b>Process</b>	Recruitment process is very simple	Selection process is very complex and complicated
8	<b>Time</b>	Requires less time since it merely involves just identifying vacancies and advertising them. Hence less time is required	Every candidate has to be tested on various aspects before selecting the candidate hence, more time is required.

### **1.1.7 Need for recruitment & selection:**

Recruitment and selection of employees are essential in HR management for numerous reasons.

#### **Recruit Skilled Employees:**

The importance of recruitment and selection in HRM is to acquire skilled employees for business. These potential employees have the necessary skills to fit in the role or can have trending skills that your business is missing right now. By recruiting top talents in the market, your teams can aim for high productivity levels and meet desired outcomes.

#### **Prevents Disruptions in Business Activity:**

Business needs to keep changing with market trends. Here comes the importance of recruitment in HRM, where the HR team selects candidates from different backgrounds and domains to fulfill organizational needs without disrupting its operations. Ultimately, you can stay assured that all your daily business activities will be performed smoothly.

#### **Improve Morale in the Business:**

When your company focuses on a strong recruitment process, you improve morale within the workplace by finding individuals who fit perfectly with your company culture. The recruiter can stay assured that the company is growing sustainably due to the chosen candidate understanding their company's culture and actively participating in every task.

#### **Assists in Business Growth:**

When you bring new skilled team members on board, your business will increase productivity and better serve your customers. The importance of employee selection in HRM comes into action when you aim to improve the business bottom line and add value to your company.

#### **Fill up Vacant Positions:**

When a position is left vacant for an extended period, business productivity reduces, and additional responsibilities harm your existing employees. The purpose and importance of recruitment are to fill these vacancies thoughtfully and not by making any haste decisions.

### **Improve Employee Retention Rates:**

Employee retention in organizations is a daunting task today. However, you can reduce employee turnover with effective recruitment strategies. As an employer, you need to mention as many details as required about the job, benefits, and other expectations to reduce employee turnover.

Contrarily, encourage questions from the applicants. This two-way communication can help candidates to understand what they can expect after accepting your job offer and prevent them from seeking other employment.

### **Develop a Good Workplace Culture**

An organization's workplace culture includes its values, beliefs, and behaviors shared among the employees. Here's the importance of selection in human resource management, where the recruiters use the best strategy to identify the right fit.

These candidates can adjust to your work smoothly and promote a better environment, leading to high productivity, employee satisfaction, and retention.

### **Improve Your Brand's Perception**

You can usually hire one applicant for a vacancy, but conducting interviews with dozens of candidates improves your brand perception. Even when you don't hire them, they remember the experience with you. If you leave a positive mark on these talents, chances are they can apply for other roles in your company or the next time when there is a vacancy.

### **Increase in Productivity**

When a company hires skilled and experienced employees, it can experience increased productivity as these employees can produce more in less time. It means your production cost decreases as your production becomes efficient.

### **Producing Quality Products**

By using effective recruitment and selection strategies, you find employees that are best suited for the role. It means they have the right expertise and knowledge to produce quality products, thus reducing the possibility of a lapse in the production process.

## **Better Customer Service**

Customer service for any business plays an essential role in their success. A highly skilled employee better understands how to value customers and can assist them better. It results in higher customer satisfaction, customer loyalty, better sales, improved profits, and faster business growth.

## **Set up a Successful Business**

When using effective recruitment and hiring strategies, the HR team can bring the best talents to your table. These high-caliber people have suitable qualifications and experience and match the company's work culture. When your employees understand their roles in your company and perform them accordingly, your success is guaranteed.

### **1.1.8. Benefits of recruitment and selection:**

#### **Strong Pool of Applicants:**

A planned recruitment effort includes identifying the best methods to connect with qualified applicants. Newspapers, company websites, job boards, broadcast media and career fairs are among the common recruitment methods. By putting your time and resources into the most efficient methods, you generate a larger and more qualified pool of applicants.

#### **Accurate Screenings:**

The selection process focuses on applicants, interviews, tests and other mechanisms used to evaluate the qualifications and traits of candidates. While job interviews are a common and important means of evaluating applicants, the University of Oregon also suggests that work samples are valuable in many employee screening processes. For a graphic design job, candidates typically present portfolios of projects completed in school, internships or previous work experiences. These samples provide evidence of task completion and performance, which contributes to precision in hiring the best person for a role.

#### **Proactive Strategic Alignment:**

Strategic human resources is a proactive approach to talent management when compared to traditional reactive or transnational HR systems, according to Forbes. Thorough recruitment and selection processes

align with strategic HR. Companies map out the types of workers and skills needed to fill vacancies. Open positions are established based on company goals and hiring plans to achieve them going forward. Planning out HR needs in advance enables more focused job screenings. Companies can establish training and development programs when they recognize the need to grow people into more elaborate roles after initial hiring decisions.

### **Reduced Turnover and High Morale:**

When an organization hires people with the right personality types and job skills, the end result often is more happy workers. A culture that fits well with employee preferences and makes them happy, also leads to higher levels of retention, according to Forbes. Lower turnover rates and more positive workplace morale ultimately contribute to greater efficiency and higher profits as well.

## **1.2. Introduction to Rane Nsk Steering Systems Limited:**

Rane nsk steering systems limited Incepted in 1997, And Joint venture with NSK, Japan. Equity of Rane with NSK is 49:51.

Manufactures of Manual and Electric Power Steering Columns for the major Commercial and Passenger Vehicles OEMs and Intermediate Shafts for the Off-Highway Terrain Vehicles

It is classified as a private limited company and is located in Madras, Tamil Nadu. Its authorized share capital is INR 18.00 cr and the total paid-up capital is INR 17.90 cr.

**1.2.1. Description:** The Company manufactures and sells manual and electric-power steering systems.

**1.2.2. Products & Services:** Steering & suspension systems, Valve Train Components, Friction Material Products, Occupant Safety Systems, Die Casting Products, After Market Products, Telematics Solutions

**1.2.3. Category:** Manufacturer

The current status of Rane Nsk Steering Systems Private Limited is – Active

#### **1.2.4. Vision:**

To be a market leader in Steering Column Business through technology and people development with enhanced profitability.

#### **1.2.5. Manufacturing Locations:**

- **Chennai plant** - Manual steering columns
- **Rudrapur plant** - Manual steering columns
- **Bawal plant** - Electronic power steering
- **Gujarat plant** - Electronic power steering

### **1.3. SCOPE OF THE RANE NSK STEERING SYSTEMS LIMITED:**

Rane NSK Steering Systems Limited (RNSSL) is a joint venture between Rane Group of Companies, India, and NSK Ltd., Japan. The scope of RNSSL typically revolves around the manufacturing and supplying of steering and suspension systems for the automotive industry. Here are some key aspects of its scope:

#### **1. Product Range:**

RNSSL manufactures a variety of steering and suspension components including steering gears, columns, and intermediate shafts. These components are crucial for vehicle handling and stability.

#### **2. Market Presence:**

The company serves both domestic and international markets, supplying components to major automotive manufacturers globally.

#### **3. Technological Expertise:**

RNSSL leverages technological know-how from its parent companies to develop advanced steering and suspension systems that meet global standards for performance, safety, and reliability.

#### **4. Research and Development:**

The scope also includes continuous research and development efforts to innovate and improve existing products, as well as develop new technologies to stay competitive in the automotive industry.

#### **5. Quality and Standards:**

As a part of its scope, RNSSL adheres to stringent quality standards and manufacturing processes to ensure the durability and efficiency of its products.

#### **6. Environmental Responsibility:**

Increasingly, automotive companies like RNSSL are focusing on sustainability and reducing environmental impact. This may include efforts in manufacturing processes, materials used, and product lifecycle considerations

Overall, RNSSL plays a significant role in the automotive supply chain, particularly in the steering and suspension systems segment, contributing to the efficiency, safety, and performance of vehicles worldwide.

### **1.4.Global scenario of rane nsk steering systems limited:**

#### **1.4.1. Rane Europe:**

Rane Group has been supplying to Europe for more than 20 years. With the objective of strengthening customer relations and enhancing business from these regions, it established a business development office in Munich, Germany in 2017.

Rane Group, which is a leading global Tier 1 & Tier 2 supplier of Steering and Suspension systems, Valve train components, Occupant safety systems and Light metal casting products for the automotive Industry with manufacturing, commercial, technical and distribution facilities in India and North America to support Original Equipment Manufacturers and Tier 1 manufacturers global requirements

#### **Timeline**

##### **2017**

Established a Business Development office in Munich, Germany during 2017, to attain wide spread acceptance with OEMs in Europe by showcasing the Technological prowess “R&D/ Manufacturing” and Business depth (Logistics/ Marketing and Sales).



**1997**

Started supplying to Europe in 1997.

**Products:**

**Valve train components:**

- Engine Valves
- Valve guide

**Light metal casting products:**

- Pinion Housings
- Compressor parts

**Steering & suspension components**

- Hydraulic cylinders

**Customers:**



DAIMLER



**1.4.2. Rane North America:**

Rane Group has been supplying to North America for more than 20 years. With the objective of strengthening customer relations and enhancing business from these regions, it established a business development office in Delaware, USA in 2012.

Rane Group is a leading global Tier 1 & Tier 2 supplier of Steering and Suspension systems, Valve train components, Occupant safety systems and Light metal casting products for the Automotive Industry. With manufacturing, commercial, technical and distribution facilities in India and North America, Rane Group supports Original Equipment and Tier 1 manufacturers' global requirements.

## **Timeline:**

### **2014**

Established a Business Development office in Michigan, USA during 2014 to attain wide spread acceptance with OEMs in North America by showcasing the Technological prowess (R&D/ Manufacturing) and Business depth (Logistics/ Marketing and Sales).

### **1980**

Started supplying to United States of America in 1980.

## **Products:**

### **Valve train components:**

- Engine Valves
- Valve guide

### **Light metal casting products:**

- Steering Gear Housing
- Engine Cover
- Compressor parts
- Oil Sump
- Washing Machine Parts
- Luminaries

### **Steering & suspension components:**

- Manual R&P
- Manual Box Gear
- Hydraulic cylinders
- Suspension Ball Joints
- ITR & OTR
- Drag Links
- Lower Control Arm
- Cross Axle Ball joint

## **Customers:**





### 1.5. Indian scenario of rane nsk steering systems limited:

In the Indian scenario, Rane NSK Steering Systems Limited plays a pivotal role as a leading supplier of steering and suspension systems, contributing to the automotive sector's development and enhancing vehicle performance and safety across various vehicle segments.

RNSSL has manufacturing facilities located in India where it produces a range of steering and suspension components. These facilities are equipped with advanced technologies to meet both domestic demand and export requirements.

The company serves major Indian automotive manufacturers as well as international OEMs (Original Equipment Manufacturers) with operations in India. This includes supplying components for passenger vehicles, commercial vehicles, and two-wheelers.

#### Customers:



## 1.6. SWOT analysis:

A SWOT analysis for Rane NSK Steering Systems Limited (RNSSL), considering its strengths, weaknesses, opportunities, and threats in the context of its operations in the automotive components industry:

### 1.6.1. Strengths:

- **Strategic Partnerships:** RNSSL benefits from a strong partnership with NSK Ltd., Japan, leveraging technological expertise and global best practices in automotive steering systems.
- **Quality and Innovation:** Known for high-quality products and a focus on innovation, RNSSL continually invests in R&D to develop advanced steering and suspension solutions.
- **Diverse Product Portfolio:** Offers a comprehensive range of steering and suspension components catering to various vehicle segments, enhancing its market competitiveness.
- **Global Presence:** Operates globally, supplying components to major automotive manufacturers, which diversifies its revenue streams and reduces dependency on specific markets.
- **Strong Brand Reputation:** RNSSL is recognized for reliability, product quality, and adherence to international standards, enhancing customer trust and loyalty.

### 1.6.2. Weaknesses:

- **Dependency on Automotive Sector:** Vulnerable to fluctuations in the automotive industry, including changes in consumer demand, regulatory changes, and economic downturns.
- **Cost Structure:** Like many manufacturing firms, RNSSL may face challenges related to cost management, particularly in terms of raw materials and operational expenses.
- **Market Concentration:** Reliance on a few major customers or markets can pose risks, especially if there are shifts in customer preferences or competitive dynamics.

This SWOT analysis provides a snapshot of RNSSL's current position and strategic considerations in the dynamic automotive components market. It highlights areas where the company can capitalize on strengths, address weaknesses, seize opportunities, and mitigate threats to sustain and enhance its competitive edge.

## 1.7.Trends and future:

On the future of mobility, while there is lot of buzz in the market, we believe the area is still evolving and nebulous. At Rane, we're carefully watching emerging technology trends both as a defensive strategy to ensure our businesses are adapting and also spotting new opportunities. The company is also drawing up its roadmap for the telematics segment.

There is much that is happening in the automotive industry, technological innovations and regulatory requirements influencing the developments. Steering technology too is evolving to keep pace as well as to facilitate the transformation smoothly and effectively

**The key areas where one can see the shift happening include:**

- Smart Logistics with greater data orientation
- Digitalization of manufacturing processes
- Integrated safety to prevent or mitigate the severity of traffic accidents
- Vehicle Motion Control
- Electric Mobility – which is expected to become inevitable by 2030 when electric cars will become mandatory.

**Steering technology evaluation in passenger vehicles :**

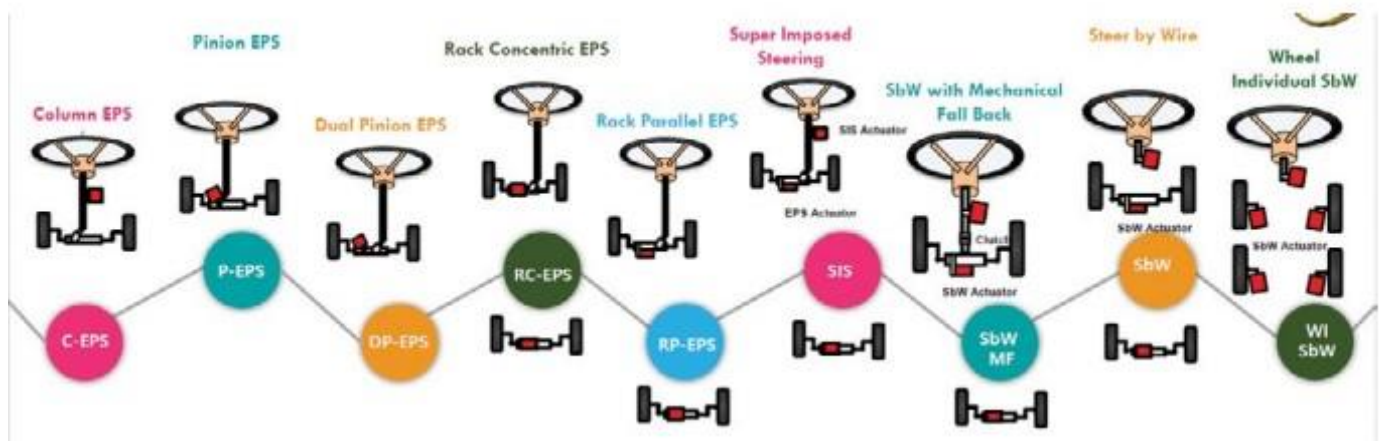


Figure.1.7.1

## Steering technology evaluation in commercial vehicle:

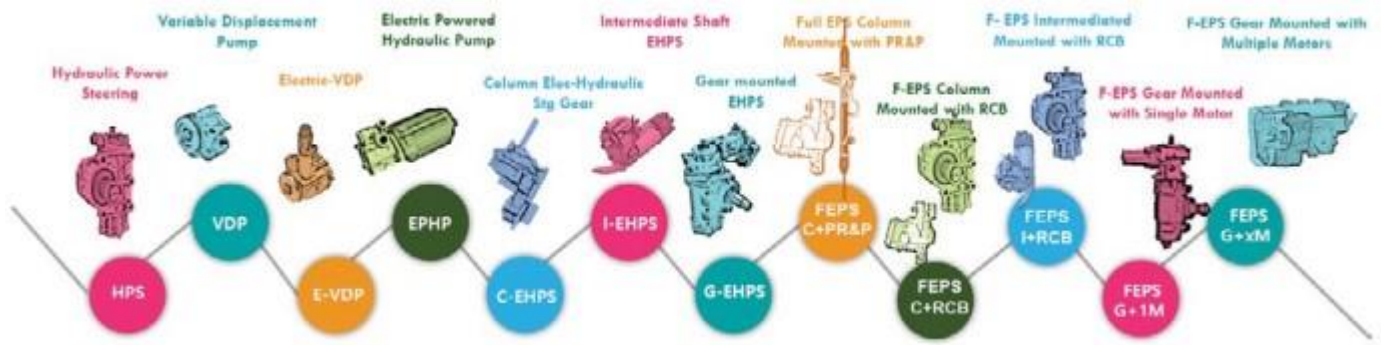


Figure 1.7.2

### Future Challenges:

Some of the challenges that will emerge as we move towards fully automated driving include ensuring safety. Compliance to safety standards such as IEC61508 and ISO26262 ASIL levels will be important. Security is another area that needs attention as cyber jacking of EPS is real in the era of internet of things. EPS is more vulnerable because its functionality mostly relies on software. In fact, not only the EPS but the entire connected ecosystem must be protected – be it the communication, flashing, booting, debugging, or diagnosis.

Then there are technical challenges such as real world usage and testing, big data management and analysis of use case studies. Some of the other challenges include self-learning or tuning the compensation gain of EPS with respect to mechanical linkage parameters such as friction, backlash and inertia variation, different and rough road conditions, variety of vehicle applications and different usage and driving patterns. Providing the steering technology at the right price, especially in sensitive markets, packaging in conformance to IP69K, meeting legislative stipulations are some of the other areas that will need greater clarity as well as solutions. But no doubt, as the technology matures, so will its use, which will in turn create an ecosystem ready to meet the challenges and offer corresponding and appropriate solutions. Though many doubts and challenges exist today, the world has already started seeing changes.

## 1.8.STUDY ON COMPANY PROFILE:

Founded in 1929; Headquartered in Chennai, India

Serves a variety of industry segments: Passenger Vehicles, Commercial Vehicles, Farm Tractors, Two-wheelers, Three-wheelers, Railways and Stationary Engines

Group Sales of INR 7,200 Cr (~ USD 870 MN)

Most preferred OE manufacturer and supplier for global auto majors

Manufactures Steering and Suspension systems, Friction materials, Valve train components, Occupant safety systems and Light metal casting products.

#### **1.8.1.Technologies:**

Rane Group partners with a wide spectrum of auto majors to provide concept to product solutions. This is made possible by well integrated design, manufacturing & testing facilities at each of the group companies. Being manufacturers of safety and critical components, technology development has been a focus area in all the Rane Group companies. Rigorous testing, continuous up gradation of in-house technology and support from strategic development partners has enabled Rane to enhance technical competencies at all levels.

Leverage the technology portfolio of our 3 major partners – ZF, NSK and Nisshinbo.

Technologies developed in recent past – Hydrostatic Steering Unit, New generation pumps-drooping flow, Seat belts-Pre-tensioner & Child restraint, Tilt & Telescopic column with integrated collapse, NVH reduction and lower telescopic load and Electric Power Steering.

#### **1.8.2.Facilities:**

Rane group partners with a wide spectrum of auto majors to provide concept to product solutions. This is made possible by well integrated design, manufacturing & testing facilities at each of the group companies.

#### **Modern Manufacturing Facilities**

- Facilities consistently upgraded to meet technological advancements
- Integrated production lines for all group companies on par with world standards

#### **1.8.3.Product Development & Testing Capabilities**

- Significant portion of the group's turnover invested in Research and Product Development
- Simulation techniques and exhaustive testing mechanisms implemented regarded as the industry standards

#### **1.8.4.Location:**

- Europe
- India

### **1.8.5.Total Quality Management (TQM) A Way of Life:**

Rane Group companies adopted Total Quality Management (TQM) in the year 2000. TQM is the foundation for Operational excellence.

#### **Quality Management:**

- All Seven Manufacturing Companies Are TS 16949 Certified.
- Rane Group Companies Are In Tune With International Quality Assurance Standards.
- Pursuit Of Excellence Is Through Implementation Of Total Quality Management (TQM) Practices.
- Rane Firmly Believes In,
  - Customer Focus
  - Process Orientation
  - Continuous Improvements
  - Systematic Approach To Identifying And Solving Chronic Problems Using Statistical Thinking
  - Standard Operating Procedures, And
  - Fact Based Decision Making

### **1.8.6.Deming Awards:**

At Rane group, pursuing excellence is a continuous journey. Conferment of Deming Prize for 5 companies and Deming Grand Prize – formerly known as Japan Quality Medal (JQM) for 3 companies is an embodiment of successful implementation of TQM practices.

#### **1.8.7.Deming Prize**

- 2003 – Rane Brake Lining Ltd.
- 2005 – Rane Engine Valve Ltd.
- 2005 – ZF Rane Automotive India Pvt Ltd
- 2007 – Rane (Madras) Ltd.
- 2018 – Rane NSK Steering Systems Pvt. Ltd.

#### **1.8.8.Deming Grand Prize**

- 2011 – ZF Rane Automotive India Pvt Ltd
- 2012 – Rane (Madras) Ltd.
- 2013 – Rane Brake Lining Ltd.



### **1.8.9.Rane Foundation - CSR Initiatives**

- Rane Group contributes to societal causes through Rane Foundation, a Public Charitable Trust founded in the year 1967, and is the main arm for Rane Group's CSR initiatives
- Rane Foundation's initiatives are focused on education, healthcare, environment and community development
- All plants involved in development activities in their neighborhood
- Established Rane Polytechnic Technical Campus (RPTC) – A self-financed Polytechnic College to empower students with Technical knowledge and Industry specific skills. Visit Rane Polytechnic Technical Campus (RPTC)

### **1.8.10.Rane policy:**

Accordingly, this Whistle Blower Policy ("the Policy") has been formulated with a view to providing a mechanism for directors, employees and other stakeholders of the constituent Company in the group to approach the Ombudsperson to report instances of unethical behavior, actual or suspected, fraud or violation of the Company's code of conduct or ethics policy. The Whistle Blower Policy forms part of the Vigil Mechanism of the Rane Group.

This Policy is an extension of Rane Group's 'Ethical Standards of Behavior (COMPASS version 1.1) and forms part of the Vigil Mechanism.

This Policy applies to all directors including independent directors, the Chairman, permanent employees, customers and vendors of respective companies in Rane Group.

This Policy covers all the companies in Rane Group where constitution of a Vigil Mechanism is mandated under law.

The Whistle Blower's role is that of reporting with reliable information on any improper or unethical business practices or actions which are violative (actual or potential) of the Code by any employee or others dealing with Companies in Rane Group or the employees of the respective Companies. They are not required or expected to act as investigators or finders of facts, nor would they determine the appropriate corrective or remedial action that may be warranted in a given case.

Whistle Blower should not act on their own in conducting any investigative activities, nor do they have a right to participate in any investigative activities other than as requested by the Ombudsperson or the Ethics Committee.

1.8.11 Board of Directors:

- Mr. Harish Lakshman, Chairman
- Mr. Naoki Kamamoto, MD & CEO
- Mr. L Ganesh
- Mr. Taro Nagai
- Mr. Takeshi Kihara
- Mr. Hideyaki Hayami
- Mr. T G Vijayan (Alternate to Hideyaki Hayami)
- Mr. Hiroyasu Tomita (Alternate to Takeshi Kihara)

Employee metrics:



Figure 1.8.1

<b>Registered details rane nsk steering systems limited :</b>		
<b>CIN</b> U29141TN1995PTC030621	<b>INCORPORATION DATE / AGE</b> 22 March, 1995 / 29 yrs.	<b>LAST REPORTED AGM DATE</b> 22 June, 2023
<b>AUTHORIZED CAPITAL</b> INR 1800.0 Lacs	<b>PAIDUP CAPITAL</b> INR 1790.0 Lacs	<b>INDUSTRY*</b> Manufacturing (Machinery & Equipment's)
<b>TYPE</b> Unlisted Private Company	<b>CATEGORY</b> Company limited by Shares	<b>SUBCATEGORY</b> Non-govt company
<b>REGISTERED ADDRESS</b> 'MAITHRI' 132, CATHEDRALROAD MADRAS-600086 Tamil Nadu - India		

## 1.9.Product profile:

Rane NSK Steering Systems Private Limited - Manufacturer of tie rod assemblies, center link Assemblies & gear shift ball joints in Chennai, Tamil Nadu.

### 1.9.1. Steering and suspension systems:

**Intermediate shafts:**

**Figure .1.9.1**



- Joint assemblies with single & double UJ for various types of body frame structures

### **Electric Power Steering Columns:**

**Figure 1.9.2**



- Electric power assisted steering columns (EPS) are predominantly used in passenger car segment

### **Solid Steering Columns:**

**Figure 1.9.3**



- For passenger Cars, MUVs/ SUVs, LCVs & HCVs

### **Energy Absorbing & Collapsible Columns:**

**Figure 1.9.4**



- For Passenger Cars & MUVs/SUVs

### **Tilt & Telescopic Steering Columns:**

**Figure 1.9.5**



- Tilt & Telescopic features allow the user to adjust the steering wheels position according to the comfort needs (viz, Up / Down; Towards/ Away from Driver)

### **Universal Joint Assemblies:**

**Figure 1.9.6**



- Compact sheet metal or forged yokes
- Designed to suit specific Articulation torque, Torsional strength & rigidity requirements.

## **1.10. Problem statement and need for the study:**

Rane NSK Steering Systems Limited faces challenges in effectively recruiting and selecting qualified candidates for various roles within the organization. Despite efforts to attract talent, there may be inefficiencies or gaps in the current recruitment and selection processes that hinder the company's ability to acquire the right talent at the right time. Understanding the effectiveness of current recruitment strategies is crucial. Are they targeting the right candidate pools? .Are there bottlenecks in the process that delay hiring?

Assessing whether the candidates selected through current methods are meeting performance expectations and contributing effectively to the organization.

In a competitive market, it's essential to ensure that Rane NSK Steering Systems Limited can attract top talent. This requires evaluating how the company's recruitment and selection practices compare with industry standards. By studying the recruitment and selection processes at Rane NSK Steering Systems Limited, the company can identify areas for improvement, streamline procedures, enhance candidate experience, and ultimately, strengthen its position in the market through better talent acquisition practices.

### **1.11. Objectives of the project:**

- The primary objective of the study is to analyze the process of Recruitment and Selection in RNSS
- To observe the procedure to select the candidates from internal as well as from external sources
- To find out the various recruitment sources and stages of selection procedure used by the organization.
- To gather comprehensive feedback from employees on the RNSS (Recruitment and Selection System) to assess its effectiveness, identify strengths, and pinpoint areas for improvement.

### **1.12. Scope of the study:**

- The present research is confined to study the recruitment and selection process followed at rane nsk steering systems limited.
- The study reveals the recruitment and selection process followed in the organization.
- Whether employees are satisfied with the recruitment process? Is the organization is providing ethical process for recruiting employees?
- The organizational study of rane nsk steering systems was done with the study of recruitment and selection.

## **CHAPTER II**

### **REVIEW OF LITERATURE**

## **2.1. Meaning:**

A review of literature is a text of scholarly paper, which includes the current knowledge including substantive findings; as well as theoretical and methodological contributed to a particularly topic, these are secondary sources and do not report new or original experiments work.

## **2.2. Review of literature:**

Sania usmania (2020) based on his research. Physical attractiveness does not factor into the selection and employment process, according to the findings of all three research and data analysis. Each evaluation will contribute to clarifying theories about the variables influencing the hiring process. The findings of this review will also serve as a blueprint for any future research on the importance of appearance, confidence, communication skills, and clarity in the hiring process as opposed to physical or facial attractiveness. Dharshini.K.A & Seleena.R (2020) this study came to the conclusion that the hiring procedure and staff selection inside non-banking financial enterprises have a favorable impact. When it comes to their job satisfaction, the company still has to increase the number of new positions it offers competent candidates in the near future. Bushra Bintey Mahbub (2020) more personnel should be assigned, it is advised. In proportion to the figure, more labour is needed. And as a result, they must provide more facilities for the trainees. Consequently, the most important goal was to focus on quality rather than quantity when hiring or choosing employees. However, occasionally, in an effort to meet the goal and receive an incentive

Stepanycheva,E.,and L.Yakovleva. "Improving the recruitment process of an industrial enterprise." actual directions of scientific researches of the xxi century: theory and practice 8, no. 4 (January 31, 2021)

One of the fundamental criteria for the quality of human resources is the compliance of personnel competencies (both personal and professional), the requirements of the employer and the content of labor functions implemented within the framework of the position. Such compliance is primarily achieved by organizing a competent approach to the recruitment procedure. Today, many companies seek to independently select employees, which requires certain knowledge in this area. In domestic conditions, in contrast to the established foreign practice, the formation and implementation of the recruitment process is complicated by the lack of practical experience of companies in this area, insufficient elaboration of recruitment mechanisms, and the desire to copy foreign experience in this area without taking into account Russian characteristics. The article clarifies the concept of personnel selection, analyzes the process of personnel selection, and approaches to personnel selection, criteria and sources of personnel selection that form the preferences of foreign and domestic employers, analyzes the process of personnel selection of an industrial enterprise and suggests ways to improve it.



Anayochukwu, Ani V., and Grace I. Anayochukwu. "Application of Due Process in Recruitment and Selection of Personnel into the Federal Civil Service. Part 1." *RUDN Journal of Public Administration* 8, no. 4 (December 15, 2021)

Ani, Vincent A., and Grace I. Anayochukwu. "Application of Due Process in Recruitment and Selection of Personnel into the Federal Civil Service. Part 2." *RUDN Journal of Public Administration* 9, no. 1 (March 26, 2022)

This study was conducted to investigate the constraint to the effective application of due process in the recruitment and selection of personnel into the federal civil service.

Karunakaran, N., and K. R. Ajith Kumar. "Seriousness and responsiveness of the myth of campus selection by management institutes and corporate." *Journal of Management Research and Analysis* 8, no. 4 (December 15, 2021)

Recruitment is the process of identifying and attempting to attract candidates who are capable of filling vacancies existing and likely to arise appropriately. Selection is generally made from available qualified applicants who have potential to meet the organization's needs. As such, effective sourcing and selection decides efficient recruitments.

According to Abbasi, Tahir, Abbas, and Shabir (2020) that recruitment can be considered to be a process in which the different types of desirable candidates who are in search of a suitable type of job can be allowed for entry to the said organization for gaining a talents pool of employees and gaining a competitive edge in the said market dynamics

# **CHAPTER III**

## **RESEARCH METHODOLOGY**

### **3.0. Research methodology:**

Research methodology is a way to systematically show the research problem. It may be understood as a science of studying how research is done scientifically. It is necessary for the researcher to know not only the research methods but also the methodology.

### **3.1. Research design:**

The study is descriptive research. When the researcher communicates with the respondents, be it through a census or an interview, descriptive research is used to acquire the essential information. The methodology is based on the primary data and secondary data. Primary data comprising of a structured questionnaire and secondary sources collected from Journals, newspapers, articles etc. The data analysis is conducted using SPSS with the total sample size of 100 collecting the responses from the employees in the organization. Different statistical tools such as descriptive statistics, Chi-square test, Anova and correlation is involved

### **3.2. Types of research study:**

**Cross-sectional Study:** This study appears to be cross-sectional. Its collects data at a single point in time from a sample of employees in the organization. It does not follow individuals over time but rather gathers information from a diverse group (sample size of 78) to draw conclusions about relationships between variables (such as gender and recruitment sources, gender and satisfaction levels).

### **3.3. Sampling methodology:**

#### **3.3.1. Method:**

**Convenience Sampling:** This method involves selecting participants based on their availability and willingness to participate rather than random selection. Convenience sampling is common in descriptive studies where accessibility to participants is prioritized over representativeness of the entire population.

#### **3.3.2. Population:**

The population would be employees currently working at Rane NSK Steering Systems Limited. This includes employees across various departments, positions, and possibly different locations if the company has multiple sites.

#### **3.3.4. Frame:**

The sampling frame would typically consist of a comprehensive list of all employees currently on the rane nsk company payroll. This list would ideally include information such as employee names, departments, and possibly other demographic details.

### 3.3.4. Size:

Calculating Sample Size:

To find ( $n_0$ ), we use the formula for sample size calculation

$$n_0 = \frac{z^2 * p * (1-p)}{e^2}$$

Where,

n = sample size

E= margin of safety

Z= critical value from the standard normal distribution corresponding to the desired confidence level.

p = estimated proportion

Z is the critical value from the standard normal distribution corresponding to the confidence level. For CL (confidence level) =95% ( $Z \approx 1.96$ )

p=0.5 is commonly used for maximum variability.

N= 110, CL = 95%, E=+\_7% (in decimal 0.06)

$$= \frac{(1.96)^2 * 0.5 * (1-0.5)}{(0.07)^2} = \frac{3.8416 * 0.25}{0.0036} = \frac{0.9604}{0.0036}$$

$n_0 = 267.89$

$$\begin{aligned} n &= \frac{n_0}{1 + (n_0 - 1)/N} = \frac{267.89}{1 + (267.89 - 1)/110} = \frac{267.89}{1 + (266.89/110)} \\ &= \frac{267.89}{1 + 2.4263} = \frac{267.89}{3.4263} \end{aligned}$$

n=78.20

Sample size was determined based on a desired margin of error of (E) and a confidence level (CL), resulting in a calculated sample size  $n=78$ (approximately)

### **3.4. Data collection methodology:**

#### **3.4.1.Data collection method:**

##### **Primary Data Collection:**

The primary data collection method utilized in this study is through a structured questionnaire. This implies that employees in the organization (RNSS) were approached and asked to respond to a series of predetermined questions designed to gather specific information relevant to research objectives.

#### **3.4.2.Source of Data:**

##### **Primary Data Source:**

The primary data source is the employees within the organization who participated in the study by completing the structured questionnaire. These respondents are the direct source of information.

##### **Secondary Data Source:**

Secondary data sources include information gathered from journals, newspapers, articles, and other company articles these secondary sources provide additional context or background information relevant to your study's topic or supporting data for comparison and analysis.

#### **3.4.3. Data collection instrument:**

The primary data collection instrument used in this study was a questionnaire.

### **3.5. Hypothesis and statistical tools:**

#### **Null hypothesis-H0:**

Null hypothesis is formulated to test whether there is any relationship between variables related to the problem being studied. Usually, the null hypothesis is formed as a negative statement.

#### **Alternative hypothesis-H1:**

Alternative hypothesis is a statement which is accepted after the null hypothesis is rejected based on the test results.

### **3.5.1. Statistical tools used:**

#### **Percentage analysis:**

Percentage analysis is a statistical method used to express a part of a whole as a proportion or percentage of the total. It involves dividing a value or quantity by the total and multiplying by 100 to get the percentage.

#### **Chi square test:**

The chi-square test is a statistical test used to determine whether there is a significant association between the observed frequencies in a categorical data set and the frequencies that would be expected under a null hypothesis of no association.

#### **ANOVA (Analysis of variance):**

It is a statistical method used to analyze whether there are statistically significant differences between the means of two or more groups. ANOVA tests the null hypothesis that the means of several groups are equal against the alternative hypothesis that at least one of the means is different.

### **3.6. Statistical package used:**

IBM SPSS statistics version 29

### **3.7.Limitations of the study:**

- The accuracy of data collected about recruitment and selection processes is crucial. If the data is incomplete, outdated, or not verified, it could lead to biased conclusions or inaccurate assessments of the processes.
- Conducting a comprehensive study on recruitment and selection processes requires sufficient time for data collection, analysis, and interpretation. Limited time may restrict the depth of the study, potentially overlooking important trends.
- Access to internal data or personnel involved in the recruitment and selection processes may be restricted. This could limit the researcher's ability to gather comprehensive insights or validate findings. Thus above all were the limitations in this research study. The maximum efforts were made to overcome these limitations in the study.

# **CHAPTER IV**

## **DATA ANALYSIS AND INTERPRETATION**

#### 4.0. INTRODUCTION:

Data analysis is the key component of research examining and interpreting data to draw meaningful conclusions .it is process of transforming raw data into useful information that helps researchers understand relationship between variables, identify patterns an make evidence based decisions the purpose of data analysis in research is to identify trends, patterns and relationships in data to help answer research question and support or refute hypothesis.

#### 4.1. Percentage analysis:

##### 1) Gender

Category	No .of. Respondents	Percentage
Male	46	59
Female	32	41
Total	78	100

Table 4.1.1

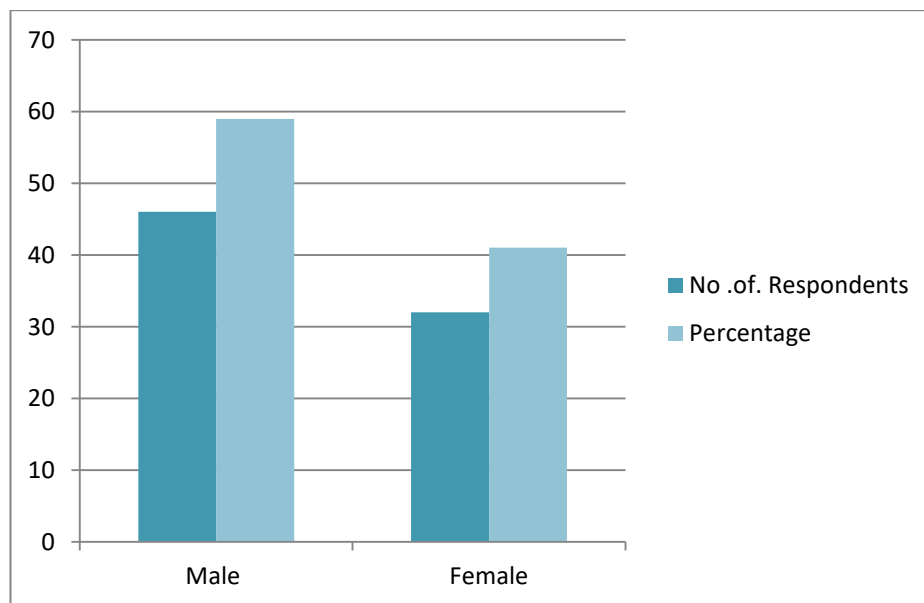


Figure 4.1.1

#### Interpretation:

This data presents the distribution of respondents by gender. It indicates that out of 78 respondents surveyed: 59% are male (46 respondents), 41% are female (32 respondents) Hence there is a majority of male respondents in survey.



## 2) Age:

Table 4.1.2

Category	No.of.Respondents	Percentage
15-25	60	77
26-30	9	11.5
Above 30	9	11.5
Total	78	100

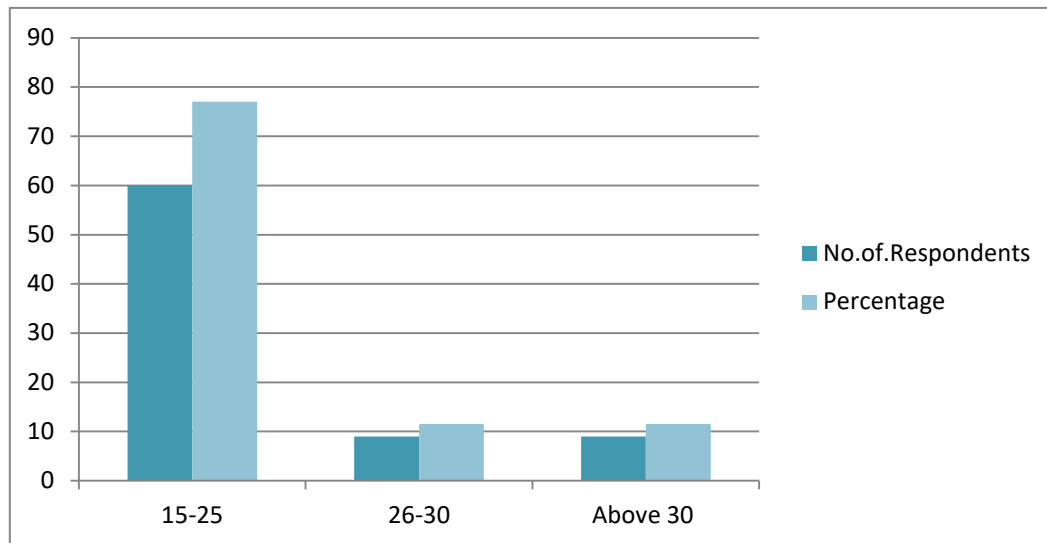


Figure 4.1.2

## Interpretation:

This data presents the distribution of respondents by age. It indicates that out of 78 respondents surveyed: 77% are from (18-25yrs), 11.5% are from (26-30yrs), and 11.5 % are from above (30yrs) Hence there is a majority respondents is the age group is 18-25 in this survey.

## 3) Department:

Table 4.1.3

Category	No.of. respondents	Percentage
Human resource	15	19
Finance	24	31
STA	8	10
R&D	11	14
Purchase	6	8
Others	14	18
Total	78	100

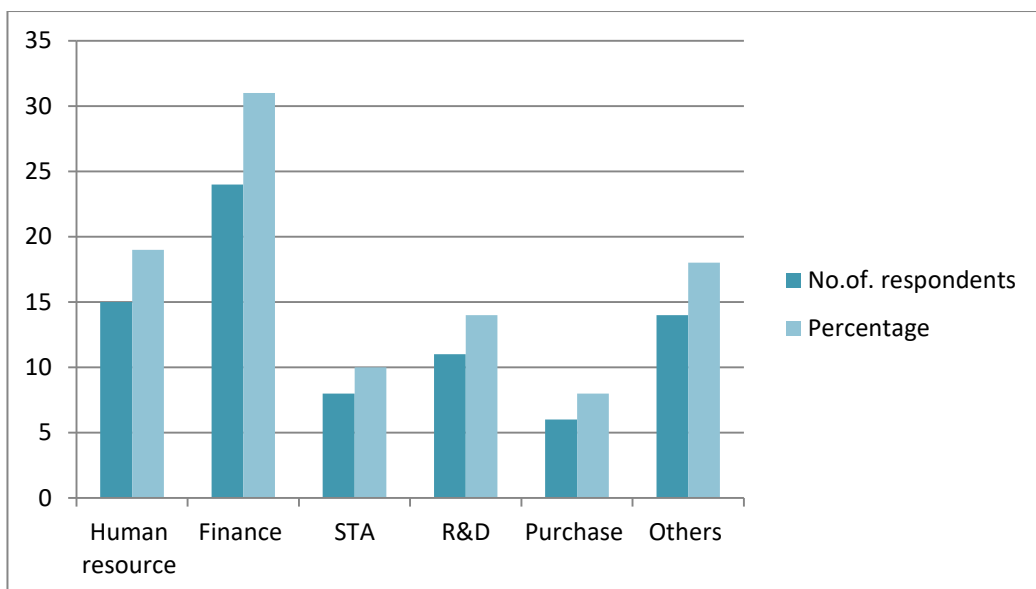


Figure 4.1.3

#### Interpretation:

The above diagram states the survey respondents were categorized into different departments or categories within the organization. The largest represented category is Finance, comprising 31% of the total respondents, with 24 individuals participating from this department. Following closely behind is Human Resources, accounting for 19% of respondents with 15 individuals. Research and Development (R&D) also showed significant representation at 14%, with 11 individuals participating. The remaining categories include STA (10%), Purchase (8%), and Others (18%), with varying numbers of respondents contributing from each.

#### 4) Annual income:

Table 4.1.4

Category	No.of respondents	Percentage
2-5 lakh	59	76
5-7 lakh	14	18
Above 7 lakh	5	6
Total	78	100

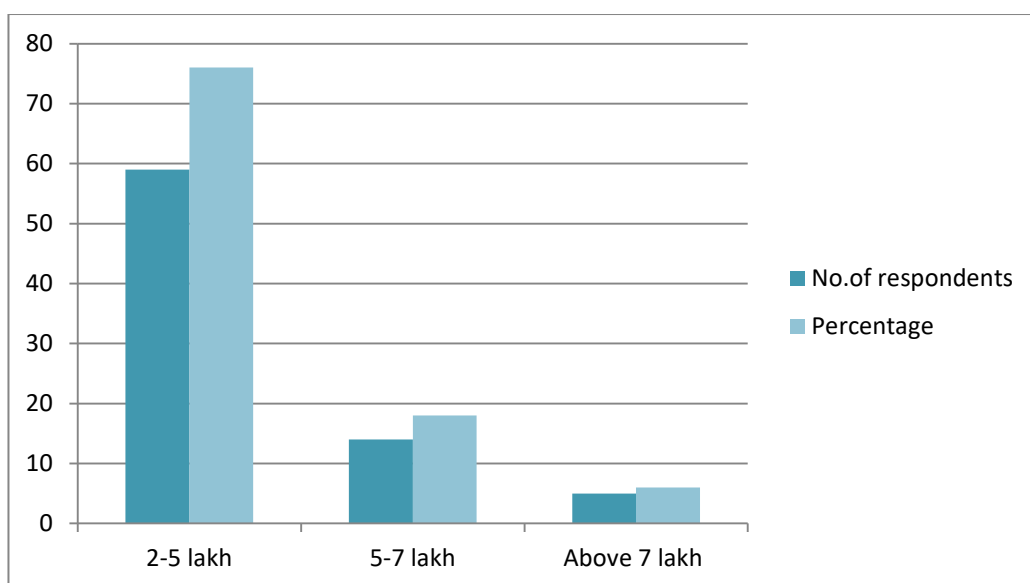


Figure 4.1.4

### Interpretation:

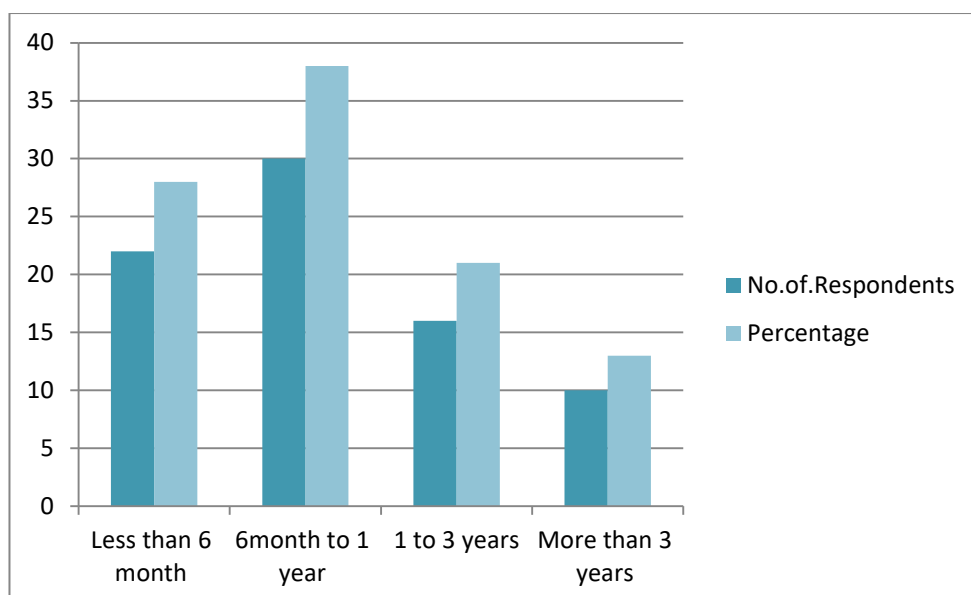
The respondents were categorized based on their annual income brackets. The majority of respondents, constituting 76% of the total, reported annual incomes ranging from 2 to 5 lakh rupees. This category comprised 59 individuals. The next significant group, representing 18% of respondents, reported incomes between 5 to 7 lakh rupees annually, totaling 14 individuals. A smaller portion, accounting for 6% of respondents, reported annual incomes above 7 lakh rupees, totaling 5 individuals.

### 5) How long have you been employed at RNSS?

Category	No.of.Respondents	Percentage
Less than 6 month	22	28
6month to 1 year	30	38
1 to 3 years	16	21
More than 3 years	10	13
Total	78	100

Table 4.1.5

Figure 4.1.5



### Interpretation:

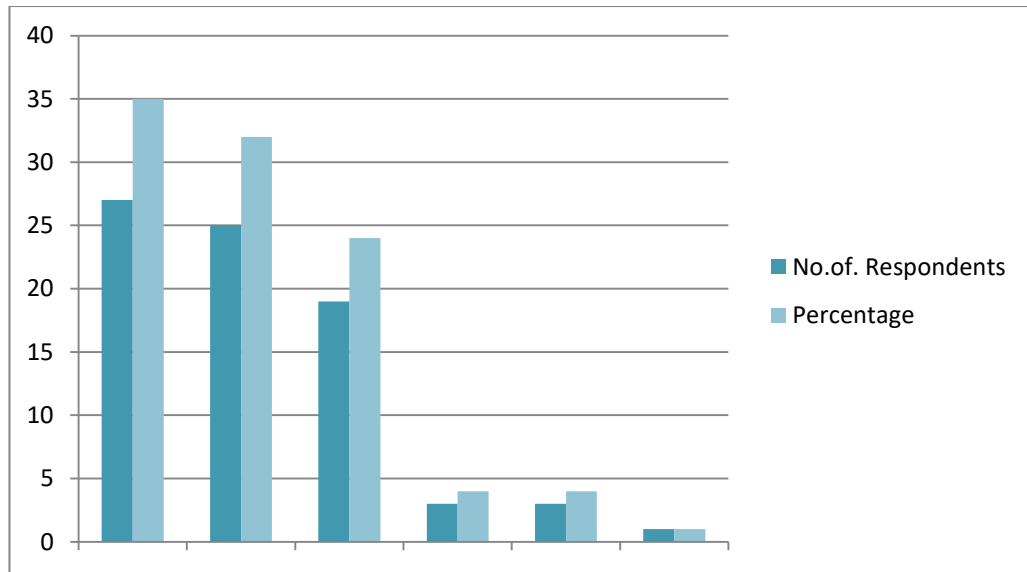
The respondents were categorized based on their length of employment or tenure within the organization. The largest group consisted of those who had been with the organization for 6 months to 1 year, comprising 38% of the total respondents with 30 individuals. Following this, those who had been employed for less than 6 months constituted 28% of respondents, totaling 22 individuals. The next significant category was individuals who had been with the organization for 1 to 3 years, making up 21% of respondents with 16 individuals. Lastly, respondents who had been with the organization for more than 3 years accounted for 13% of the total, totaling 10 individuals.

### 6) How did you learn about the job openings at RNSS?

Category	No.of. Respondents	Percentage
Company website	27	35
Job board	25	32
Employee referral	19	24
Recruitment agencies	3	4
Campus recruitment	3	4
Others	1	1
Total	78	100

Table 4.1.6

Figure 4.1.6



#### Interpretation:

The respondents were categorized based on the sources through which they found their current job or position. The largest proportion, comprising 35% of the total respondents, indicated that they found their job through the company's website, with 27 individuals reporting this source. The next significant source was job boards, which accounted for 32% of respondents, with 25 individuals finding their job through this channel. Employee referrals also played a substantial role, accounting for 24% of respondents, with 19 individuals citing this as the source of their current job. Recruitment agencies and campus recruitment each accounted for 4% of respondents, with 3 individuals each. A small minority of respondents, 1% of the total, reported finding their job through other sources.

#### 7) How would you rate the communication from the HR/recruitment team during recruitment process?

Category	No.of.Respondents	Percentage
Excellent	28	36
Good	29	37
Fair	19	24
Poor	2	3
Total	78	100

Table 4.1.7

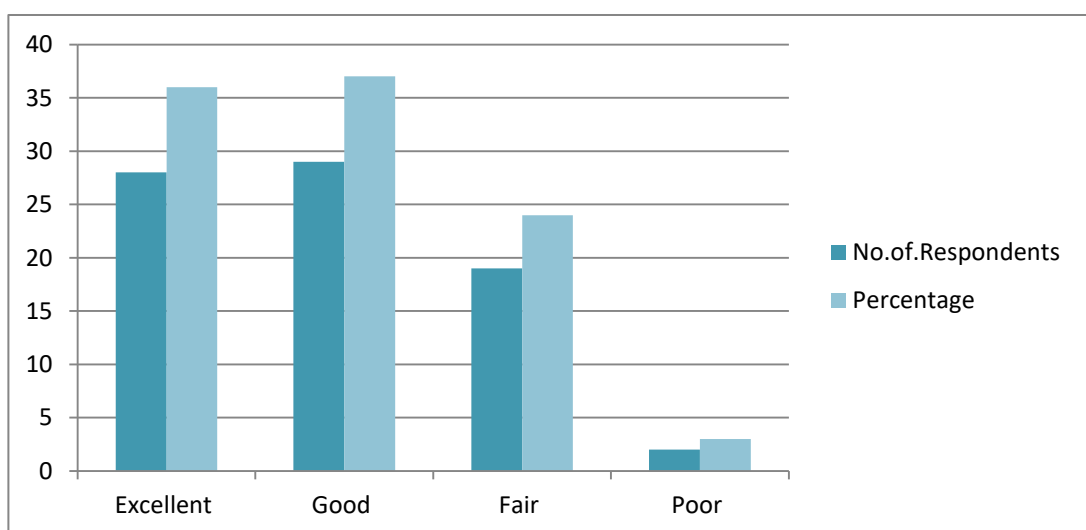


Figure 4.1.7

### Interpretation:

According to the survey results, the majority of respondents, comprising 36%, rated their experience as Excellent, indicating a high degree of satisfaction. Following closely behind, 37% of respondents described their experience as Good, suggesting a generally positive sentiment overall. A smaller segment, constituting 24% of the total, rated their experience as Fair, implying a middling or moderate satisfaction level. In contrast, only 3% of respondents indicated Poor, signifying a minimal number of dissatisfied individuals.

### 8) How clear and informative was the job description?

Category	No .of .respondents	Percentage
Very clear	45	58
Somewhat clear	21	27
Neutral	11	14
Poor	1	1
Total	78	100

Table 4.1.8

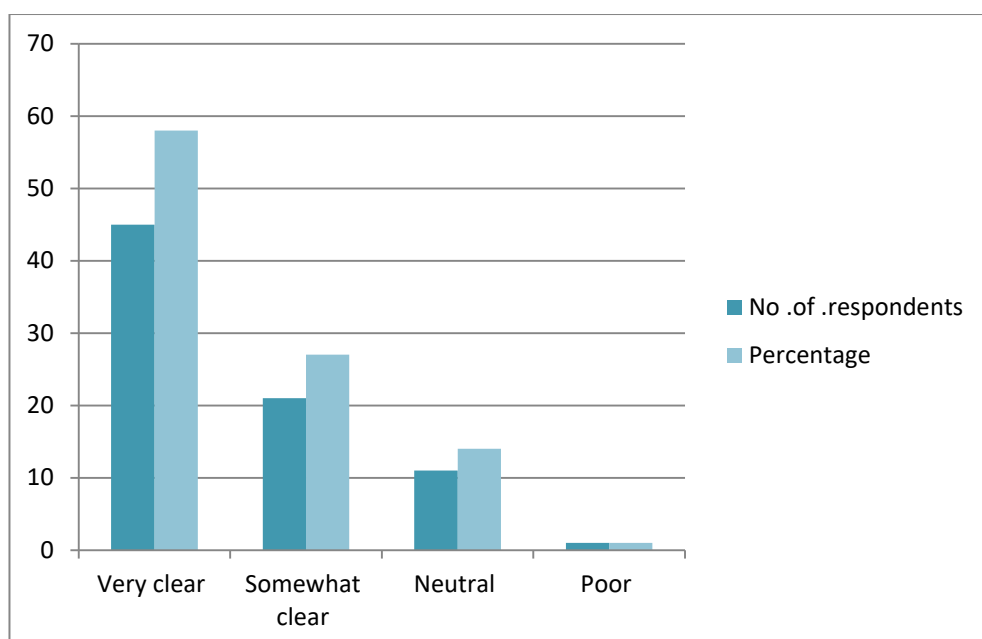


Figure 4.1.8

### Interpretation:

The above diagram shows that 58% of respondents found the job description very clear, indicating strong understanding and satisfaction. Another 27% found it somewhat clear, suggesting moderate clarity with room for improvement. A smaller group (14%) was neutral and only 1% rated it as poor, indicating minimal confusion or dissatisfaction. Overall, while most respondents found the job description clear, there are opportunities to enhance clarity for better understanding across the board.

### 9) How long did the recruitment process take from your initial application to receiving an offer?

Category	No. of .Respondents	Percentage
Less than one week	24	31
1-2 weeks	42	54
2-4 weeks	9	11
More than 4 weeks	3	4
Total	78	100

Table 4.1.9

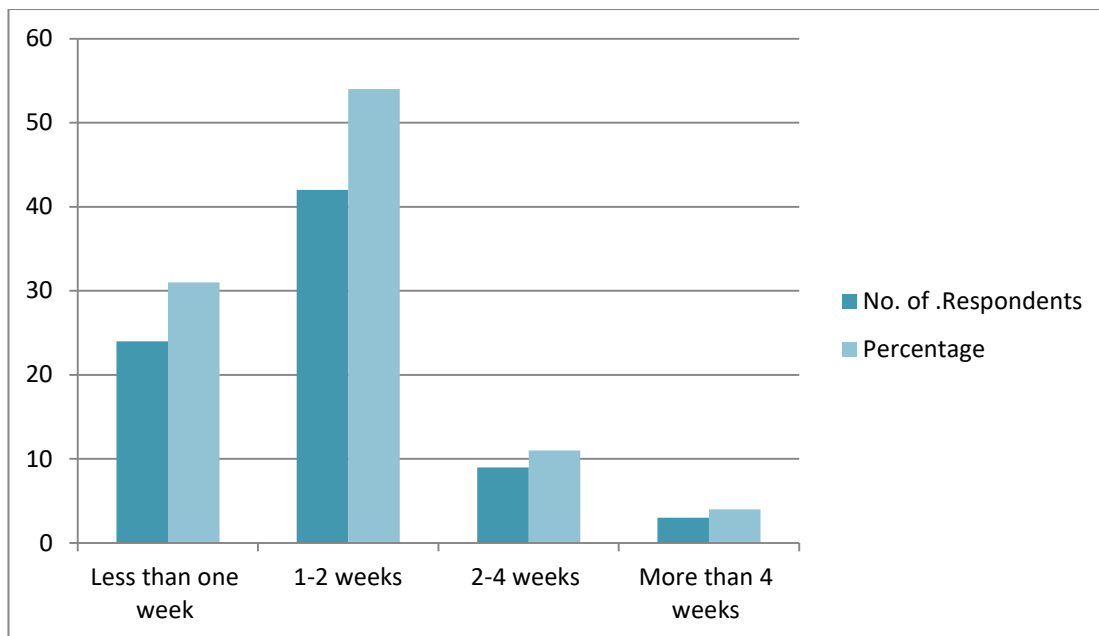


Figure 4.1.9

### Interpretation:

The above diagram represents a notable majority, accounting for 54%, reported receiving job offers within 1-2 weeks, indicating a streamlined and efficient process for a significant portion of applicants. Additionally, 31% experienced an even quicker turnaround, with offers received in less than one week, underscoring a prompt response from hiring organizations. About 11% of respondents mentioned a moderately longer timeframe of 2-4 weeks, while a minimal 4% indicated a more extended process exceeding 4 weeks.

### 10) How many stages did your interview process involve?

Category	No.of.respondents	Percentage
1	10	13
2	27	35
3	29	37
4	12	15
Other	78	100

Table 4.1.10



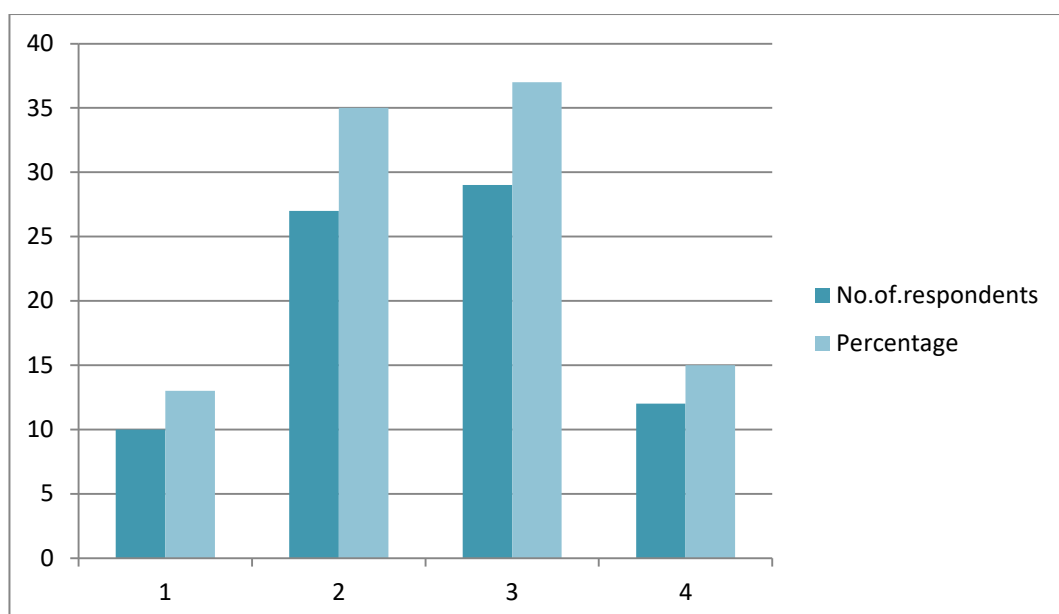


Figure 4.1.10

### Interpretation:

The above diagram represents the diversity in the interview process stages experienced by respondents. A significant portion, 37%, underwent a three-stage interview, suggesting a structured and comprehensive assessment. Meanwhile, 35% participated in a two-stage process, indicating a moderately thorough evaluation. Smaller groups encountered single-stage (13%) or four-stage (15%) interviews, reflecting streamlined or highly detailed assessments, respectively. This variation highlights how organizations employ different interview structures to evaluate candidates, accommodating both rigorous evaluation and streamlined processes based on role complexity and organizational priorities.

### 11) How would you rate the professionalism and friendliness of the interviewers?

Table 4.1.11

Category	No. of respondents	Percentage
Extremely professional and friendly	36	46
professional and friendly	22	28
Neutral	20	26
Unprofessional and unfriendly	0	0
Total	78	100

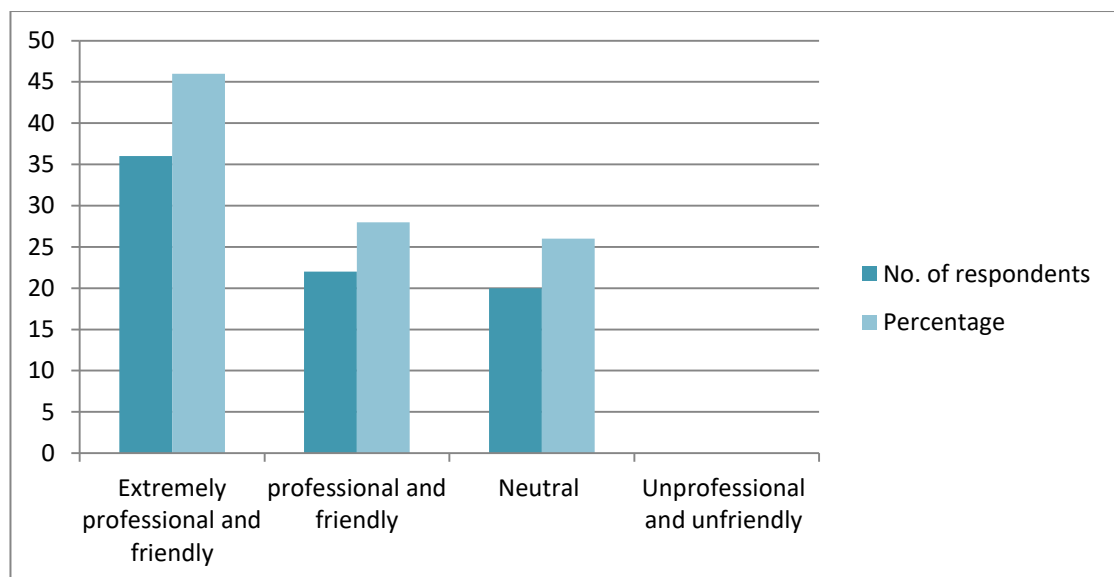


Figure 4.1.11

### Interpretation:

The above diagram represents a significant majority of respondents, 46%, described the interviewers as "Extremely professional and friendly," indicating a highly positive interaction marked by both competence and approachability. An additional 28% found the interviewers to be "Professional and friendly," reinforcing a generally favorable perception. A quarter of respondents expressed a neutral stance, suggesting a mixed or balanced view of the interviewer's demeanor. Importantly, none of the respondents reported negative experiences, as no one rated the interviewers as "Unprofessional and unfriendly."

### 12) How well did the onboarding process align with the expectations set during the R&S process?

Table.4.1.12

Category	No .of. Respondents	Percentage
Very well	41	52
Well	27	35
Neutral	10	13
Poor	0	0
Total	78	100

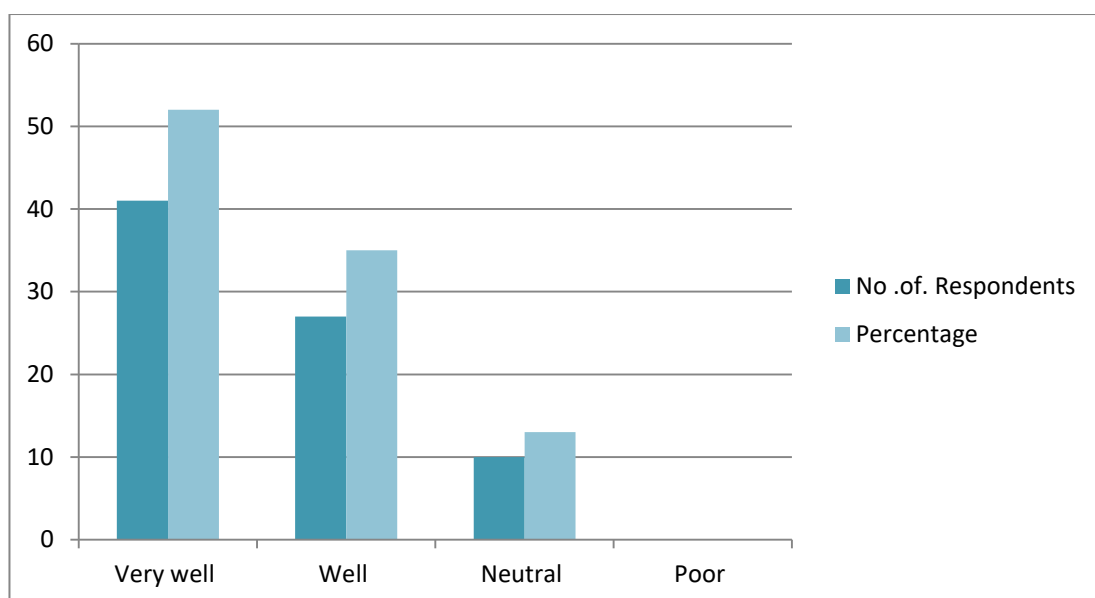


Figure 4.1.12

### Interpretation:

The above chart represents respondents' perceptions of how well the onboarding process aligned with expectations set during the recruitment and selection (R&S) phase. A majority of respondents, comprising 52%, rated the alignment as "Very well," suggesting that the onboarding process largely met or exceeded the expectations established during the earlier stages of recruitment. Additionally, 35% of respondents indicated that the onboarding aligned "Well," further supporting a positive overall perception of the transition from recruitment to onboarding. A smaller segment, 13%, remained "Neutral," suggesting a mixed or ambivalent view toward the alignment of expectations and the actual onboarding experience. Importantly, no respondents rated the alignment as "Poor," indicating a favorable outcome where the majority felt the onboarding process corresponded well with what was promised or anticipated during recruitment.

### 13) How would you rate your overall experience with RNSS's Recruitment and selection process?

Category	No. of. Respondents	Percentage
Excellent	34	43
Good	27	35
Neutral	17	22
Poor	0	0
Total	78	100

Table 4.1.13

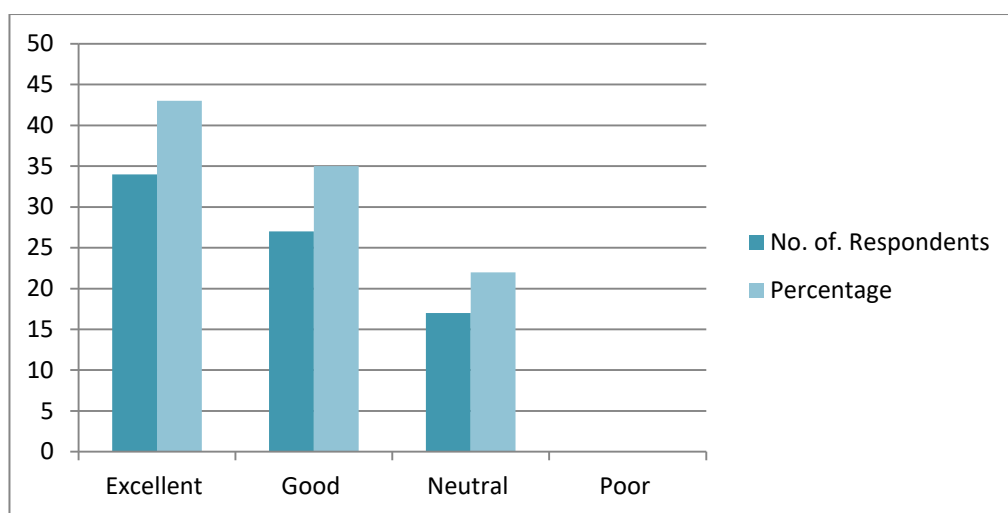


Figure 4.1.13

### Interpretation:

The above bar diagram indicates respondents overwhelmingly had a positive experience with RNSS's Recruitment and Selection process. A significant majority, 43%, rated their experience as "Excellent," indicating a high level of satisfaction with the overall process. Additionally, 35% of respondents rated it as "Good," further reinforcing a positive perception of the recruitment and selection procedures. A smaller segment, 22%, remained "Neutral," suggesting a mixed or ambivalent view. Importantly, no respondents rated their experience as "Poor," highlighting a strong overall satisfaction where no significant issues were reported.

### 4.2.Chi –square results:

#### 1) Between gender and how candidates know about the job openings

	Value	df	Asymptotic significance (2-sided)
Pearson chi-square	6.423 <sup>a</sup>	5	0.267
Likelihood ratio	7.017	5	0.219
No .of. valid cases	78		

From the above chi-square test table, we can interpret that the test value 0.267 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significant difference in association between gender and how candidates learned about the job opening.

## 2) Between gender and overall satisfaction level on R&S process.

	Value	df	Asymptotic significance (2-sided)
Pearson chi-square	0.362 <sup>a</sup>	2	0.835
Likelihood ratio	0.314	2	0.835
No .of. valid cases	78		

From the above chi-square test table, we can interpret that the test value 0.835 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significance difference in association between gender and overall satisfaction level on recruitment and selection process.

## 4.3. ANOVA Results:

### 1) Between department and ratings of interviewer professionalism and friendliness:

Interviewer professionalism and friendliness					
	Sum of squares	df	Mean squares	F	Sig.
Between groups	5.405	11	0.491	0.648	0.781
Within groups	50.082	66	0.759		
Total	55.487	77			

### Interpretation:

From the above ANOVA test table, we can interpret that the test value 0.781 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significance mean square difference in association between the department and the professionalism and friendliness of the interviewer.

**CHAPTER V**

**SUMMARY FINDINGS, SUGGESTIONS AND  
CONCLUSION**

## 5.1.Findings:

From data presents the distribution of respondents by gender there is a majority of male respondents in survey.

A majority respondent is the age group is 18-25 in this survey.

From the survey respondents of different departments or categories within the organization. The largest represented category is Finance

From annual income brackets. The majority of respondents, constituting 76% of the total, reported annual incomes ranging from 2 to 5 lakh rupees

Length of employment or tenure within the organization. The largest group consisted of those who had been with the organization for 6 months to 1 year

The largest proportion, comprising 35% of the total respondents, indicated that they found their job through the company's website

The majority of respondents, comprising 36%, rated their experience as Excellent, indicating a high degree of satisfaction

The majority 58% of respondents found the job description very clear, indicating strong understanding and satisfaction.

Accounting for 54%, reported receiving job offers within 1-2 weeks, indicating a streamlined and efficient process for a significant portion of applicants.

The diversity in the interview process stages experienced by respondents. A significant portion, 37%, underwent a three-stage interview, suggesting a structured and comprehensive assessment.

A significant majority of respondents, 46%, described the interviewers as "Extremely professional and friendly," indicating a highly positive interaction marked by both competence and approachability

Perceptions of how well the onboarding process aligned with expectations set during the recruitment and selection (R&S) phase. A majority of respondents, comprising 52%, rated the alignment as "Very well," suggesting that the onboarding process largely met or exceeded the expectations established during the earlier stages of recruitment

Respondents overwhelmingly had a positive experience with RNSS's Recruitment and Selection process. A significant majority, 43%, rated their experience as Excellent.

From the chi-square test, we can interpret that the test value 0.267 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significance difference in association between gender and how candidates learned about the job opening

From the chi-square test, we can interpret that the test value 0.835 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significance difference in association between gender and overall satisfaction level on recruitment and selection process.

From the ANOVA test, we can interpret that the test value 0.781 is greater than 0.05 at 95% confidence level. Hence, we can conclude that, there is no significance mean square difference in association between the department and the professionalism and friendliness of the interviewer

## **5.2.Suggestions:**

The Study on satisfaction level on recruitment and selection was satisfactory. The organization should improve their techniques/ the processes in recruitment and selection. When integrating new technologies/business processes, should focus more on training and development of staff. The organization must try to devote more in staff development programs. They can devote more resources to enhancing staff infrastructure.

## **5.3.Conclusion:**

In every organization recruitment and selection plays a vital role. The study reveals that the recruitment and selection process offered RNSS is effective. The HR manager focuses on selecting the right persons through internal sources as well as external sources.

The selection is done by evaluating the candidate's skills, knowledge and abilities which are highly required to the vacancies.

- It is observed that, rane ns have satisfied all the recruitment and selection procedure.  
And advised to follow the existing recruitment and selection policies in future also
- It is suggested that the RNSS have to encourage the fresher's based on their skills, along with the experienced candidates.
- It is suggested that Explore advanced technologies such as AI-driven recruitment tools and analytics to streamline processes, improve decision-making, and enhance candidate experience.



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- [www.agi-glaspace.com](http://www.agi-glaspace.com)

## 7.0.Questionnaire:

### General information

1) Name

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2) Gender

- ☐ Male
- ☐ Female

3)Age

- ☐ 18-25
- ☐ 25-30
- ☐ Above 30

4)Department

- ☐ HR
- ☐ Finance
- ☐ STA
- ☐ R&D
- ☐ Purchase

5)Annual income

- ☐ 2-5 Lakh
- ☐ 5-7 Lakh
- ☐ Above 7 Lakh

6) How long have you been employed at RNSS?

- ☐ Less than 6 months
- ☐ months to 1 year
- ☐ 1 year to 3 years
- ☐ more than 3 years

7) How did you learn about the job openings at RNSS?

- ☐ Company Website
- ☐ Job board (e.g. Indeed, Linked in etc.)
- ☐ Employee referral
- ☐ Recruitment agencies
- ☐ Campus recruitment

8) How would you rate the communication from the HR/recruitment team during recruitment process?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

9) How clear and informative was the job description?

- ☐ Very clear
- ☐ Somewhat clear
- ☐ neutral
- ☐ poor

10) How long did the recruitment process take from your initial application to receiving an offer?

- ☐ Less than 1 week
- ☐ 1-2 weeks
- ☐ 2-4 weeks
- ☐ More than 4 weeks

11) How many stages did your interview process involve?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4

12) How would you rate the professionalism and friendliness of the interviewers?

- ☐ Extremely professional and friendly
- ☐ Professional and Friendly
- ☐ Neutral
- ☐ Unprofessional and unfriendly

13) How comfortable did you feel during the interview process?

- ☐ Very comfortable
- ☐ Somewhat comfortable
- ☐ Neutral
- ☐ Uncomfortable

14) Were you provide with a clear understanding of the next step after the interview ?

- ☐ Yes ,Very clear
- ☐ Somewhat clear
- ☐ Neutral
- ☐ Unclear

15) How well did the onboarding process align with the expectations set during the R&S process?

- ☐ very well
- ☐ Well
- ☐ Neutral
- ☐ Poor

16) How would you rate the overall organization and structure of the interview?

- ☐ Highly organized and structured
- ☐ Well organized
- ☐ Neutral
- ☐ Chaotic and disorganized

17) How would you rate your overall experience with RNSS's Recruitment and selection process?

- ☐ Excellent
- ☐ Good
- ☐ Neutral
- ☐ Poor

18) Please provide any additional comments or feedback you may have about your experience?

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**THANK YOU.**

