Evaluation of the Satisfaction Level of E-Recruitment Process for it Industries at Bengaluru

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ABSTRACT *E-Recruitment involves screening candidates electronically, directing potential hires to a special website for online skill assessment, conducting background checks over the internet ,interviewing candidates via tele or video conferencing and managing the entire process with web based software. In many of the IT companies in Bangalore follows E-recruiting to save the time of the job seekers and helps to increase the success rate of selection process by reducing the number of visibly under qualified or overqualified job applicant. This study will helps to analyze how the E-Recruiting process can be done in IT companies and what are all the advantages and disadvantages faced by the IT Companies through E-Recruiting and how it helps to saves time for eligible job seekers and also to the recruiters. E-Recruitment is used to describe the entire process of employee hiring. There are e-recruitment boards for railways, banks and other organizations. In internet too, E-Recruitment is frequently used to connote the process of employment.*

INTRODUCTION

E-Recruiting alternatively called on line recruiting, is being widely used these days. Surveys shows that 70 and 90 percent of large firms now use E-Recruiting systems, and it is anticipated that over 95 percent of organizations plan to use them in the near future. E-Recruiting offers several benefits to the firms practicing it. Facility to apply online, wide reach often cutting across national borders, reduced costs, decreased cycle time and reduce burdensome administrative processes are some of the benefits of E-Recruiting. These are dysfunctional or unintended consequences of electronic media for recruiting. Replacing traditional recruiters with computerized systems may make the recruitment process much more impersonal and inflexible leading to negative impact on applicant attraction and retention rates. In addition to the use of online recruitment may deny the opportunities to apply to people who have no access to computers and those who lack skills to make use of electronic gadgets. Further, applicants may perceive that online systems are likely to invade personal privacy than other recruitment processes. Misuse of confidential information by companies is possible. Consequently, many applicants are less willing to use on-line recruiting.

The most common practices in E-Recruitment are (a) adding recruitment to existing organizational websites,(b) using special recruitment websites (c) developing interacting tools for processing applications, (d) using software for online screening of applications. E -Recruiting needs to be aligned with organization's strategic goals and that have reputation can benefit from E-Recruiting. Firms need to use E-Recruiting as one of the sources but not only source of attracting talents and may attract frequent job hoppers. The website should designed for easy use, simple to negative and attract candidates rather than simply screening them. Organizations should online screening system based on job analysis and ensure that inferences made from the systems are reliable and valid. The system should adequate information about the company and position to the candidates. Organizations should use websites to promote values that will be attractive to most employees rather than just select those that fit with traditional culture. E-Recruiting should not be used as fad but should be measured in terms of successful placements made.

OBJECTIVES OF THE STUDY
• To determine the present and future requirements of the firm in conjunction with its personnel planning and job analysis activities.
• To increase the success rate of selection process by reducing the number of visibly under qualified or overqualified job applicants.
• To reduce the probability that job applicants once recruited and selected, will leave the organization only after a short period of time.
• To increase the organizational and individual effectiveness in short term and long term.

SCOPE OF THE STUDY
The present world is fast changing and there are lots of pressures and demands at work. E-Recruiting involves screening candidates electronically ,directing potential hires to a special website for online skill assessment ,conducting background checks over the internet , interviewing candidates via video conferencing and managing the entire process with web based software. The main theme of the study is to select right person for a right job through E-Recruiting the recruiters filters the candidate and select the candidate and the persons were selected in E-recruiting are call for an interview. Based on the interview process followed in the particular organization they may select the candidate for their organization.

LIMITATIONS OF THE STUDY
• Even through the employees gave correct information during the unstructured interview conducted. They gave positive answer while answering the questionnaire.
• The investigator intended to cover only few areas of organization relevant to the proposed study.
• As the study was done within a limited time, investigator could not select sufficiently large sample for the study.

RESEARCH METHODOLOGY:
The study deals with performance management in an Information Technology (IT) sector at Bengaluru, Karnataka. The data analysis is done with the help of average and percentage analysis.

RESULTS AND DISCUSSION:
TABLE 1
E- RECRUITING RAISES CONCERN ABOUT THE PRIVACY OF THE CANDIDATES

OPINIONS	NO.OF.RESPONDENTS	PERCENTAGE
YES	69	69
NO	31	31
TOTAL	100	100

INTERPRETATION:
From the above table 1 it shows that 69% of the respondents are given that YES

E-Recruiting does raise concern about privacy of candidates. 31% of the respondents are given that NO E-Recruiting does raise concern about privacy of candidates.

FIGURE 1
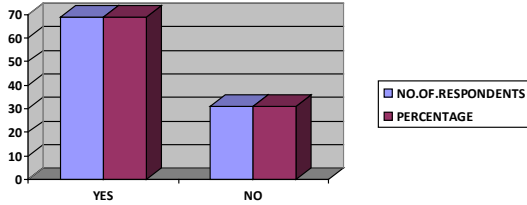**E- RECRUITING RAISES CONCERN ABOUT THE PRIVACY OF THE CANDIDATES**

TABLE 2
E- RECRUITING IMPACT ON SELECTING THE RIGHT CANDIDATE FOR RIGHT JOB.

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
Highly satisfied	57	57
Satisfied	21	21
Neutral	11	11
Dissatisfied	10	10
Highly dissatisfied	01	01
TOTAL	100	100

INTERPRETATION:
From the above table 2, it shows that 57% of the respondents are highly satisfied that

E-Recruiting helps in selecting the right candidate for right job. 21% of the respondents are satisfied that the E-Recruiting helps in selecting the right candidate for right job.11% of the respondents are neutral that the E-Recruiting helps in selecting the right candidate for right job.10% of the respondents are dissatisfied that the E-Recruiting does help in selecting the right candidate for right job .01% of the respondents are dissatisfied that the E-Recruiting does help in selecting the right candidate for right job.

FIGURE 2
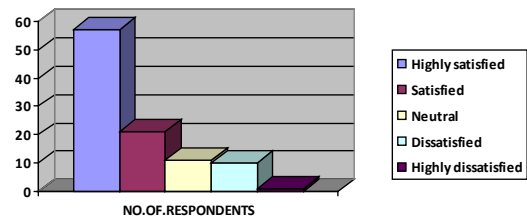**E- RECRUITING IMPACT ON SELECTING THE RIGHT CANDIDATE FOR RIGHT JOB.**

TABLE 3
IMPACT ON APPLICANT: IN PARTICULAR THE TRANSPARENCY SURROUNDING THE SUPERVISION OF DATA COLLECTION AND DISSEMINATION SYSTEM WHILE E-RECRUITING.

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
Highly satisfied	10	10
Satisfied	15	15
Neutral	10	10
Dissatisfied	50	50
Highly dissatisfied	15	15
TOTAL	100	100

INTERPRETATION:
From the above table 3, it shows that 10% of the respond-

ents are highly satisfied that E –Recruiting makes an impact on the applicant.15% of the respondents are satisfied that E –Recruiting makes an impact on the applicant. 10% of the respondents are neutral that E –Recruiting makes an impact on the applicant. 50% of the respondents are dissatisfied that E –Recruiting makes an impact on the applicant.

FIGURE 3
IMPACT ON APPLICANT: IN PARTICULAR THE TRANSPARENCY SURROUNDING THE SUPERVISION OF DATA COLLECTION AND DISSEMINATION SYSTEM WHILE E_RECRUITING.
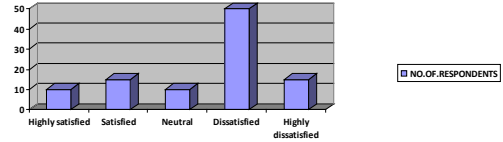

TABLE 4
E- RECRUITING DOES NOT GUARANTEE THE QUANTITY AND QUALITY OF CANDIDATES USING THE WEB BASED TOOL

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
YES	69	69
NO	31	31
TOTAL	100	100

INTERPRETATION:
From the above table 4, it shows that 69% of the respondents are given that YES the

E-Recruiting does not guarantee the quantity and quality of candidates.31% of the respondents are given that NO E-Recruiting does not guarantee the quantity and quality of candidates.

FIGURE 4
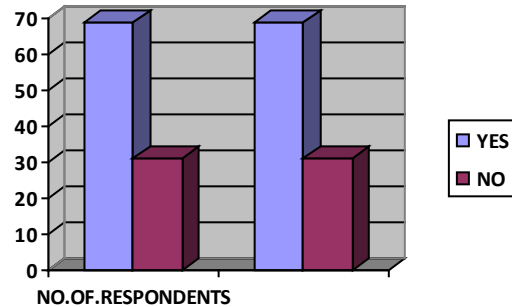**E- RECRUITING DOES NOT GUARANTEE THE QUANTITY AND QUALITY OF CANDIDATES USING THE WEB BASED TOOL**

TABLE 5
EMPLOYEES OPINION ON E-RECRUITING PLACEMENTS IN IT COMPANIES.

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
Highly satisfied	87	87
Satisfied	07	07
Neutral	03	03
Dissatisfied	02	02
Highly dissatisfied	01	01
TOTAL	100	100

INTERPRETATION:
From the above table 5, it shows that 87% of the respondents are highly satisfied that

E-Recruiting should be measured in terms of successful placements made.07% of the respondents are satisfied that E-Recruiting should be measured in terms of success-

ful placements made.03% of the respondents are neutral that E-Recruiting should be measured in terms of successful placements made.02% of the respondents are dissatisfied that E-Recruiting should be measured in terms of successful placements made.01% of the respondents are highly dissatisfied that E-Recruiting should be measured in terms of successful placements made.

FIGURE 5
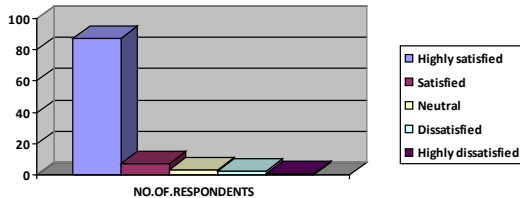**EMPLOYEES OPINION ON E-RECRUITING PLACEMENTS**

TABLE 6
ACCOUNTABILITY, VERIFIABILITY OF AN APPLICANT DATA IS A MAJOR CONCERN IN E-RECRUITING SYSTEM IN ORGANIZATIONS.

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
Highly satisfied	05	05
Satisfied	10	10
Neutral	05	05
Dissatisfied	60	60
Highly dissatisfied	20	20
TOTAL	100	100

INTERPRETATION:
From the above table 6, it shows that 05% of the respondents agree that accountability, verifiability of an applicant data is a major concern for E-Recruiting.10% respondents agree that accountability, verifiability of an applicant data is a major concern for E-Recruiting.05% of the respondents are neutral that agree that accountability, verifiability of an applicant data is a major concern for E-Recruiting.60% of the respondents are dissatisfied that accountability ,verifiability of applicants is a major concern in E-Recruiting system in IT organizations.

FIGURE 6
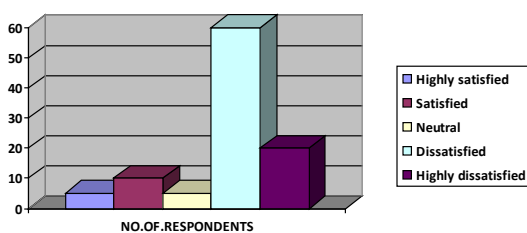**ACCOUNTABILITY, VERIFIABILITY OF AN APPLICANT DATA IS A MAJOR CONCERN IN E-RECRUITING SYSTEM**

TABLE-7
E-RECRUITMENT REQUIRES ORGANIZATIOS FOR MONITORING PROCEDURAL AND DISTRIBUTIVE JUSTICE COMPLICATIONS, THEREOF AS WELL AS EFFICIENTLY.

OPINIONS	NO.OF. RESPONDENTS	PERCENTAGE
YES	95	95
NO	05	05
TOTAL	100	100

INTERPRETATION:
From the above table 7, it shows that 95% of the respondents are given that YES that

Organizations should monitor procedural and distributive justice complications .05% of the respondents are given that NO that organizations should monitor procedural and dis-

tributive justice complication. .

FIGURE 7
E-RECRUITMENT REQUIRES ORGANIZATIONS FOR MONITORING PROCEDURAL AND DISTRIBUTIVE JUSTICE COMPLICATIONS, THEREOF AS WELL AS EFFICIENTLY.
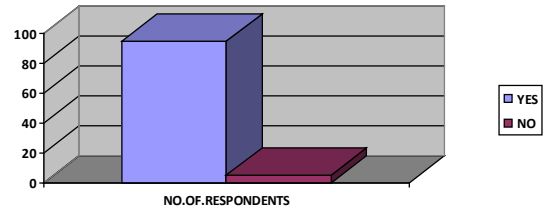

TABLE-8
E-RECRUITMENT IS HELPFUL FOR THE ORGANIZATION IN TIME REDUCTION AND LOW COST OF RECRUITMENT PER CANDIDATE.

OPINIONS	NO.OF.RESPONDENTS	PERCENTAGE
YES	75	75
NO	25	25
TOTAL	100	100

INTERPRETATION:
From the above table 8, it shows that 75% of the respondents are given YES that

E-Recruitment is helpful for the organization in saving time and recruitment cost per candidate.25% of the respondents are given NO that E-Recruitment is helpful for the organization in saving time and cost of recruitment.

FIGURE-8
E-RECRUITMENT IS HELPFUL FOR THE ORGANIZATION IN TIME REDUCTION AND LOW COST OF RECRUITMENT PER CANDIDATE.
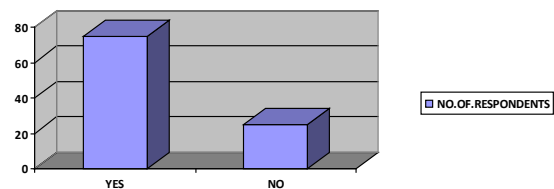
FINDINGS
➢ 69% of the respondents are highly satisfied that E-recruiting raises concern about the privacy of the candidates.
➢ 57% of the respondents are highly satisfied that E-Recruiting helps in selecting right candidate for right job.
➢ 69% of the respondents are given that YES the E-Recruiting does not guarantee the quantity and quality of candidates.
➢ 10% of the respondents are highly satisfied that E-recruitment makes an impact on the applicant in particular the transparency surrounding the supervision of data collection and dissemination system.
➢ 87% of the respondents are highly satisfied that E-Recruiting should be measured in terms of successful placements made.
➢ 05% of the respondents are highly satisfied that for Organizations accountability, verifiability of an applicant is a major concern in E-Recruitment system in organizations.
➢ 95% of the respondents are highly satisfied that E-Recruitment requires organizations for monitoring procedural and distributive justice complications, thereof as well as efficiency.
➢ 75% of the respondents are given YES that E-Recruitment is helpful for the organization in time reduction and low cost of recruitment per candidate.

CONCLUSION

Now days, the companies from one country can recruit the candidates from another country through E-Recruiting. In order to select the right person for a right job E-Recruitment will helps the organizations tremendously. It will helps to

identify the right person for a particular job from many job seekers vast geographic area which will help the company to call them for interview and select the candidate based on organizations selection process, if the HR and management go hand in hand to complete the process of E- Recruitment efficiently than it will bring great value to the company by recruiting the best candidate available in the market cost effectively.

REFERENCE K.Aswathappa, Human Resource Management, Fifth Edition ,Tata Mc Graw Hill | Publications, New Delhi | Snell,Bohlander, Human Resource Management, Second Edition ,Thomson | Publications, Delhi | K.Aswathappa, International Human Resource Management, Fifth Edition , Tata | McGraw Hill Publications, New Delhi. | P.SubbaRao, International Human Resource Management, First Edition , Himalaya | Publications, Mumbai.