

MINOR PROJECT REPORT
ON
RESUME FABRICATION IN MNCs ACROSS DELHI-NCR
SUBMITTED IN PARTIAL FULFILMENT FOR THE AWARD OF THE
DEGREE OF BACHELOR OF COMMERCE
2021-2024

UNDER THE GUIDANCE OF
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BCOM (H) SEM 4th SECTION C



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STUDENT UNDERTAKING

This is to certify that I have completed the Project titled “RESUME FABRICATION IN MNCs ACROSS DELHI NCR” under the guidance of “Dr. Priya Sharma” in partial fulfilment of the requirement for the award of degree of Bachelor of Commerce at Vivekananda Institute of Professional Studies, Vivekananda School of Business Studies, New Delhi. This is an original piece of work and has not been submitted elsewhere.

SMRIDHI JAIN

STUDENT SIGNATURE

Certificate From Faculty Guide

This is to certify that the project titled “RESUME FABRICATION IN MNCs ACROSS DELHI NCR” is an academic work done by “SMRIDHI JAIN” submitted in the partial fulfilment of the requirement for the award of the degree of Bachelor of Commerce from Vivekananda Institute of Professional Studies, Vivekananda School of Business Studies, New Delhi, under my guidance & direction. To the best of my knowledge and belief the data & information presented by him/her in the project has not been submitted earlier.

Dr. Priya Sharma

Signature of Faculty Guide

ACKNOWLEDGEMENT

I express my sincere gratitude and thanks to Dr. Priya Sharma for giving me an opportunity to enhance my skill in my project. I am thankful for her guidance, patience and consummate support. I extend my heartiest thanks to her for enlightening my path. Without her sincere advice, this project has been impossible.

Moreover, I would also like to thank the various people who were involved with this project and gave me invaluable guidance in this regard. Without their help, this project would not have been as comprehensive and detailed as it is.

I also feel grateful and elated in expressing my indebtedness to all those who have directly or indirectly helped me in accomplishing this research.

Executive Summary

A Resume or curriculum vitae is a tool for marketing oneself in the corporate world. It is a window through which a potential employer gains insight into a person's background, talents, skills, achievements and qualifications. A resume, marks the first impression of the interviewee and can decide his future in the respective company. It tells the interviewer about the value of the person for the company. It will be right to call a resume as the gateway of the corporate world.

It is due to the sheer importance of the resume, that many job seekers nowadays indulge themselves-knowingly or unknowingly in the practice of resume fabrication or resume exaggeration. Lying on one's resume is morally wrong but due to the immense pressure to match up with the corporate expectations and increasing competition among job seekers, is being done again and again. However in this process it is quite common to overlook the future aspects of lying on the resume and ignore the problems a company might face due to this. Resume fabrication seems too small to be concerned upon but it can cause rippling effects which can even destroy a company in the worst circumstances.

Therefore, under the guidance of my teacher this study is carried out to determine the extent of resume fabrication in Multinational corporations across Delhi, and to frame out the most common reasons for why people lie on the resume. This study also seeks to find various steps that can be undertaken to reduce the extent and effect of resume fabrication in Multinational companies.

CHAPTER-1

INTRODUCTION

1.1 Resume-what is it?

A resume is a formal document that serves to show a person's career background and skills. In most cases, it's created in order to help a candidate to land a new job. A traditional resume consists of a professional summary, work history, and education sections. It works like a job hunting marketing document. We'll need a resume for almost any job application. It's considered essential information to give to an employer so they can weigh up whether we're suitable for a role, and if they want to invite us to a job interview.

1.2 Why Is a Resume Important?

Resumes are the first thing the prospective employer sees about us. They need to make the best first impression on the recruiter. That's why a resume is considered to be one of the most important steps in the job application process. A Resume or curriculum vitae is a tool for marketing oneself in the corporate world. It is a window through which a potential employer gains insight into a person's background, talents, skills, achievements and qualifications. A resume, marks the first impression of the interviewee and can decide his future in the respective company. It tells the interviewer about the value of the person for the company. It connects the employer from the employee. It will be right to call a resume as the gateway of the corporate world.



1.3 Types of resume

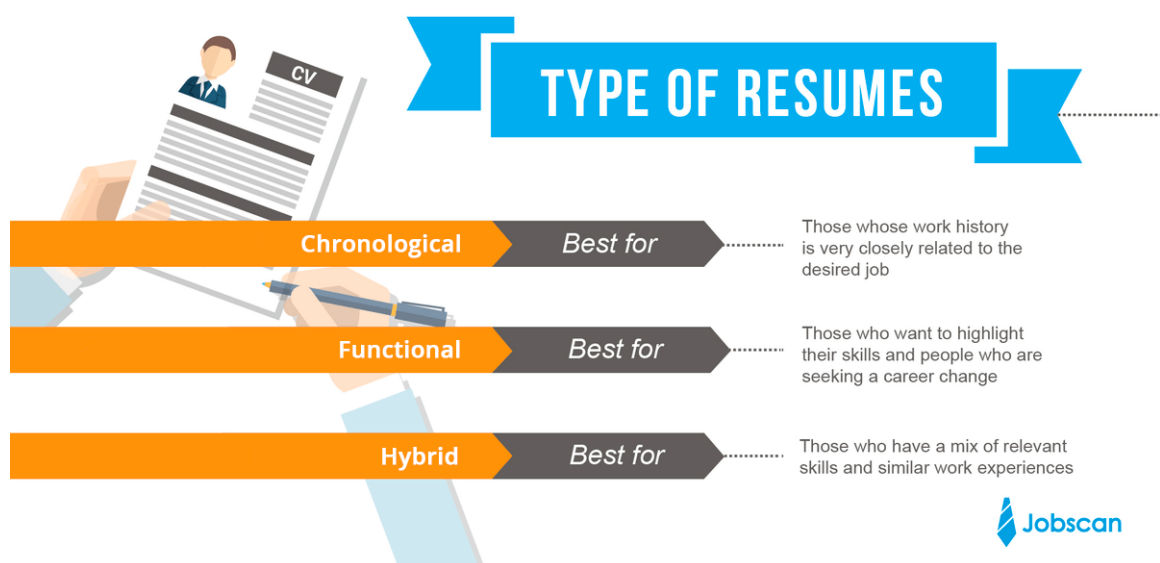
There are three standard resume formats. They shape our first impression and determine the way our candidacy is viewed by recruiters and hiring managers. Our resume formatting can also determine how well our resume is parsed within an applicant tracking system (ATS) and how likely we are to be noticed as a result.

The right resume format captures the recruiter or hiring manager's attention. They may skim our resume in mere seconds, so we can stand out by choosing a format that places our most impactful information at the top and make our resume easier to navigate.

There are three basic formats

- 1) **Chronological:** Classic format that lists our work experience in order, starting with the most recent.
- 2) **Functional:** Emphasizes qualifications and accomplishments instead of specific jobs, but isn't recommended.
- 3) **Hybrid:** Modern format where skills and highlights go at the top before a detailed work history. It is a combination of chronological and functional types and is most commonly used.

Each resume format has a specific purpose and highlights different parts of your professional history.



1.4 What is included in a Resume?

Personal details

it includes our full name and contact information, including our phone number and email address.

Career objective or summary

These are short statements to help us pitch ourselves. If we've recently left school or university and don't have much professional experience yet, we can begin our resume with a career objective – a sentence or two outlining our skills and our work ambitions. If we have experience in the workforce, we can include a short career summary instead, describing our experience and where we're aiming to go next in our career. Next, we can include our education or work experience – starting with whichever is more recent.

Education

We can list our latest education experience first and work backwards, this includes courses or qualifications we've completed at university, other institutions that relate to the role we're interested in applying for. We can include our high schooling if it was less than five years ago. For each experience, we can include the qualification received, where we studied, when we started and finished, any special areas of study, plus awards or other achievements including academic scores.

Work experience

List your most recent jobs including the title of your position, the name and location of the company or organisation, and the dates you worked there. Place them in order with the most recent job first. Under each job, use bullet points to give a brief overview of your responsibilities and achievements, weaving in the skills you used. You can also mention relevant internships and volunteer work in this section – just make sure you identify that you volunteered or interned.

After this, it's a good idea to add some more information to reinforce or add to the picture of what you've got to offer.

Skills, strengths or interests

You could create headings for these topics and list information that's relevant to the job you're applying for. Highlight any relevant professional memberships, too.

References

Most employers will require references from people you know professionally who can vouch for your skills and abilities. You could include contact and company details for a former employer, manager, or an academic advisor if they agree to be your referee, or you might wish to write "references available on request".

1.5 What to include in a resume while making it the first time?**Include a summary statement**

Resume objective statements, where we can state exactly what career goals we wish to achieve, have mostly fallen out of fashion. This is largely because we want to focus on what we can do for the employer, not what the employer can do for us. A resume summary statement, on the other hand, sums up who we are professionally at the top of the page in a sentence or two and serves as the first impression we give a hiring manager to entice them to keep reading.

Decide on a resume format

There are a few dominant resume formats in use today: chronological, functional, and hybrid, which is a combination of the two. A chronological resume format lists a candidate's work experience in reverse-chronological order. A functional resume format focuses on highlighting the candidate's skills and achievements, rather than work experience. While the functional resume format can be an attractive option for job seekers with little experience, most employers prefer a chronological or hybrid resume format.



Pay attention to technical details

When editing our resume, we should make sure there is no punctuation, grammatical, spelling, or other errors that will make our resume look unprofessional. Then, have a friend or family member read it again to catch any mistakes you might have missed — we can't afford a typo or missing word. Also, we have to be sure to vary your language and utilize action verbs throughout our resume to keep your reader engaged.

Taking stock of our achievements and activities

We can make a list of absolutely everything we've done that might be useful on a resume. From this list, we can then narrow down what to actually include on the resume. Different things might be relevant to different jobs we apply for, so keep a full list and pick the most relevant things from it to include on your resume when you send it out.

Focus on education and skills

In lieu of work experience, it's best to expand and focus on education and skills we've developed on the resume. What can we do well that this job requires? What will be useful to the hiring company? What have we done in school and what have we studied that has prepared us for assuming this job? This is generally a little easier if we're a college graduate with specialized education, but even a high school graduate can talk about their electives, why they wanted to take them, and what they learned from the class.

Internships.



Paid and unpaid college internships are one of the best weapons we have against "experience required." Not only do they give some real-world work experience, they also allow us to network and make connections that can help in a job later. When applying for a job without experience, be sure to list any internships completed.

Never include these certain elements

While there are many elements we should consider adding to our resume, there are a few things we should never include on our resume because they waste space, don't tell the employer anything relevant, or could damage our personal brand. This list includes, but is not limited, to references, writing samples, and photos. Do not add this information to our resume unless an employer or recruiter asks you to provide them. In addition, make sure you're not using an unprofessional email address. "smileyface@email.com" may have sounded great when we were younger, but it's not the right message to send to prospective employers. It's easy to create a free, professional-looking email address for your job-search activities with platforms like Gmail.

Keywords

Job-related	Action verbs
Soft Skills	Collaborate
Creativity	Develop
Communication skills	Produce
Attentive to detail	Incorporate
Teamwork	Validate
	Implement
Hard Skills	Fix
Software Developer	Debug
5+ years of experience	Improve
Bachelor's degree (BSc/BA)	Collect
Software designing	Analyze
Coding languages	Suggest
Algorithm	Enact
Datatype-based software	
Technical paperwork	

 novoresume.com

Most employers use some form of an applicant tracking system (ATS) to scan and sort resumes. This may seem unfair, but it is the reality of modern-day hiring. To combat this, we can come up with and include a list of keywords in our resume when applying for any job. The best place to find these keywords is in the job ad itself, or in ads for similar jobs.

Include any extracurricular activities or volunteer work

When surveyed, the majority of employers say that they take volunteer experience into consideration alongside paid work experience. So any volunteer work that highlights our talents or where we learned a new skill should be put on our resume. Only include hobbies if they are relevant to the position and have equipped us with transferable skills that would be useful for the job role.

Add a cover letter

Even if one is not required, it's generally a good idea to send a short cover letter along with our resume. Cover letters are where our personality comes out, and we need to use them to make the case for why we're the perfect candidate for this job. A standout cover letter can convince an employer to bring us in for an interview, even if our resume itself doesn't have all the things they'd like to see.

Customize the resume for each

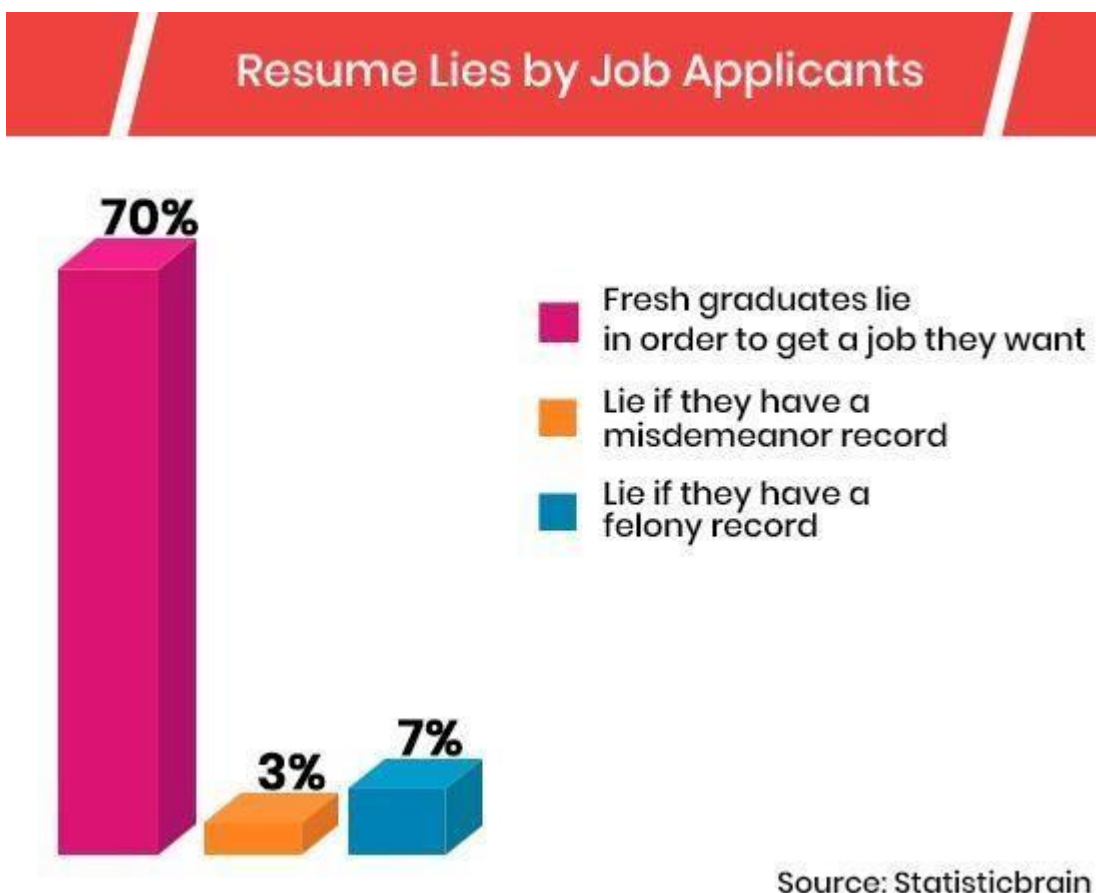
The last and most important thing to remember when creating a good resume is to customize it for every job to which we apply. Different job postings are going to have different keywords, different job duties listed, and so on. Appealing to each individual employer's needs and job requirements is the best strategy for getting the application noticed.



1.6 Who Lies on Their Resume?

People who lie on their resume can be anyone from a fresh graduate pass out to older job applicants who have been laid off from previous organizations. Not just them but also successful business executives have lied on their resume. When such instances are found out it turns out to be an embarrassment, but sometimes consequences are so severe that people are likely to be fired or not gain employment through-out their life. Here is some information on those who typically lie on a resume:

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Lies By fresh graduates

The most cases of lies are observed in the resumes of fresher graduates. The main reason behind this is the lack of skill set that is required to face competition in the corporate world. Many graduates contribute very less of their available resources and time into skill

development. College years are spent gradually but when requirements of a job are put up, many candidates fall short of their skills. In such cases, candidates often fabricate their resumes and state facts that are not true in terms of their skills and achievements. They add some fake work experience or some unpaid internships as well, to increase their value.

Lies by successful professionals

Not just fresh graduates, but some successful professionals have also recorded to fabricate resumes. The main reason why this happens is because either they want to hide something like misdemeanour or felony records, or they want to project a better image of themselves to gain an advantage in the future organisations. However these lies can affect a company more, because lies by graduates are usually in terms of harmless factors, wherein lies by professionals are at a bigger level which can prove harmful at a higher position.

Types of Lies



Lies, half-truths and misleading statements on your CV fall under three categories:-

Lies that can have a great impact

Forged certificates, grade sheets, employment letters or salary slips are false instruments in the eyes of the law. They could land someone behind bars. Claiming a false qualification, stating wrong marks, incorrect past salary/designation/work experience/profile/references without providing proof may not attract legal provisions but are equally bad in the eyes of the employer.

Lies that appear harmless

There are some lies which appear harmless, like saying that you took part in voluntary work, or getting involved in some imaginary internships, or faking certain small wins in certain competitions, etc. Saying that you are an experienced Android developer after having worked for just one month on a single app may appear to be harmless bragging. Sometimes the lies are obvious. Employers will sniff out inconsistencies based on the overall image projected in your CV and may ask related questions.

Implicit lies

These are lies because one can choose not to put them on the CV. If there is an employment gap, one may be tempted to cover it up with a false job on the resume. This will be caught during the verification process and become a serious lie.

How is verification done?



Address verification

A verifier goes to your current or permanent home address without advance warning, to check whether you live there, for how long and whether there is anything fishy. If you are not around, he will note who answered the door and what the person said about you. He may note details about the house, its surroundings and seek inputs from neighbours, security personnel and shop keepers.

Employment verification

The new employer will contact the HR department and line manager at your previous organisation on email and telephone to verify facts stated by you. These include date of joining, date of leaving, appointment, salary and reason for leaving. A copy of your salary slip may also be shared. A final question asks whether you are eligible for re-hire to check whether you left under negative circumstances.

Education verification

The verification agency checks for degree mills on your resume. These are unaccredited higher education institutions or businesses that offer degrees or certificates for a fee. Some give credit for prior relevant work or life experiences. However, the market prefers formal, certified learning programs. In case all your institutions appear genuine, the verifier seeks to confirm your grade sheet with your name and roll number. Either the verifier wi ..

Criminal verification

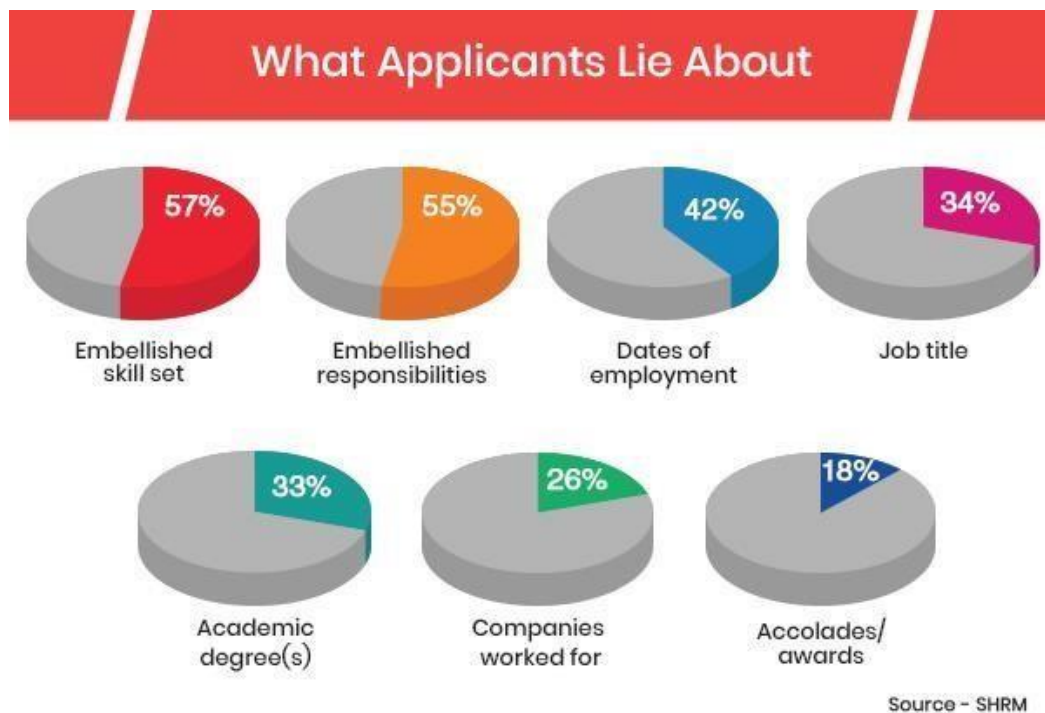
Court databases are checked for involvement in cases and judicial processes. Local police stations are visited to ascertain current charge sheets or FIRs against you. National and international databases are searched for news reports, fraud, drug cases, political sensitivity etc. Apart from your name, date of birth, father's name and social security number are used to avoid confusion of identity.

Other verifications

If you have provided a copy of your identity document then the same is verified at source. Some companies may ask you to undergo a medical test to check for substance abuse. A detective service may keep an eye on your social dealings.

1.7 What are the commonly lied about areas?

If a deeper search is made it will reveal that applicants generally fake their skills or work history in their resumes in the following grounds.



The above mentioned things are the primary elements of a resume that hiring managers consider to determine whether an applicant has the necessary skills and expertise to handle the job responsibility for which they have been appointed. In many cases, this information is also used to differentiate two or more equally qualified applicants. So, these aren't just little fibs that won't have an impact on the company: these "embellishments" could easily snowball into bigger, systemic problems down the road.

Falsification of resume generally covers the following

- Criminal convictions
- Previous firing
- Jail time
- Registered sex offender status

The consequences of hiding this kind of deceit can be even more dangerous.

Exaggerations about skills

Statistics suggest exaggerations about skills are the most common resume embellishment. The clear benefit is these claims make an applicant look good. By ticking off all the boxes of the skills and knowledge an employer is looking for and plugging these in their resumes, people feel it increases a chance to get an interview. A good percentage of employers say candidates who only meet three of five "key qualifications" would still be considered for the job? Many bosses are willing to train candidates who are a good fit otherwise. Bottom line, it's best to be truthful about what one can really do and then express a strong desire to learn in any areas of some weakness. Plus, one can always consider highlighting the soft skills. Employers are often interested in people who possess strong ones.

Salary enhancing

The big advantage to salary inflating is to try to leverage more money through telling these little white lies. Realistically though, former salaries are all too easy to expose when the employer checks employment details. The reason why this area is lied about is because people want higher salaries, and they want to show their importance in the previous firm, but often this does more harm than good.



Embellishing responsibilities

Inflating responsibility or leadership levels is likely to make any resume sparkle, but chances are, this will come out in an interview when asked specific questions. Even if it doesn't, a hiring manager might just check with former employers.

Date of employment

Forging with date of responsibilities is a common area where often resumes are fabricated. This is done to show more of a work experience, by the virtue of which the candidates can either get a good profile which requires a minimum year of experience, or greater work experience can help to fetch a better experience or a better salary in the upcoming job. However the cross verification of such dates isn't that tough, and can land the candidate in trouble.

Job Title

To add weightage to their respective resume , candidates often indulge themselves in fabricating their resumes in terms of their position and title. Sometimes it can relate to adding a position that doesn't exist. Other times, it can include reframing the position or title to make it more appealing. The latter one isn't that harmful, however the first one might land the candidate into trouble. In certain cases the company might even blacklist the candidate which can prove harmful for his future carrier.

Academic Achievements

This area is often lied upon by those individuals who have acquired a skill but don't possess any degree for that. However at times people who don't have the knowledge of the skill but they still lie. This majorly includes soft skills and lower level technical skills. Some people also forge their marks. For example, if someone got 7.8 CGPA in college, then he may present it as 8 CGPA which will make the resume look good.

Companies worked for

This is usually done by candidates who believe in job jumping. While doing so they can add in a company that they haven't worked for. In some cases, this may include fake internships or jobs at places of their known and contacts. This may appear harmless, but leaves a blot if it is found.

1.8 Red Flags for Hiring



While it has become quite common to embellish a skill set to suitably match the job description, there have been instances when resumes reveal false information which could have a severe impact within the company if the hiring was done. Verifying prospective employees does have its limitations like the inability to gather the ex-employer's opinion on

the candidate's performance. Following are some Red flags hiring managers must not miss even after reviewing an applicant resume:

- Reading the applicant's body language after revealing that the information they provided will be verified.
- Conducting background checks to find the real truth behind every prospective candidate.
- During the interview, if the applicant seems uncomfortable when answering questions about the resume can work as a red flag.
- Doing technical or job-related dry runs to in order to clarify if the candidates have the required skills.
- Performing a thorough social media research. Remember that there is always a possibility that you might mistakenly review a social media profile that does not belong to the applicant you have shortlisted.

1.8 How Are Companies Impacted by False Resumes?

When an individual is submitting falsified information on their resume they are liable for legal repercussions too, but in every case it is the employer who is at the maximum risk. These false information can lead a company not only to waste a large amount of time and money but also reject a deserving candidate while training the one who is not qualified for the position. Moreover, hiring such applicants can also pose a threat to the current employees and customers, or create ethical challenges that could have been avoided.

Finally, the company's brand and reputation are at stake if an employee does some sort of harm, not to mention the reputation of the HR department or hiring manager who believed the lie and brought that person on in the first place.

Consequences of Resume Lies

DECREASED PRODUCTIVITY

The most common impact of a resume lie is simply that you get an employee who is less capable than you thought, and contributes less. If the bad decisions accumulate, your workforce gets progressively less productive.

DECLINE IN EMPLOYEE SATISFACTION

Even small “fibs” can cause big impacts if other employees learn about them and must compensate for the liar’s shortcomings. If enough employees are unable to perform as they have claimed, the morale of the entire workforce can be hurt.

THREATS OF NEGLIGENT HIRING

A more ominous threat is the legal liability you incur if you choose an applicant who does not actually hold the skills, character or credentials required for a position. Negligent hiring is a significant claim a customer or partner could bring if your bad hire results in an otherwise avoidable failure.

REPUTATION DAMAGE

These impacts can eventually result in damage to your reputation. Your standing in your industry and community, and the value of your brand, are important parts of the goodwill your organization can translate into sales or goal achievement.

1.9 Avoiding the Risks of Falsifying In Resumes

The best thing that can be done by any organization to avoid falling victim to resume frauds is to diligently establish and maintain a rigorous background check procedure. Unfortunately, there’s no way to avoid receiving falsified resumes. In an era of competitive job market, where people are not reluctant to change, the situation will be same as ever.



Background Checks Can Be a Recruiter's Tool of Truth

A comprehensive background check is the perfect weapon for fighting the growing menace of resume lies. A comprehensive background check on the prospective candidates will reveal:

- Truth of their identity
- Their past Criminal history if any
- Authenticity of Education Credentials
- Employment Dates

It is true that employers look for resumes that have all the qualities that the job wants. However, they also some evidence that the skill sets and other factual information the

applicant has furnished is true. Lying on a resume may mean the applicant actually isn't qualified for the job and that could lead to termination and starting the hiring process all over again.



1.10 Pros and cons of lying on a resume

Following are the main characteristics of resume cheating, including the supposed benefits and costs associated with the practice. It's crucial to mention, however, that there is an important distinction between slight exaggerations and outright lies, with the former being usually overlooked by prospective employers while the latter are harshly penalized. With that in mind, here's what resume cheating will most likely lead to:

For individuals:

Increased likelihood of finding employment

There's no denying that resume cheating can increase one's chances of getting called up for an interview, particularly if someone specifically tailor the resume to meet the requirements

of each and every job one applies for. But such requirements are often there for a reason, which means that resume cheaters may very well find themselves employed in positions they aren't ready to handle. For instance, someone who lies about having cooking experience may actually be granted a kitchen position, but will then have to face the fact that they simply cannot perform adequately in a busy restaurant setting. The old adage about being careful what you wish for is definitely something to keep in mind here.

The possibility of the truth coming out eventually

Even if someone who's gained employment through resume lying does manage to handle themselves well at their new job, there is always the possibility that the truth might come out sooner or later. Famous cases of resume fraud have gotten plenty of attention from the press in the past, and for good reason. People hate cheaters and want to expose them whenever they get the chance. Just the thought of having to face something like that sooner or later makes living with such a lie a difficult proposition for the vast majority of people, even if they manage to get away with it at first.

A long-lasting stigma for those who do get caught

As for the people who do get caught, the consequences of resume cheating can be quite severe and far-reaching as well. Especially in today's social media-dominated landscape, engaging in this kind of deceit doesn't bode well for future career prospects. People that have had their reputations tainted by resume lying often have a hard time of finding further employment in their respective industries, with many having to switch careers or move to a different place in order to escape their past. What's more, in some cases one can even face criminal charges, especially when it comes to falsifying educational records.

For companies:

The risk of hiring unqualified people

A company depends on its employees in order to survive and thrive in the marketplace. This means that hiring top-notch people should be a top priority for any burgeoning business. By allowing unqualified people to seep into the system through lies and deceit, companies

expose themselves to various risks including incompetence and negligence. Especially at a higher level, such issues can easily derail a once promising company, as unqualified people will generally tend to commit graver and more frequent mistakes.



The potential for further deception

While there is no guarantee that such a thing will occur, it's not a stretch to suggest that people who have lied their way into a professional position are particularly prone to bending the rules in order to get what they want. Once inside a company, resume cheaters can continue down the path of deception by engaging in further fraudulent acts that can range from minor theft to full-out embezzlement. History is littered with people who have abused their positions in order to gain personal advantages, and those who have already beaten the odds once will likely grow even bolder next time.

Long-term damage to a company's reputation

Probably the most damning issue of them all, as the consequences of hiring a resume cheater aren't just limited to the damage they can inflict during their tenure. Instead, most companies also have to deal with a significant public relations nightmare, as some of their customers can lose faith in the company as a whole. Charges of incompetence will most likely be levied at all companies that have been tricked into hiring resume cheaters, which

can easily damage their long-term reputation. Furthermore, in order to avoid such unfortunate events from occurring again, a company will often need to implement costly measures and enforce stricter rules of conduct in the workplace.

The costs of resume cheating far outweigh any potential benefits associated with this practice for both individuals and companies. In any case, if looking for a job seems too stressful, and one thinks of a lie as an escape, it might not be a bad idea to think about a career change in the first place. Creativity in resume writing, if discovered, can have consequences on future career development of an individual. That's why one is definitely better off simply telling the truth and avoiding lies altogether. Instead, one can try to direct their attention towards crafting a unique and convincing resume, one that can lead to one getting their foot in the door and potentially landing the dream job.

1.11 Famous cases of resume frauds

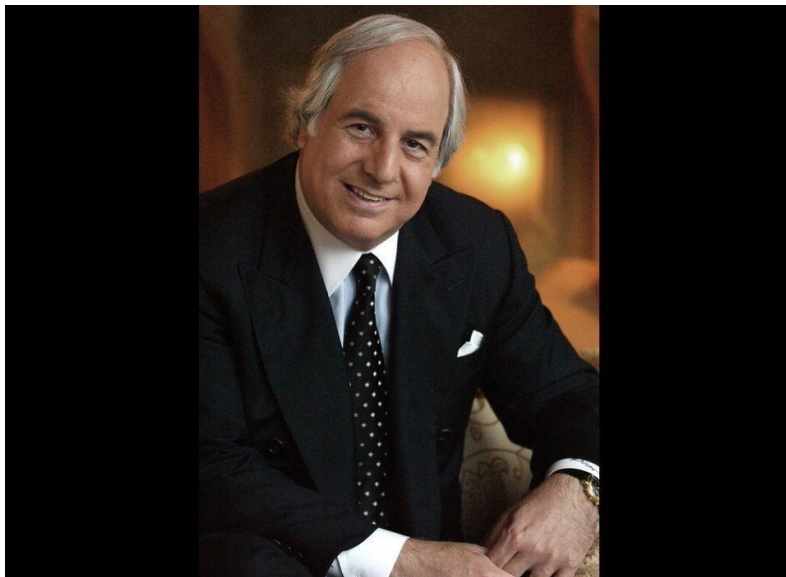
1. Scott Thompson



It's a shake-up that's still reverberating through the business world: Thompson, 54, has lost his chief executive's position at Yahoo while also reportedly telling the board he's been diagnosed with thyroid cancer. Thompson apologized to

employees of the troubled Internet company last week and has now been replaced at Yahoo, on an interim basis, by Ross Levinsohn, who was formerly Yahoo's executive vice president of the Americas region

2. Frank Abagnale



Made famous by the novel about his life, *Catch Me If You Can* - later a film starring Leonardo DiCaprio - Frank Abagnale forged a law degree from Harvard, passed the Louisiana State bar, and worked for awhile in a state attorney general's office. He later forged a degree from Columbia University and taught school. The fibs were clearly a pattern: He had also impersonated a pediatrician and pilot earlier on. He served three prison terms.

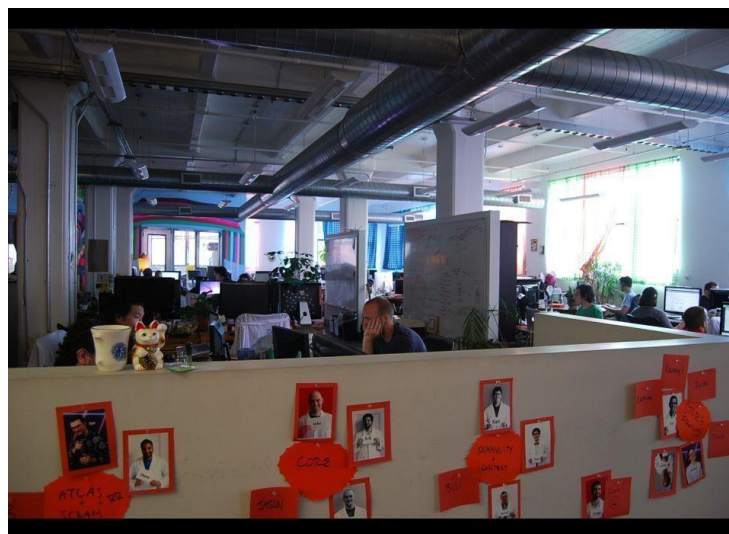
3. David Edmondson

The former chief executive of RadioShack Corporation claimed that he held diplomas in psychology and theology from Pacific Coast Baptist in San Diego, California - but there was no evidence, as it turned out, that Edmondson ever graduated from the college. He

was finally terminated from his CEO position - or, as Forbes put it, "Busted for faking his college degree."



4. Rob Kalin



Considered a visionary but also eccentric, Rob Kalin co-founded the profitable e-commerce startup Etsy. He's since stepped down twice from the chief executive role. He dropped out of high school with a D-minus average but gained admission to a studio program at Boston's Museum of Fine Arts on the strength of a portfolio, according to

degreescout.com. He later forged graduate credentials so that he could attend design classes at MIT. Kalin does have a legitimate degree in Classics, apparently, from NYU.

5. Marilee Jones



The former admissions dean at Massachusetts Institute of Technology (MIT) claimed she was a "scientist with degrees in biology from Rensselaer Polytechnic Institute and the Albany Medical College," and that she held a doctorate. She resigned from her job in April 2007 after officials learned of her fabrications - which she eventually admitted. "I did not have the courage to correct my resume when I applied for my current job or at any time since," she said then.

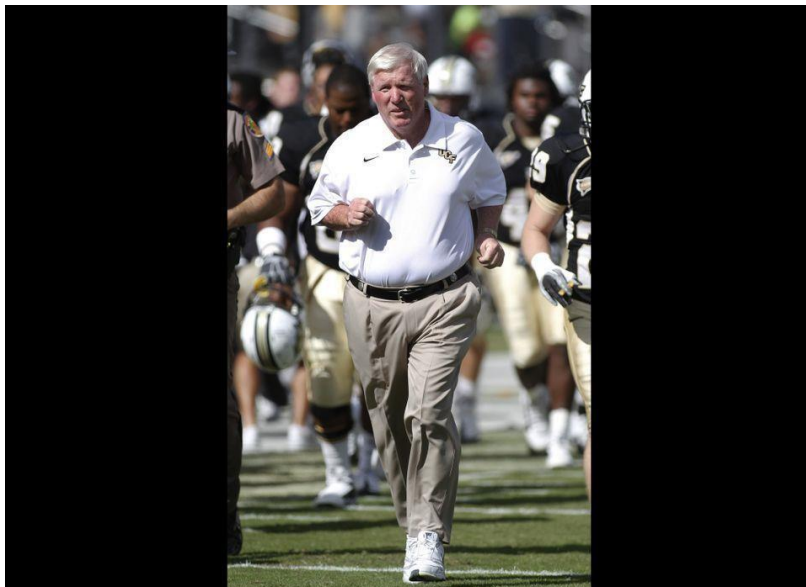
6. Ronald Zarrella

Talk about bluffing and puffing your way through academic credentials. Zarrella, former CEO of Bausch & Lomb, asserted for 10 years in his biography that he held an MBA from New York University's business school. In reality, he had begun the program - but never actually finished it. He was forced to return a \$1.1 million bonus from Bausch & Lomb and left as CEO of the company in January 2008.



7. George O'Leary

Former Notre Dame head football coach O'Leary said he held a master's degree from NYU-Stony Brook University, though such a school does not actually exist (they're two separate institutions).



His resume also said his undergraduate alma mater, University of New Hampshire, gave him three letters in football, but he never played a single game (he did graduate in 1968). O'Leary resigned from the Fighting Irish after admitting to "resume padding" and eventually landed at the University of Central Florida as head football coach.

8. Jeff Papows



Research Objective

The main objective of the report is as follows:-

- To study the reasons of resume fabrication in Multinational corporations across Delhi-NCR
- To study the effect of resume fabrication in Multinational corporations
- To find the ways to tackle the increasing problem of resume fabrication.

CHAPTER-2

REVIEW OF

LITERATURE

Harris poll et el. (2019)

The study says that, the majority of employers (70 percent) spend less than five minutes reviewing a resume, and half (48 percent) spend less than two. Perhaps it is the desire to stand out that compels some job seekers to include some unnecessary, inappropriate or downright untrue information on their resumes, which hiring managers regard as a job seeker faux pas. For its annual survey, CareerBuilder asked hiring managers to name the biggest blunders they have caught on resumes – from innocent gaffes to obvious lies. The national online survey was conducted on behalf of CareerBuilder by Harris Poll between May 14 and June 3, 2019, and included more than 2,000 full-time, U.S. hiring and human resources managers across industries and company sizes. Job seekers may also be beefing up their resumes to compensate for not meeting all of the requirements listed in the job posting. Their fears, however, may be unfounded. According to the survey, 42 percent of employers would consider a candidate who met only three out of five key qualifications for a specific role. When it comes to impressing hiring managers, one of the biggest mistakes a job seeker can make is lying, which is more common than one might think. According to the survey, more than half of employers (56 percent) have caught a lie on a resume. When asked to name the most common areas around which job seekers lie, these employers named the following:

- Embellished skill sets: 62 percent
- Embellished responsibilities: 54 percent
- Dates of employment: 39 percent
- Job titles: 31 percent
- Academic degrees: 28 percent

Arista Ponder et al (2019)

The valuable study conducted by them gives answer to the question that- Does a small fib give you an edge? The answer is a big no. In a 2019 survey of 2,188 hiring managers and HR professionals, it was found:

- 51 percent said they'd dismiss someone who lied on a resume
- 40 percent said it would depend on what the candidate lied about
- 7 percent said they'd overlook the lie if they liked the candidate

While exaggerating or telling a few itty-bitty untruths on a resume may seem harmless, it's important to keep in mind someone (or multiple people) might actually carefully read your resume, especially if it gets past the initial scan. Resumes are increasingly being looked at with a skeptical eye, and some employers might even turn to social media or other websites for more information. As one decides how to present themselves, it's important to keep any long-term consequences in mind. One might never know who they might run across later in your career or what you'll be remembered for! Any lie uncovered, no matter how small, will probably make a boss wonder if they have integrity or are trustworthy. And if they question major character qualities, they'll toss the resume aside.

TopResume (2018)

When it comes to the job search, a little lie can go a long way – and not in the right direction for a candidate seeking an offer. According to a new survey conducted by TopResume, 97 percent of the respondents admitted that discovering a resume lie would cause them to reconsider a job candidate. However, it is the type of lie that had the greatest impact on their decision-making process. Between August 8 and August 21, TopResume, the largest resume-writing service in the world, asked 629 professionals, of which nearly half are human resources professionals,

recruiters, or hiring managers, to rank the seriousness of 14 categories of lies. The following list prioritizes the five biggest offenses from most serious to least serious:

- academic degree (89%)
- criminal record (88%)
- certifications and licenses (85%)
- work experience (84%)
- technical skills and proficiencies (75%)

Instead of lying about employment gaps or other possible red flags, one can strategically leverage the interview as an opportunity to explain certain details of your resume. Lying during the job search is typically a deal-breaker for most employers. Below are additional results from TopResume's recent survey that uncovered the truths about resume lies:

- 78% of respondents have spotted a candidate lying on a resume
- 48% said lying would cost a candidate the job, while 49% said it would depend
- 66% of respondents' employers always perform background checks
- 57% claim they know someone who has embellished the truth on their resume

UK Higher Education Degree Datacheck (HEDD) (2021)

According to a survey on graduate data fraud, around 33% of graduates or job seekers falsify important information on their CVs every year. Amongst the culprits, 40% exaggerate their academic qualifications, while 11% make up a degree altogether. While it may seem like just a "little white lie", making false statements on your CV can actually have very serious consequences.

Including false information in a job application is considered fraud. Lying on your CV could cost you the job in the long run, either when the employer realizes you are unable to carry out the role sufficiently, or when they find out the truth about your supposed qualifications. In severe cases, where a qualification is required to legally carry out a job, legal action could also be taken against you.

While more often than not, lying on your CV is unlikely to end in a court case, it can damage your reputation as a future employee if other companies find out. Apart from that lying can also blacklist someone permanently from the company or from the corporate world.

CHAPTER-3

RESEARCH

METHODOLOGY

3.2 Research Design



Research design is defined as a framework of methods and techniques chosen by a researcher to combine various components of research in a reasonably logical manner so that the research problem is efficiently handled. It provides insights about “how” to conduct research using a particular methodology.

3.2.1 Data

The data collected will be in a form so as to support the exploratory nature of the report.

Sources of data

i) Primary Sources:

Data was derived in two way format. Firstly, a questionnaire was prepared which was sent to a total of 200 people working in multinational corporations. Then, other questionnaire that was meant to record the employer aspects were sent to a few employers.

ii) Secondary Sources:

External source like- Websites, Text books, articles, several other reports, and other sources were used.

Data Collection

The data is collected in form of two sets of questionnaires to record the employee and employer aspects related to resume fabrication.

3.2.2 Sampling and population

A total of 200 respondents from different age groups have been questioned to record the employee point of view. Then, 50 employers were presented with a different set of questionnaire to record the employer point of view. The data is taken as a representative data.

3.2.3 Methods of data collection

The data collected is primary in nature. Primary data is a type of data which never existed before; hence it was not previously published. Primary data is collected for a specific purpose, i.e. they are critically analyzed to find answers to research question.

Primary data collection methods can be divided into two categories: Qualitative and Quantitative.

The concepts in quantitative research methods are usually expressed in the forms of variables, while the concepts in qualitative research methods are expressed in motives and generalizations.

Quantitative research methods and measures are usually universal, like formulas for finding mean, median and mode for a set of data, whereas, in qualitative research each research is approached individually and individual measures are developed to interpret the primary data taking into account the unique characteristics of the research.

The data collected in this report is mainly quantitative in nature collected by questions. The questions asked are structured questions. Thus the data collected is primary in nature.

3.2.4 Sampling Procedure

Sampling is a principle that specifies the conditions and guides the process of selecting the members of population to participate in the study and to contribute as sources for primary data. The choice of sampling method determines the accuracy of research findings, reliability and validity of the study and has immense implications on the overall quality of the study. Sampling Methods can be classified into one of two categories:

Non-probability Sampling

Sample does not have known probability of being selected as in convenience or voluntary response surveys.

Probability Sampling

In probability sampling it is possible to both determine which sampling units belong to which sample and the probability that each sample will be selected.

The sampling procedure followed in this research is probability random sampling.

3.3 Sample size

A total of 200 employees and 50 employers were questioned from different industries and departments.

Data Analysis Method

The data collected is further analysed with the help of graphs. A conclusion is reached with the help of graphical representation.

3.4 Data collection method used in the research

The preferred mode of data collection as used in the research is questionnaire method with the firm representative or owner. The questions asked structured questions.

3.5 Data collection process

A total of 200 employees and 50 employers were questioned from different industries and departments.

The answers then collected were consolidated in the form of graphs with the help of Google forms and Microsoft Excel so as to derive a meaningful conclusion from the data collected.

CHAPTER-4

FINDINGS AND

ANALYSIS

4.1 Data analysis

Data analysis is the complete analysis of collected data in order to extract information in the form of interpretations. It analyses each section of data using analytical and logical methods and present results in the form of appropriate interpretations.

There are differences between qualitative data analysis and quantitative data analysis. In qualitative researches using interviews, focus groups, experiments etc. data analysis is going to involve identifying common patterns within the responses and critically analyzing them in order to achieve research aims and objectives.

The data collected for the purpose of research is quantitative in nature.

4.2 Points analysed

- The most cases of resume fabrication- industry wise
- Will the employees prefer a lying candidate?
- The major areas wherein people misrepresent on their resume
- Importance of resume in hiring
- What is done to a lying candidate?
- Does the false resumes have any impact on the company
- Will someone hire a lying candidate?
- Percentage of lies in resumes
- Employers that have caught a lie
- The major areas wherein people misrepresent on their resume
- Percentage of untrue facts in a resume
- Are the lies justified?
- Importance of resume in hiring
- Impact of resume fabrication on companies

4.3 Analysis and interpretation

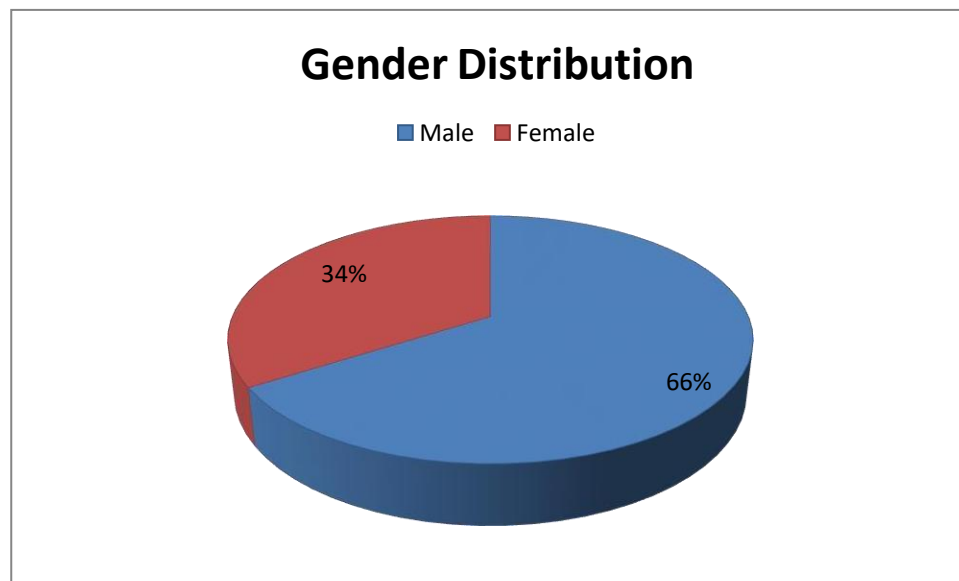
Demographics:

Gender distribution:-

In the research sample, out of 200 people, following is the distribution of male and females.

A	Male	132
B	Female	68

Following is the graphical presentation:-



132 candidates are males wherein 68 are females.

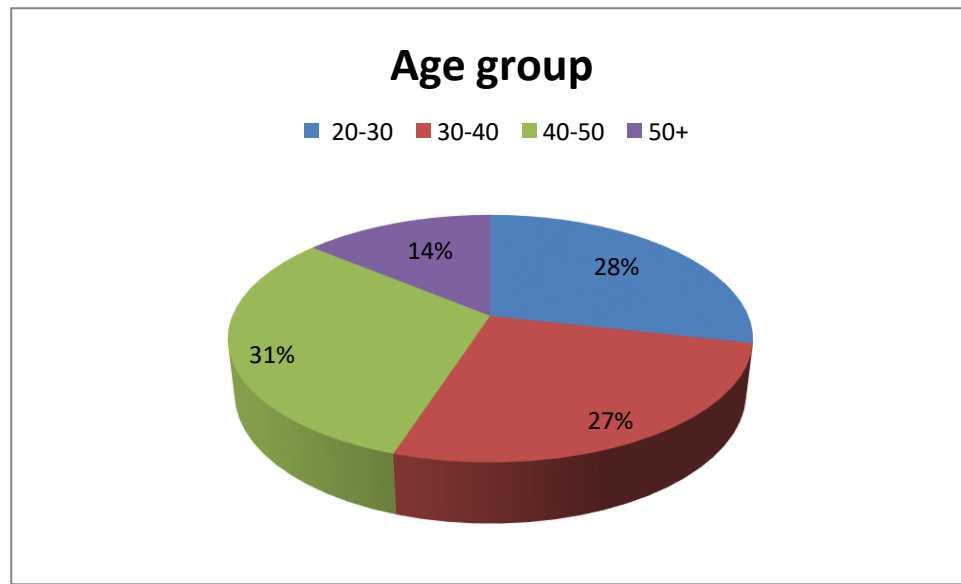
Age group

A	20-30	57
B	30-40	53
C	40-50	62
D	50+	28

Around 31% of respondents are in the age group of 40-50, followed by 28% people in the age group of 20-30 and 27% in the age group of 30-40.

The data in terms of age group, is somewhat homogenous.

Following is the graphical presentation:-

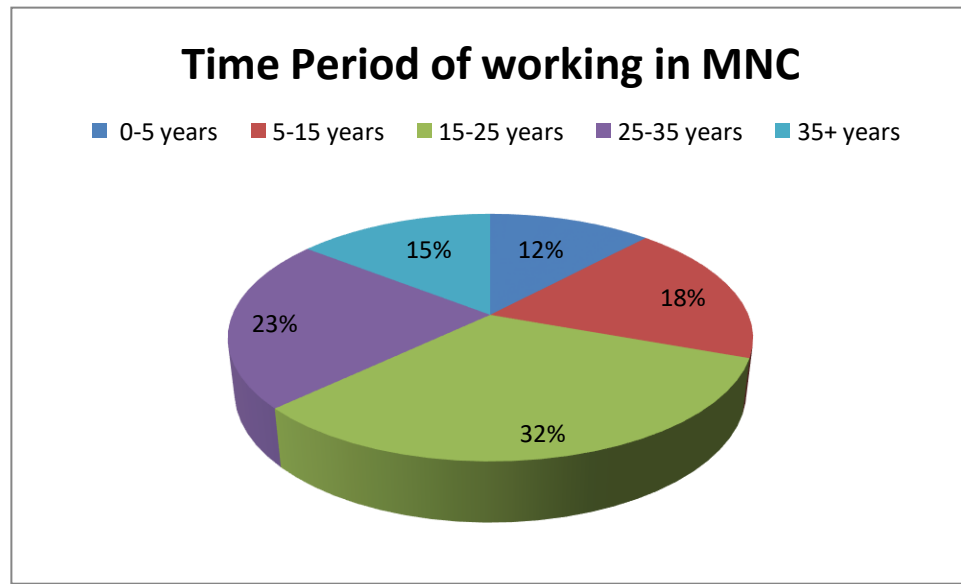


If gender based age group distribution is to be seen then around 68% of female correspondents are in the age group of 20-40.

Whereas in terms of male respondents, 58% people are in the age group of 30-50.

Time period of working in an MNC.

A	0-5 years	24
B	5-15 years	37
C	15-25 years	65
D	25-35 years	45
E	35+ years	29



This data clearly states that around 32% people have worked in a MNC for 15-25 years. Followed by 23% of people with the experience of 25-35 years. This clearly suggests that the respondents have spent a considerable amount of time in MNC's to fit in as a respondent. The sample however contains around 30 % of people with less than 15 years of experience. Hence this sample is enough to maintain diversity up to a certain level.

2. Research based data:-

The following sections now deal with integrating and analysing the data in terms of graphical representation.

Graphs are used for because they are easy to understand and interpret.

Since two different sets of questionnaires were prepared- one for the employees which contains around 200 respondents, and one for the employers which contains around 50 respondents, two different analysis will run parallel.

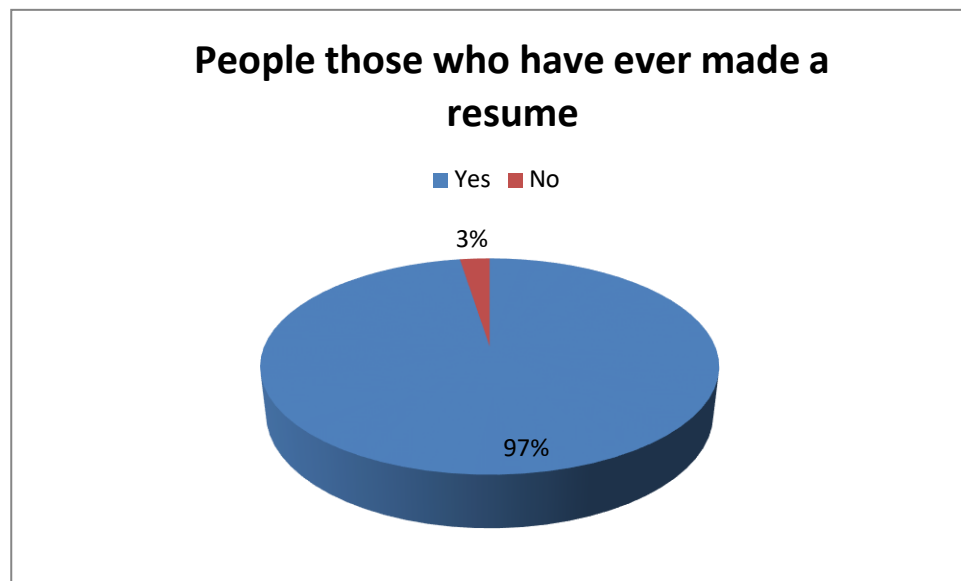
Afterwards both the analyses will be combined in order to gain the information related to the fulfilment of the research objective.

Part-1 Analysis of answers received by the employees

People who made the resumes on their own

A	Yes	195
B	No	5

Following is the graphical presentation:-



Interpretation:-

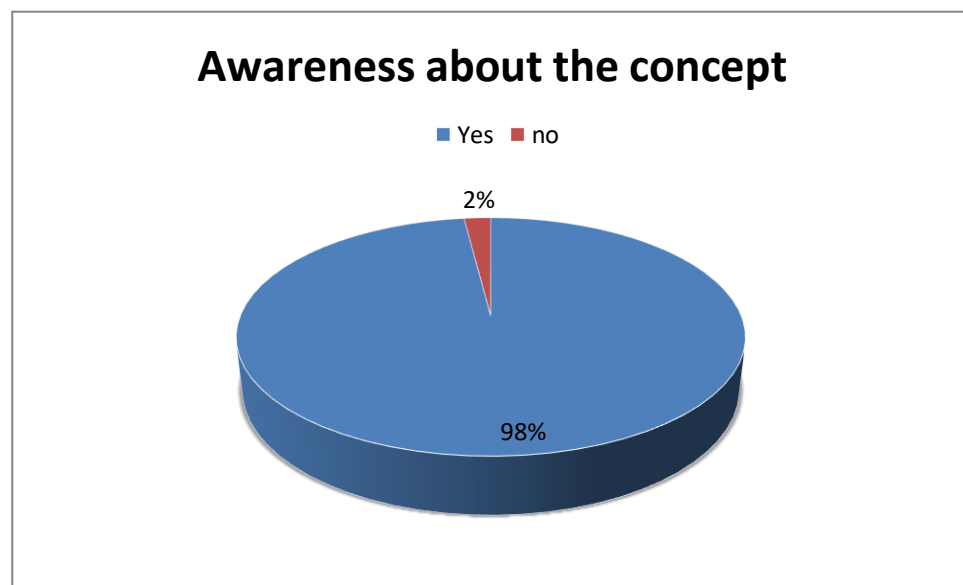
According to the data collected, around 97% of people have made resumes on their own at least once in their lives.

Whereas around 3% of people are those who never made a resume on their own. They either went through references or took professional help, or took the help of internet to make their resumes. Still the percentages of such people are very low.

Concept awareness

A	Yes	196
B	No	4

Following is the graphical presentation:-



Interpretation:-

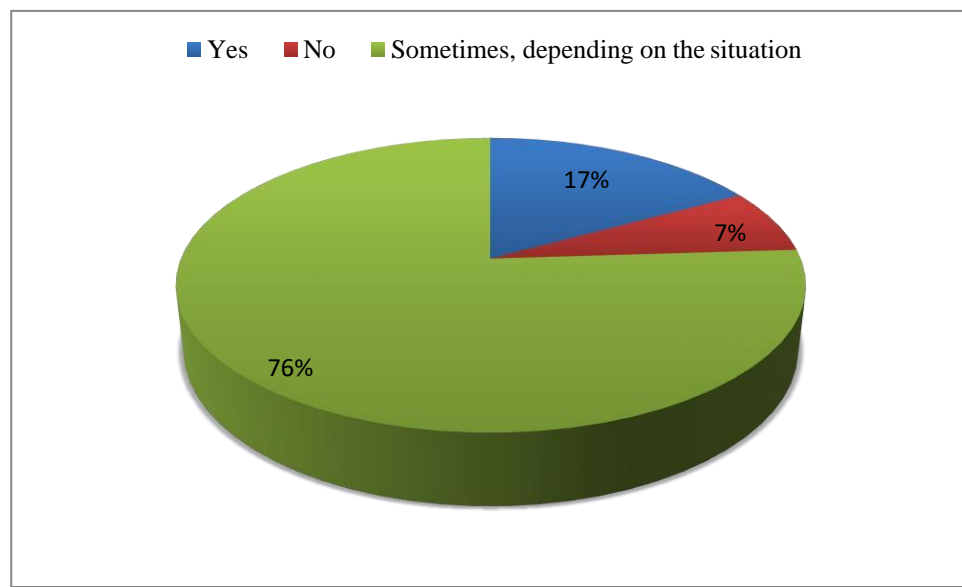
A whopping 98% of the respondents are aware about the concept of resume fabrication. Only about 2% of the people are unaware about resume fabrication. This includes almost all those people who never formed a resume on their own.

This clarifies that the concept awareness among people is high. This means, that the respondents know that lying in a resume is practiced among job seekers.

Do you think its okay to add untrue facts in your resume?

A	Yes	34
B	No	14
C	Sometimes, depending on the situation	152

Following is the graphical presentation:-



Interpretation:-

Out of 200 respondents, only 14 respondents think that lying in a resume is wrong. These people belonged to the age group of 40+, which essentially puts stress on the ethical nature of those who were employed years ago.

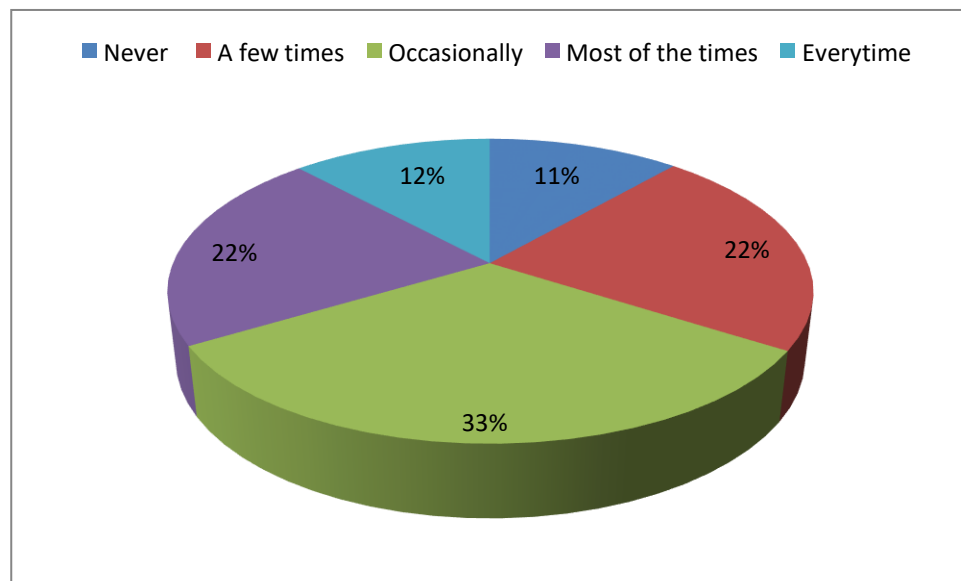
Around 17% of the respondents think that irrespective of any fact or repercussions, lying on a resume is totally correct and justified. Almost all of these respondents belong to the age group of 20-30 years.

Whereas a majority of the people (around 76%) of the people feel that lying on a resume is somewhat correct and justified when the situation tempts.

Rate on the following scale, about the number of times you mis-represented facts on your resume?

A	Never	23
B	A few times	45
C	Occasionally	65
D	Most of the times	43
E	Everytime	24

Following is the graphical presentation:-



Interpretation:-

Only around 11% of all the respondents have never mis represented even a single fact in their resumes. 89% of the respondents have, at least once represented false facts in their resumes.

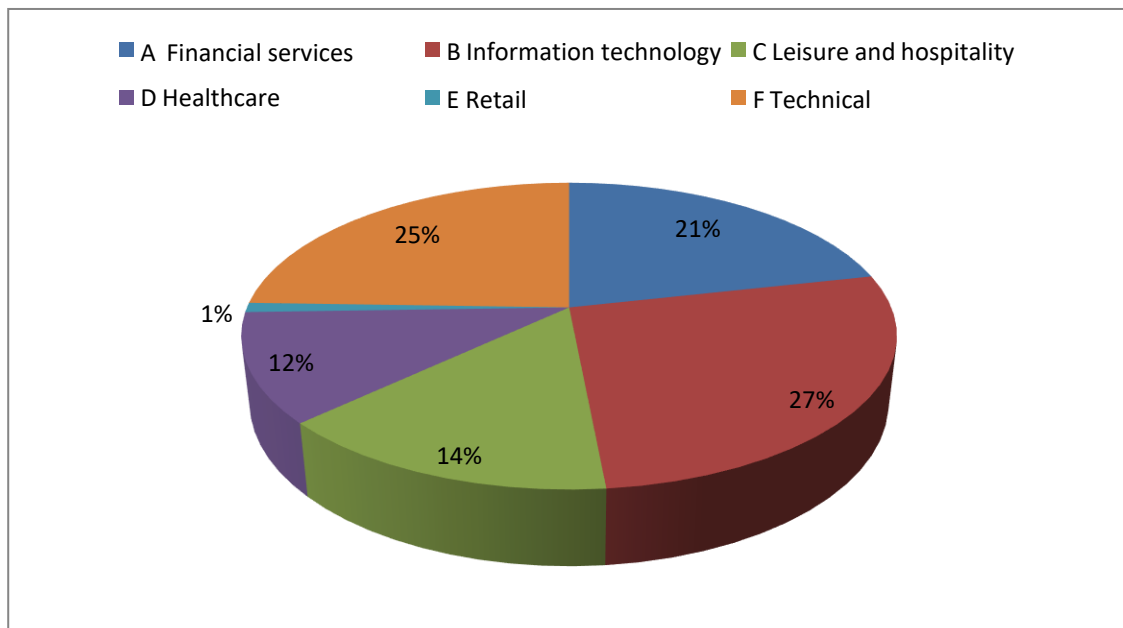
The major point to be noted is that this data includes those who think that resume should never be fabricated, but they still indulge in the process.

Those who belong to the age group of 20-30 often fabricate their resumes. This is the age group that believes in job jumping or job hopping as well, in the search of better paying and positional aspects.

What industry have you worked in?

A	Financial services	43
B	Information technology	54
C	Leisure and hospitality	29
D	Healthcare	23
E	Retail	2
F	Technical	49

Following is the graphical presentation:-



Interpretation:-

According to the data collected, around 52% of the people belonged to two sectors- Information technology and technical, followed by 21% in financial services.

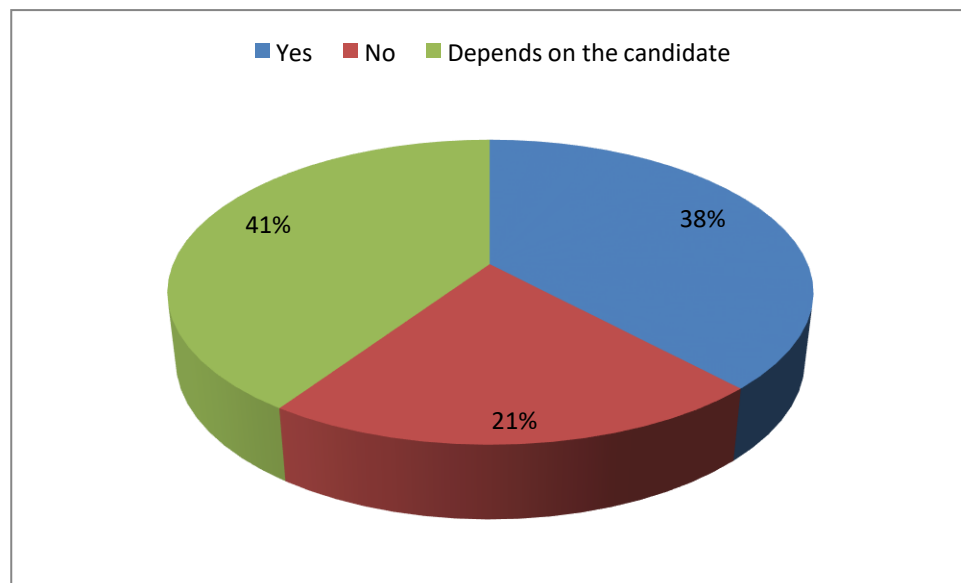
Same trend is observed when it comes to resume fabrication. Mostly cases of resume fabrication are observed in IT and technical sectors, followed by financial services.

People either lie about acquiring some technical skill or doing some diploma course when comes to these three sectors.

If you were the HR, then would you hire those who lied on the resume?

A	Yes	76
B	No	43
C	Depends on the candidate	81

Following is the graphical presentation:-



Interpretation:-

A weird trend is observed when people are asked if they will recruit those who were caught lying on their resumes.

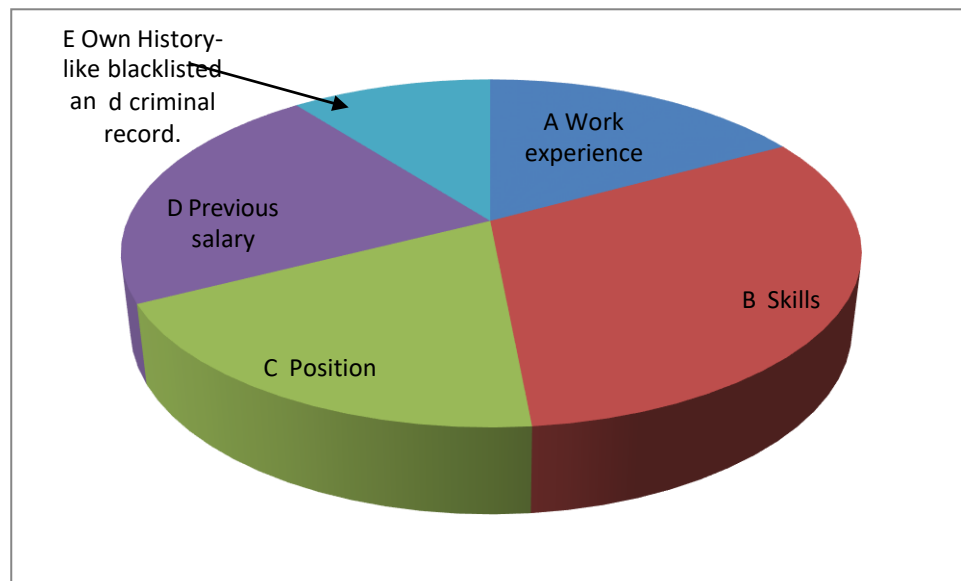
21% of the candidates said that they will not hire those who were caught lying. In this data, there are those people who said that lying on a resume is not wrong if there happens to be a need of that.

However, 41% of the people said that they don't have a problem if the candidate proves his candidature. The rest 38% have no problem at all.

What according to you are the areas where people mis-represent facts on their resume?

A	Work experience	34
B	Skills	63
C	Position	38
D	Previous salary	44
E	Own History-like blacklisted and criminal record.	21

Following is the graphical presentation:-



Interpretation:-

The major areas wherein people mis represent on their resume is the skills area. People lie on embellished skill sets. 34% of the people have admitted to lie in this section.

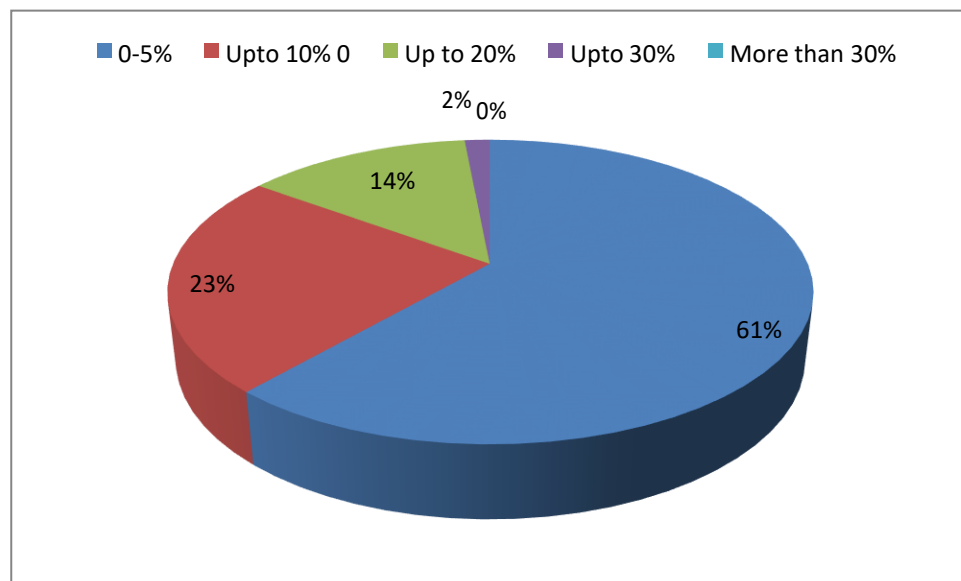
This is followed by untrue facts when it came to work experience and previous salary. This is commonly observed in cases of fresher graduates. Since freshers usually lack experience, they tend to fake false internships or state some work done under their knowns and relatives.

Some people also hide or misrepresent felony or blacklisted/ criminal records, and previous position or titles

What percentage of your resume constitute of untrue facts?

A	0-5%	123
B	Upto 10% 0	47
C	Up to 20%	27
D	Upto 30%	3
E	More than 30%	0

Following is the graphical presentation:-



Interpretation:-

Around 61% of the total respondents said that their resumes only consist of around 5% of untrue facts. This signifies that in most of the resumes, only one or two facts were untrue.

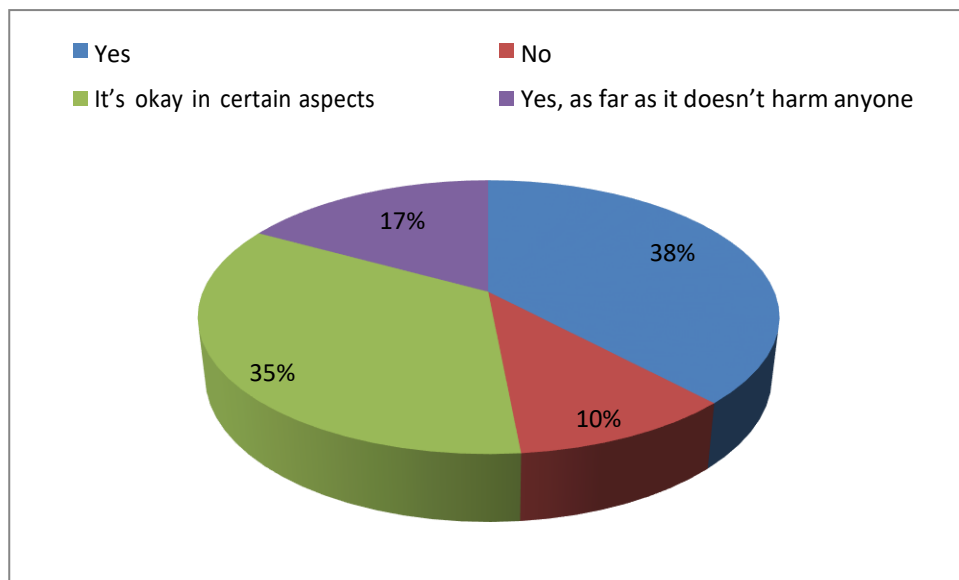
However the rest 40% of the respondents who confessed to have lies on their resumes, have more than 5% of lies in their resumes.

The extent of potential damage due to those lies can determine the adversity of resume fabrication, which changes from person to person and company to company.

Do you think it is justified to lie on your resume?

A	Yes	76
B	No	21
C	It's okay in certain aspects	69
D	Yes, as far as it doesn't harm anyone	34

Following is the graphical presentation:-



Interpretation:-

When asked whether it was fine to lie on a resume, 38% of the people said yes. This means that they believe that there are justifications that are valid enough to overlook any consequences to the company or to self when it comes to lying in resumes.

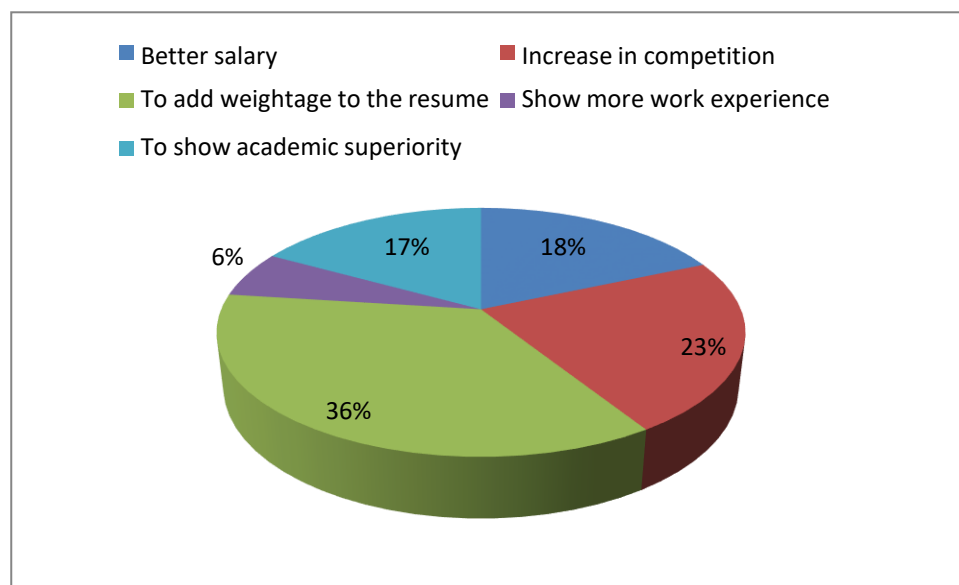
35% people were those who believed that lying was justified at some places. This means that these people can look at certain consequences that would ultimately affect them. 17% of the people said that it's justified to lie if the lie won't harm anyone-including no harm to the company.

Whereas only 10% on the total respondents believed that lying cannot be justified by any case. These people belonged to the age group of 40+.

What is the most likely reason to lie on your resume?

A	Better salary	37
B	Increase in competition	45
C	To add weightage to the resume	72
D	Show more work experience	12
E	To show academic superiority	34

Following is the graphical presentation:-



Interpretation:-

Around 36% of the respondents agreed that they wanted their resumes to look better than the rest therefore they added some untrue facts. Some even agreed that they wanted their resume to match the keyword of the job search that they were aiming for, which made them add some facts in their resume. These people usually lied in their skill set .

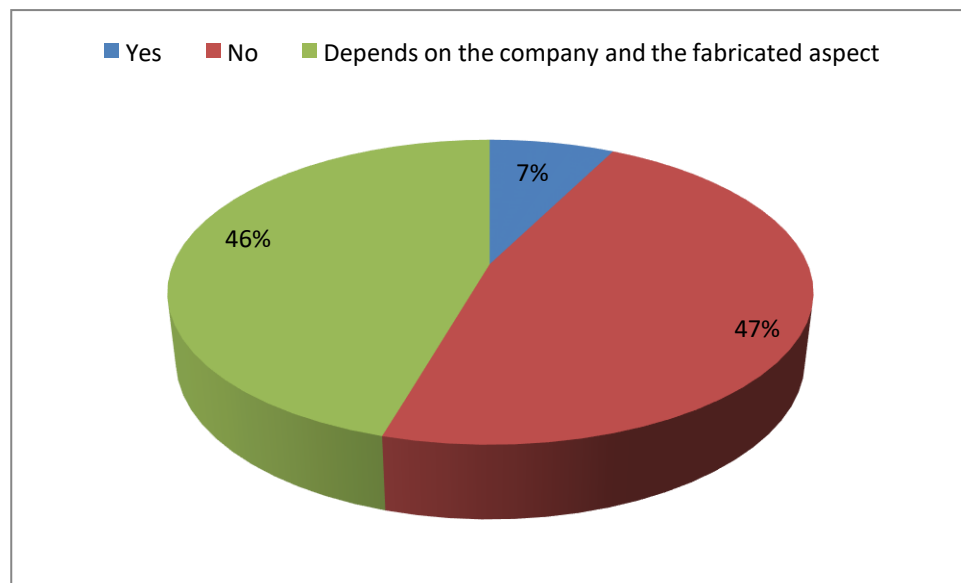
23% said that they only lied in their resumes because they don't find themselves ready for the competitive world, hence they faked something that they don't have.

The other reasons include-showing academic superiority, or more work experience, or to gain better monetary advantage in their new company.

Do you think that resume fabrication has any effect on the company?

A	Yes	15
B	No	94
C	Depends on the company and the fabricated aspect	91

Following is the graphical presentation:-



Interpretation:-

Only a mere 7% of the total respondents believe that resume fabrication has some effect on the company. This is true, but many job seekers can conveniently ignore this aspect to justify the lies that they state in their resume.

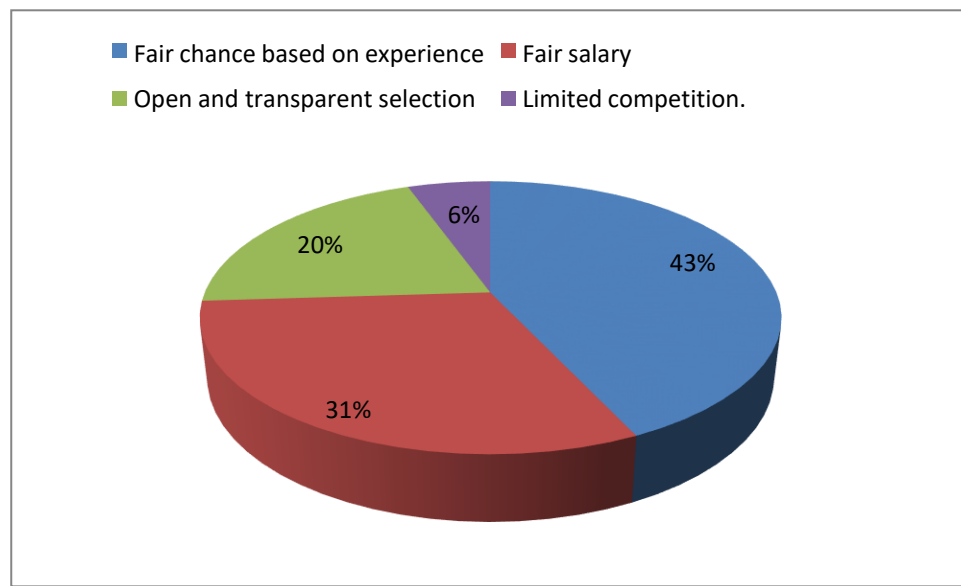
47% of the respondents believe that the fabricated resumes don't affect the company. They believe that small lies won't have any effect on the company.

Whereas 46% of the total respondents think that the affect would be influenced by the fabricated aspect and the role that is being interviewed for. They also believe that the company status and structure also decides the affect on the company.

What is that one thing, which when ensured would compel you to present your real resume?

A	Fair chance based on experience	86
B	Fair salary	62
C	Open and transparent selection	41
D	Limited competition.	11

Following is the graphical presentation:-



Interpretation:-

About 43% of the people said that if they are ensured that they will get a fair chance based on their actual experience, then they will not fake even a single fact, which clearly means that the fear of not getting what that deserve often makes them lie. Other respondents say that when they will get fair salary and open and fair treatment, they will stop resume fabrication.

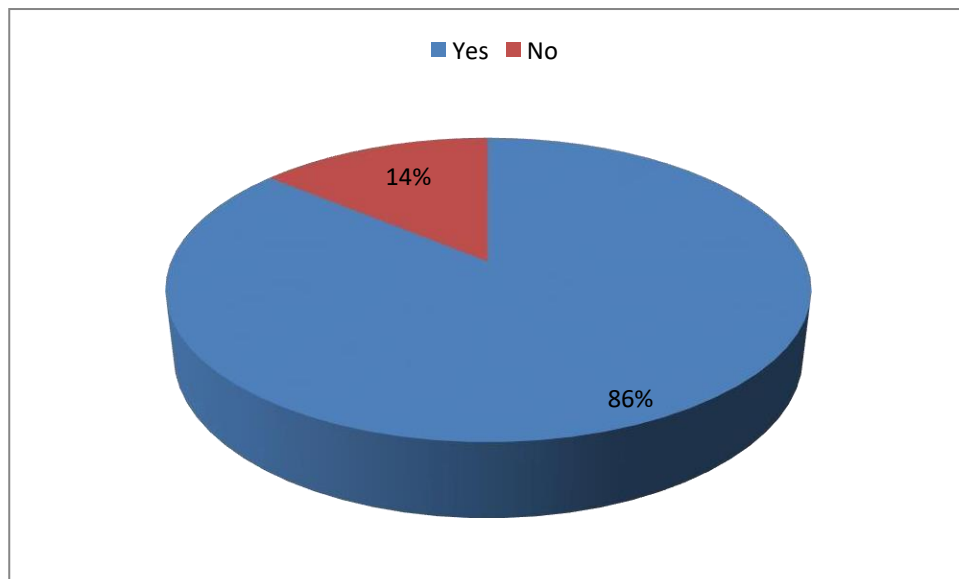
The other main reason is the increase of competition. If the competition decreases then they will present the real resume.

Part-2 Analysis of answers received by the employers

Have you ever caught any lie on a candidate's resume?

A	Yes	43
B	No	7

Following is the graphical presentation:-



Interpretation:-

Out of all the employers questioned that whether they ever caught a lie in their resumes, 86% claimed that they have found lies on resumes.

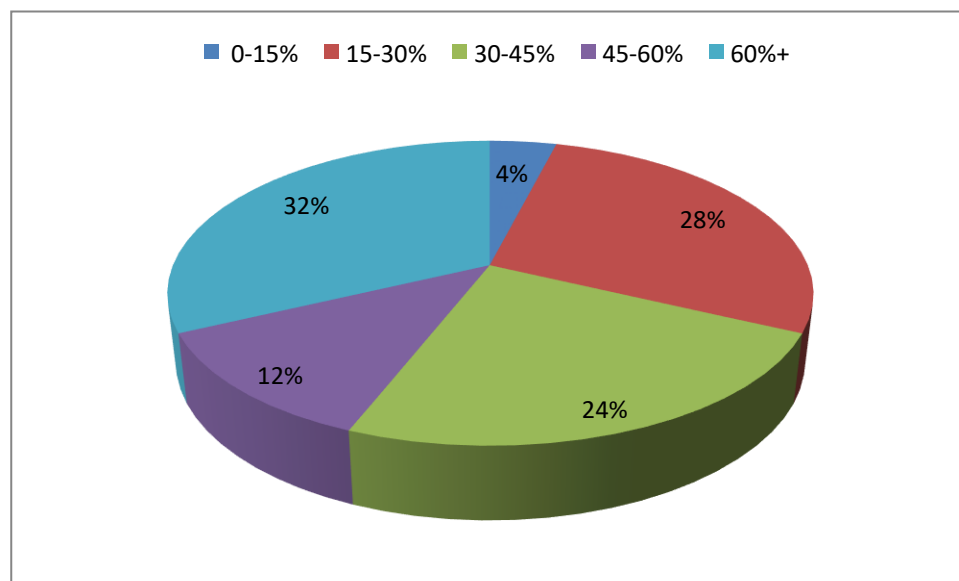
They caught lies as small as small unpaid internship to big lies such as hidden sexual offence. Among those who never found any lies were the ones that were mostly recruited as HR managers, or were associated with higher level employees.

Thus, it will be safe to conclude that at least 80% of the job seekers have lied on the resumes, which have been caught.

What percentages of people that you have come across have fabricated their resume?

A	0-15%	2
B	15-30%	14
C	30-45%	12
D	45-60%	6
E	60%+	16

Following is the graphical presentation:-



Interpretation:-

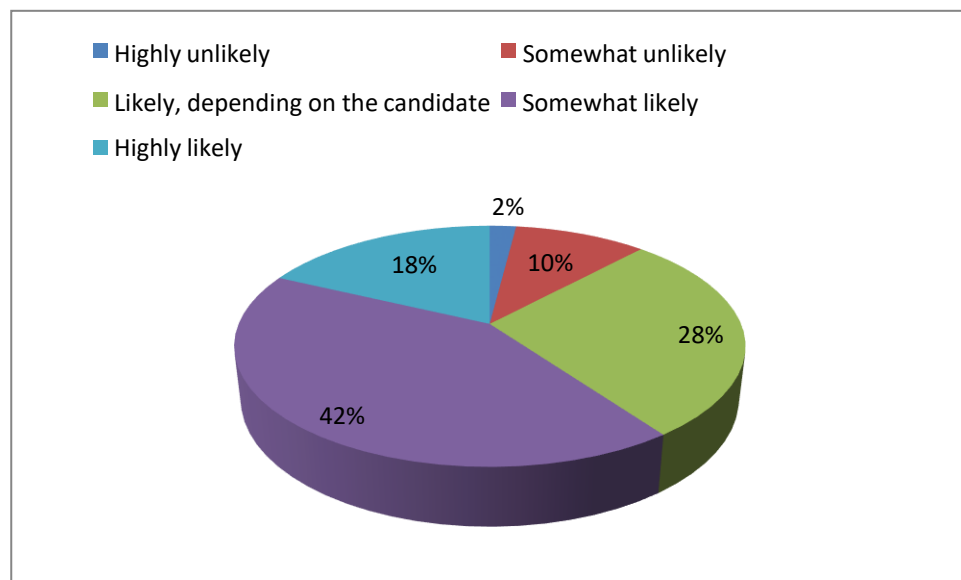
Of all the employers questioned, it was derived that 32% of them said that 60%+ of all the employees they questioned have lied in their resumes in one way or the other, which is a big data in itself. A very few- 4% of the employers said that they have found lies in resumes of 15% of the employees, whereas 28% employers said that they found lies in the resumes of 15-30% of the interviewers.

The rest 36% found lies in the resumes of 30-60% of the interviewers. This proves that the problem of resume fabrication is more widespread than it seems.

How likely is it that you will hire someone with lesser qualifications if he represents the true resume?

Following is the graphical presentation:-

A	Highly unlikely	1
B	Somewhat unlikely	5
C	Likely, depending on the candidate	14
D	Somewhat likely	21
E	Highly likely	9



Interpretation:-

If the data is to be believed then around 42% of the employers said that they are likely to hire someone who has lesser qualifications when compared to someone who lies in a resume.

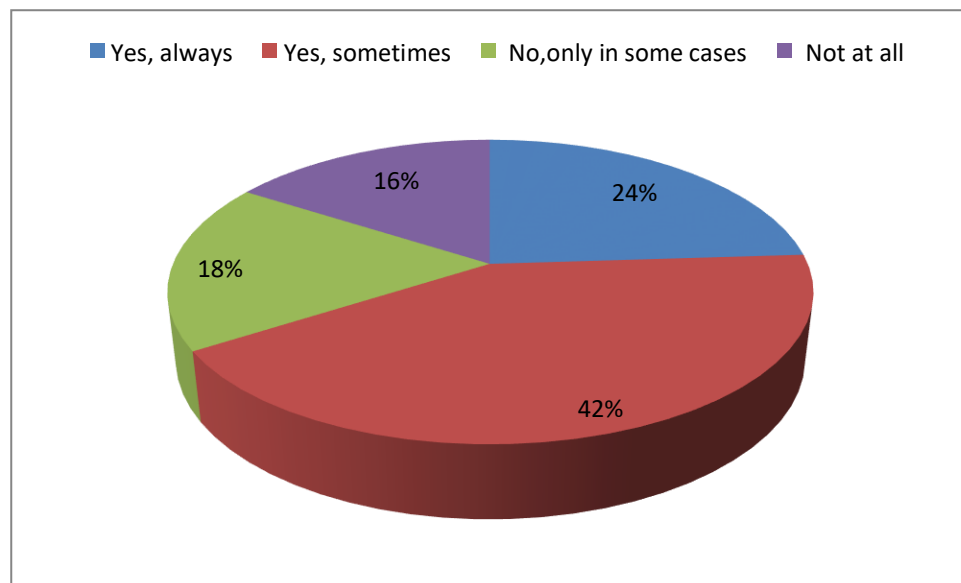
Only 1 employer said that he won't hire someone with lesser qualifications. 28% of the employers said that it will depend on the candidate. If the candidate is worthy enough then he might be selected.

This data suggests that employers still value honesty more than qualifications, because the company might provide training to those who are less qualified, if they like the candidate enough.

Do you think the companies are impacted by fabricated resume?

A	Yes, always	12
B	Yes, sometimes	21
C	No,only in some cases	9
D	Not at all	8

Following is the graphical presentation:-



Interpretation:-

Around 66% of the employers said that fabricated resumes will almost always have an impact on the company.

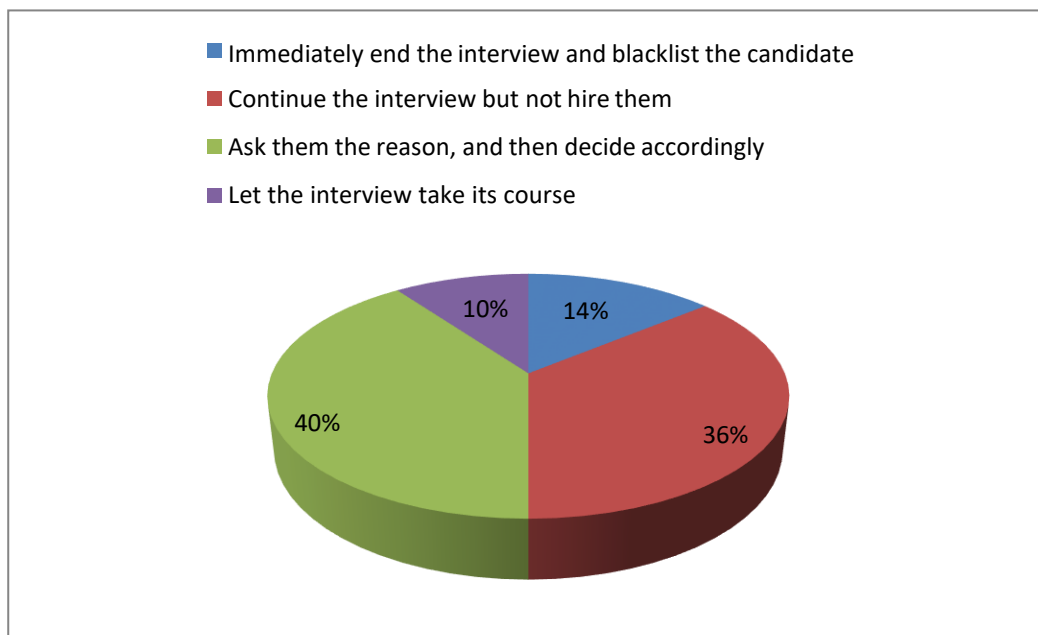
This data, when compared to the data by employees suggest that employees have lesser idea about the effect of resume fabrication on the company, however the impact is always there, irrespective of the scale.

The other 44% believed that the effect matters upon the selection by the employer, and in some special cases, and the effect is also very negligible.

If you find someone lying on a resume, what do you do?

Following is the graphical presentation:-

A	Immediately end the interview and blacklist the candidate	7
B	Continue the interview but not hire them	18
C	Ask them the reason, and then decide accordingly	20
D	Let the interview take its course	5



Interpretation:-

Around 50% of the employers said that they will not hire someone who is caught lying on the resume. 14% of them will even blacklist the candidate, especially at higher positions.

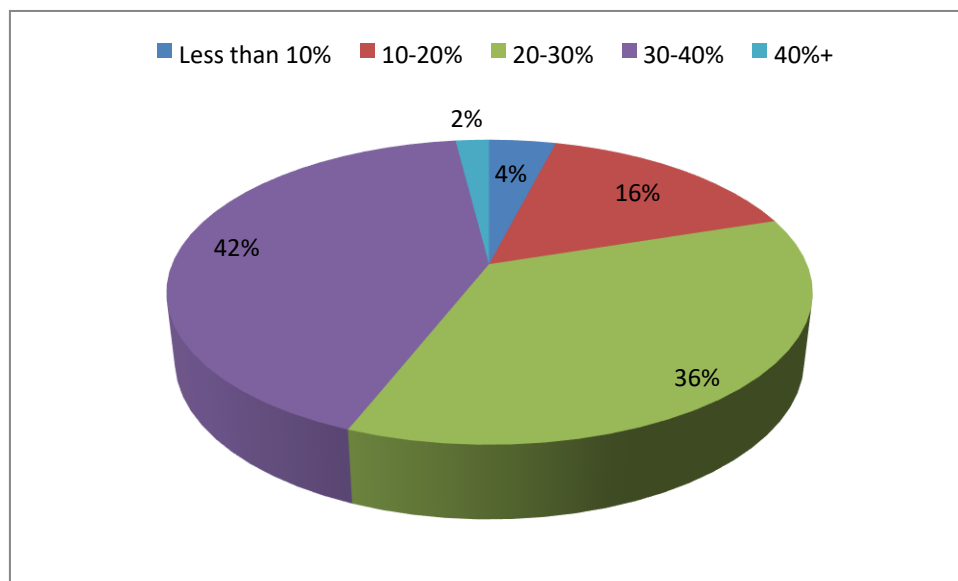
The rest 40% will ask them the reason of fabrication, then depending on the lie told and the explanation given thereafter, the employer will decide whether to hire them or not.

Only 10 % of the employers said that the lies will have no effect on the interview process.

What is the weighted importance of resume in hiring a person?

Following is the graphical presentation:-

A	Less than 10%	2
B	10-20%	8
C	20-30%	18
D	30-40%	21
E	40%+	1



Interpretation:-

When asked about the importance of resume in hiring, 42% employers said that the resumes hold 30-40% importance while hiring. However if the resume turns out to be fabricated the employer is more likely to not hire them. Only 2% of the employers think that resumes have more than 40% weightage in the hiring process.

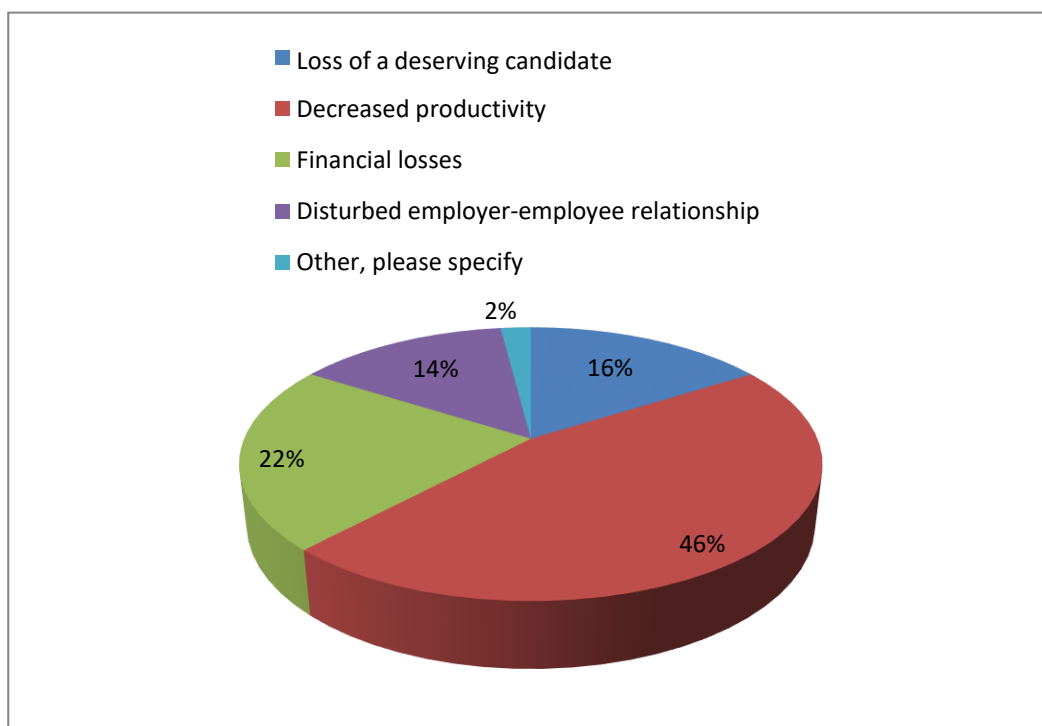
This proves that employers still value morals and honesty more than qualifications. Lying in the resumes only increases the chance of not getting selected.

Hence it is preferable to stick with honesty and avoid lying.

What is the most likely effect of fabricated resume on a company?

Following is the graphical presentation:-

A	Loss of a deserving candidate	8
B	Decreased productivity	23
C	Financial losses	11
D	Disturbed employer-employee relationship	7
E	Other, please specify	1



Interpretation:-

Around 46% of the employers have said that the major effect of hiring non deserving candidates is decreased productive. When workforces of under qualified employees are hired then it will directly hamper the operations of the company.

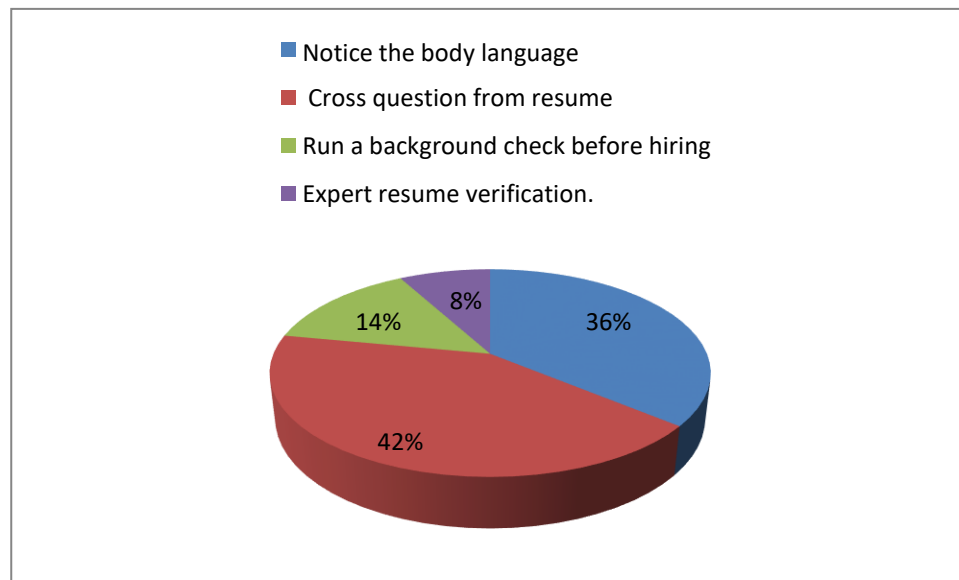
Some other employers said that hiring non deserving candidates leads to financial losses, which can be linked with decreased efficiency.

Other impacts include loss of a more deserving candidate and unstable employee-employer relations.

What steps do you take to catch a fabricated resume?

Following is the graphical presentation:-

A	Notice the body language	18
B	Cross question from resume	21
C	Run a background check before hiring	7
D	Expert resume verification.	4



Interpretation:-

The employers said that a major source of catching a fake resume is by cross questioning from the resume. Majority of the people don't remember the exact thing that they lied about. If they do, then the next step is asking technical and knowledge based questions.

The next source is identification through body language. Those who lie, can be caught through body languages, they are often found stuttering, sweating, fidgeting etc.

Apart from that some employers also get the resume verified from experts and run a background check especially for higher positions.

4.3 Findings

- Around 97% of all the job seekers have made a resume once in their lifetime. The concept awareness is also high as around 96% of the people are aware about the concept of resume fabrication. Those who don't know, were the ones in older age group.
- Only 7% respondents think that lying in a resume is wrong. These people belonged to the age group of 40+, which puts stress on the ethical nature of those who were employed years ago. Around 17% of the respondents think that lying on a resume is totally correct and justified. Almost all of these respondents belong to the age group of 20-30 years. Whereas a majority of the people feel that lying on a resume is somewhat correct and justified when the situation tempts.
- Only around 11% of all the respondents have never mis represented even a single fact in their resumes. 89% of the respondents have, at least once represented false facts in their resumes. Those who belong to the age group of 20-30 often fabricate their resumes.
- **The most cases of resume fabrication- industry wise:-** Mostly cases of resume fabrication are observed in IT and technical sectors, followed by financial services. People either lie about acquiring some technical skill or doing some diploma course when comes to these three sectors.
- **Will the employees prefer a lying candidate:-** A weird trend is observed when people are asked if they will recruit those who were caught lying on their resumes. 21% of the candidates said that they will not hire those who were caught lying.. However, 41% of the people said that they don't have a problem if the candidate proves his candidature. The rest 38% have no problem at all.
- **The major areas wherein people misrepresent on their resume:-** is the skills area. People lie on embellished skill sets. 34% of the people have admitted to lie in this section. This is followed by untrue facts when it came to work experience and previous salary. Some people also hide or misrepresent felony or blacklisted/ criminal records, and previous position or titles.
- **Percentage of untrue facts in a resume:-** Around 61% of the total respondents said that their resumes only consist of around 5% of untrue facts. This signifies that in most of the resumes, only one or two facts were untrue. However the rest 40% of the

respondents who confessed to have lies on their resumes, have more than 5% of lies in their resumes.

- **Are the lies justified:-** 38% people believed that there are justifications that are valid enough to overlook any consequences to the company or to self when it comes to lying in resumes. 35% people were those who believed that lying was justified at some places. This means that these people can look at certain consequences that would ultimately affect them. 17% of the people said that it's justified to lie if the lie won't harm anyone-including no harm to the company.
- **Reasons of resume fabrication:-** Around 36% of the respondents agreed that they wanted their resumes to look better than the rest therefore they added some untrue facts. 23% said that they only lied in their resumes because they don't find themselves ready for the competitive world, hence they faked something that they don't have. The other reasons include-showing academic superiority, or more work experience, or to gain better monetary advantage in their new company.
- **Impact on company according to job seekers:-** 47% of the respondents believe that the fabricated resumes don't affect the company. They believe that small lies won't have any effect on the company. Whereas 46% of the total respondents think that the affect would be influenced by the fabricated aspect and the role that is being interviewed for. They also believe that the company status and structure also decides the affect on the company.
- **What will make the interviewers present true facts:-** About 43% of the people said that if they are ensured that they will get a fair chance based on their actual experience, then they will not fake even a single fact, which clearly means that the fear of not getting what that deserve often makes them lie. Other respondents say that when they will get fair salary and open and fair treatment, they will stop resume fabrication. The other main reason is the increase of competition. If the competition decreases then they will present the real resume.
- **Employers that have caught a lie:-** Out of all the employers questioned that whether they ever caught a lie in their resumes, 86% claimed that they have found lies on resumes.
- **Percentage of lies:-** Of all the employers questioned, it was derived that 32% of them said that 60%+ of all the employees they questioned have lied in their resumes in one ways or the other, which is a big data in itself. A very few- 4% of the employers said that they have found lies in resumes of 15% of the employees,

whereas 28% employers said that they found lies in the resumes of 15-30% of the interviewers. The rest 36% found lies in the resumes of 30-60% of the interviewers. This proves that the problem of resume fabrication is more widespread than it seems.

- **Will someone hire a lying candidate?:-** If the data is to be believed then around 42% of the employers said that they are likely to hire someone who has lesser qualifications when compared to someone who lies in a resume. 28% of the employers said that it will depend on the candidate. If the candidate is worthy enough then he might be selected.
- **Does the false resumes have any impact on the company?:-** Around 66% of the employers said that fabricated resumes will almost always have an impact on the company. This data, when compared to the data by employees suggest that employees have lesser idea about the effect of resume fabrication on the company, however the impact is always there, irrespective of the scale. The other 44% believed that the effect matters upon the selection by the employer, and in some special cases, and the effect is also very negligible.
- **What is done to a lying candidate:-** Around 50% of the employers said that they will not hire someone who is caught lying on the resume. 14% of them will even blacklist the candidate, especially at higher positions. The rest 40% will ask them the reason of fabrication, then depending on the lie told and the explanation given thereafter, the employer will decide whether to hire them or not. Only 10 % of the employers said that the lies will have no effect on the interview process.
- **Importance of resume in hiring:-** When asked about the importance of resume in hiring, 42% employers said that the resumes hold 30-40% importance while hiring. However if the resume turns out to be fabricated the employer is more likely to not hire them. Only 2% of the employers think that resumes have more than 40% weightage in the hiring process. This proves that employers still value morals and honesty more than qualifications. Lying in the resumes only increases the chance of not getting selected.
- **Impact of resume fabrication:-** Around 46% of the employers have said that the major effect of hiring non deserving candidates is decreased productive. When workforces of under qualified employees are hired then it will directly hamper the operations of the company. Some other employers said that hiring non deserving candidates leads to financial losses, which can be linked with decreased efficiency.

Other impacts include loss of a more deserving candidate and unstable employee-employer relations.

- **How are fake resumes identified:-** The employers said that a major source of catching a fake resume is by cross questioning from the resume. Majority of the people don't remember the exact thing that they lied about. If they do, then the next step is asking technical and knowledge based questions. The next source is identification through body language. Those who lie, can be caught through body languages, they are often found stuttering, sweating, fidgeting etc. Apart from that some employers also get the resume verified from experts and run a background check especially for higher positions.

CHAPTER-4

CONCLUSION

5.1 Conclusions

Reasons of resume fabrication

Following are the main reasons of resume fabrication.

- a. Better salary:-When people lie about their previous salaries or bonuses, or they lie about the responsibilities they had, the main reason is the expectation of better salary. The big advantage to salary inflating is to try to leverage more money through telling these little white lies. Realistically though, former salaries are all too easy to expose when the employer checks employment details. The reason why this area is lied about is because people want higher salaries, and they want to show their importance in the previous firm, but often this does more harm than good.
- b. Increase in competition:-Another reason why people lied on their resumes was because they thought that the competition has increased manifolds and that they are not suitable to survive in the corporate environment. This stands true for both-freshers and professionals. Still freshers tend to fake resumes more than experienced individuals because they have lesser skills to base their resumes on. Hence, to elevate their position in the corporate environment, they tend to include facts that are not true.
- c. To add weightage to the resume:- This reason is somewhat similar to the reason of increased competition. The difference is that in this case the respondents feel that they have some skills less than that required for the job. Hence they fake skills and responsibilities so that the resume can match with the required tag.

Statistics suggest exaggerations about skills are the most common resume embellishment. The clear benefit is these claims make an applicant look good. By ticking off all the boxes of the skills and knowledge an employer is looking for and plugging these in their resumes, people feel it increases a chance to get an interview. A good percentage of employers say candidates who only meet three of five "key qualifications" would still be considered for the job? Many bosses are willing to

train candidates who are a good fit otherwise. Bottom line, it's best to be truthful about what one can really do and then express a strong desire to learn in any areas of some weakness. One can always consider highlighting the soft skills. Employers are often interested in people who possess strong ones.

- d. Show more work experience:- Forging with date of responsibilities is a common area where often resumes are fabricated. This is done to show more of a work experience, by the virtue of which the candidates can either get a good profile which requires a minimum year of experience, or greater work experience can help to fetch a better experience or a better salary in the upcoming job. However the cross verification of such dates isn't that tough, and can land the candidate in trouble.
- e. To show academic superiority:- This area is often lied upon by those individuals who have acquired a skill but don't possess any degree for that. However at times people who don't have the knowledge of the skill but they still lie. This majorly includes soft skills and lower level technical skills. Some people also forge their marks. For example, if someone got 7.8 CGPA in college, then he may present it as 8 CGPA which will make the resume look good.

The effect of resume fabrication in MNCs

Following are the effects of resume fabrication in MNCs

- a. Loss of a deserving candidate:- The first and the foremost effect is that in the process of hiring a non deserving candidate, a deserving candidate is left out. A more ominous threat is the legal liability incurred when a candidate who does not hold the required skills, character or credential is hired. This could lead to an otherwise avoidable failure.
- b. Decreased productivity:- The most common impact of a resume lie is simply hiring of an employee who is less capable than thought, and contribute less. Of the bad decisions accumulate then the workforce gets progressively less productive.

- c. Financial losses:- Lesser productive workforce and low skilled employees can lead to decreased productivity which can push a company towards huge losses, as they will be performing lower than anticipated which can then disrupt the budgets and cash flows.
- d. Disturbed employer-employee relationship:- even small lies can cause a big impact if other employees learn about it. This makes the to provide for the employee's shortcomings. If enough employees are unable to perform then the morale of the entire workforce can go down.
- e. Other Effects:- other impacts include reputation damage and the company's standing in the market. This can ultimately hamper the value of the brand, and can even compromise the goodwill of the company. It can also waste a large amount of time and money invested for the training and development of non deserving candidates.

Ways to tackle this situation

- a. Catching fake resumes:-fake resumes can be caught by the employers by following these steps.
 - 1. Notice the body language:- Those who lie, can be caught through body languages, they are often found stuttering, sweating, fidgeting etc. They seem uncomfortable when they answer something.
 - 2. Cross question from resume:- The employers said that a major source of catching a fake resume is by cross questioning from the resume. Majority of the people don't remember the exact thing that they lied about. If they do, then the next step is asking technical and knowledge based questions.
 - 3. Run a background check before hiring:- This step is followed when the hiring is done for a big post or an important post. This is important so as to know the

character, conduct and the validity as presented by the candidate. This can be very important keeping in mind the importance of the position for the company.

4. Expert resume verification:- this approach is comparatively new in India. In this process a team of experts is consulted before hiring a candidate. These professionals can help on resume verification efficiently.

b. Creating awareness

1. Knowledge about the loss of the company:- many candidates were blank when asked if they think that resume fabrication has any impact on the company. They think that small resumes fibs cannot harm a company. These people should be educated about the affect of lies on the magnitude of damage.
2. Employers' preferences:- as proved by this research, an employer does not have any problem in taking a lesser qualified candidate. But morals and ethics still stand at an important position. Hence, a fabricated resume might increase the chance of getting selected but the consequences can be severe for both the employee and the company.
3. Clearing the misconceptions:- A lot of job seekers have a misconception that resumes have a lot of importance while hiring. However the effective importance of a resume is only about 30%. So instead of buttering the resumes, candidates should focus on improving interviews.
4. Possible repercussions:- a lot of respondents are unaware of the actions that can be taken against them if they are caught lying. They can be blacklisted, terminated and may even face legal repercussions. Hence it is very important that the people should understand the graveness of this condition.

5.2 Suggestions

- One thing that is observed during this research was the lack of awareness from the employees or the job seekers part about the effects that small lies can make in the reputation of the company.
- So, one strong suggestion would be to create awareness among the job seekers about the drawbacks and consequences of resume fabrication to them as well to the company.
- Job seekers think that the resume holds the utmost importance when it comes to hiring. However, this isn't the case. In fact, resume fabrication can do more harm than good.
- Instead of direct interviews, a preliminary screening should be held that would clear out all the non deserving candidates. However this process will require more resources.
- Ethical indulgence should be made a priority at all the levels. This way the constraints of resume fabrications can be overcome, and the situation can be brought under control. Similarly, the legal aspect of misrepresentation should be made clear.
- More opportunities would ensure lesser competition. Candidates should focus on improvising their skills and gaining experience and exposure. This would ensure a better chance of survival in this competitive world.
- While hiring, visible importance should be laid on other aspects like communication and technical skills, apart from resumes. This way the perceived importance of resume will decrease, and so will the exaggeration of resumes.

5.3 Limitations of the study

1. Biased Answers-

The possibility of biased answers is very large, since people lie more than they confess. So there is a chance that the real percentages are more than the recorded percentages.

2. Sample limitations:-

The data was collected from the respondents from big MNCs across Delhi NCR. However the sample size- 200 + 50 employers is not a perfect sample for a population of thousands working in MNCs in different departments. The extrapolation of these samples may give erroneous data. However due to certain research constraints, collection of data from a sample size of more than 200 was difficult.

3. Sample Bias :-

Since the respondents were mainly contacted through personal bias- a chance of random sampling has decreased. This could lead to erroneous data and extrapolation results.

4. Time constraints:-

A detailed study on age-wise habit of resume fabrication would have improved the quality of the research report, but due to time constraints, that aspect was not included. However this can be taken up for further longitudinal studies.

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APPENDIX

QUESTIONNAIRE FOR THE EMPLOYEES

Q1 What is your gender?

- a. Male
- b. female
- c. Prefer not to say

Q2 Which age group do you belong to?

- a. 20-30
- b. 30-40
- c. 40-50
- d. 50+

Q3 For how long have you worked in an MNC?

- a. 0-5 years
- b. 5-15 years
- c. 15-25 years
- d. 25-35 years
- e. 35+ years

Q4 Have you ever made a resume on your own?

- a. Yes
- b. No

Q5 Are you aware about the concept of resume fabrication (lying on your resume)?

- a. Yes
- b. No

Q6 Do you think its okay to add untrue facts in your resume?

- a. Yes
- b. No
- c. Sometimes, depending on the situation

Q7 Rate on the following scale, about the number of times you mis-represented facts on your resume?

- a. Never
- b. A few times
- c. Occasionally
- d. Most of the times
- e. Everytime

Q8 What industry have you worked in?

- a. Financial services
- b. Information technology
- c. Leisure and hospitality
- d. Healthcare 0
- e. Retail
- f. Technical
- g. Other, please specify.

Q9 If you were the HR, then would you hire those who lied on the resume?

- a. Yes
- b. No
- c. Depends on the candidate

Q10 What according to you are the areas where people mis-represent facts on their resume?

- a. Work experience
- b. Skills
- c. Position
- d. Previous salary
- e. Own History-like blacklisted and criminal record.

Q11 What percentage of your resume constitute of untrue facts?

- a. 0-5%
- b. Upto 10% 0
- c. Up to 20%
- d. Upto 30%
- e. More than 30%

Q12 Do you think it is justified to lie on your resume?

- a. Yes
- b. No
- c. It's okay in certain aspects
- d. Yes, as far as it doesn't harm anyone. 0

Q13 What is the most likely reason to lie on your resume?

- f. Better salary
- g. Increase in competition
- h. To add weightage to the resume0
- i. Show more work experience
- j. To show academic superiority

Q14 Do you think that resume fabrication has any effect on the company?

- a. Yes

- b. No
- c. Depends on the company and the fabricated aspect 0

Q15 What is that one thing, which when ensured would compel you to present your real resume?

- a. Fair chance based on experience 0
- b. Fair salary
- c. Open and transparent selection
- d. Limited competition.

QUESTIONNAIRE FOR THE EMPLOYERS

Q1 Have you ever caught any lie on a candidate's resume?

- a. Yes
- b. No

Q2 What percentages of people that you come across have fabricated their resume?

- a. 0-15%
- b. 15-30%
- c. 30-45%
- d. 45-60%
- e. 60%+

Q3 How likely is it that you will hire someone with lesser qualifications if he represents the true resume?

- a. Highly unlikely
- b. Somewhat unlikely
- c. Likely, depending on the candidate

- d. Somewhat likely
- e. Highly likely

Q4 Do you think the companies are impacted by fabricated resume?

- a. Yes, always
- b. Yes, sometimes
- c. No, only in some cases
- d. Not at all

Q5 If you find someone lying on a resume, what do you do?

- a. Immediately end the interview and blacklist the candidate
- b. Continue the interview but not hire them
- c. Ask them the reason, and then decide accordingly
- d. Let the interview take its course

Q6 What is the weighted importance of resume in hiring a person?

- a. Less than 10%
- b. 10-20%
- c. 20-30%
- d. 30-40%
- e. 40%+

Q7 What is the most likely effect of fabricated resume on a company?

- a. Loss of a deserving candidate
- b. Decreased productivity
- c. Financial losses
- d. Disturbed employer-employee relationship
- e. Other, please specify.

Q8 What steps do you take to catch a fabricated resume?

- c. Notice the body language
- d. Cross question from resume
- e. Run a background check before hiring
- f. Expert resume verification.