



A study on employee satisfaction towards hiring process in IT companies with special reference to Coimbatore City

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Abstract

Hiring is the latest and convenient process of recruiting personnel with the use of advanced technology and web based resources. The main objective of the study is used to determine the factors influence the IT companies towards E-recruitment. The study is based on both primary and secondary data. Primary data were collected by well structured questionnaire From 10 IT companies in and around Coimbatore. The collected data was analyzed using Simple percentage, Chi-square. The study concludes that that e-recruitment is Boom to the HR managers of the IT companies but they also should concentrate on the recruitment challenges faced by them.

Keywords: E-recruitment, technology, internet, HR, personnel, selection, IT, companies, etc

Introduction

Employee satisfaction is a term that is used to describe if employees are happy and fulfilling their desires and needs at work. The crucial factor with employee satisfaction is that satisfied employees must do the job and make the contributions that the employer needs. The hiring process is the process of reviewing applications, selecting the right candidates to interview, testing candidates, choosing between candidates to make the decision and performing various pre-employment tests and checks An efficient and effective hiring process is a step-by-step process for hiring a new employee, whereby an organization identifies its talent needs, recruits from its talent pool and eventually hires the most qualified candidates.

Objectives of the study

- To analyses the satisfaction level of the employee are responsible for recruitment process
- To analyses the effectiveness of selection process in IT companies
- To study the recruitment and selection practices and various sources adopted in the IT companies
- To provide the suggestions for recruitment and selection process.

Need for the study

HR professional are increasingly playing the vital role of strategic business partners to achieve –

- In organization attitude are important because they affect job behavior.
- It workers believe for example that supervisors auditor bosses and time and motion engineers are all in conspiracy to make employees work harder for the same or less money, then it make sense to try to understand how these attitudes were formed, their relationship to actual job behavior, and how they might be changed.
- Page Hiring and Selection is an important operation in HRM, designed to maximize employee strength in

order to meet the employer's strategic goals and objectives.

- In short, Recruitment and Selection is the process of sourcing, screening, shortlisting and selecting the right candidates for the filling the required vacant positions.
- It becomes imperative for organization to become highly competitive and to remain in the business.

Limitations of the study

- The study is only limited to employees satisfaction in IT companies Coimbatore
- The study was on 150 selected employees, so their views need not be universal opinion.
- All the limitations of primary data are applicable to this study.
- The results of the study are based upon the views expressed by the recruiters of IT Companies.

Statement of the problem

The organization shortlist the applicants for the interview. The shortlisted applicants undergo through a process of Test and Interview. The HR department selects the Applicant based on the performance in the Test and Interview. Finally the recruited applicants are informed Recruitment and selection are the most critical and significant human resources function, unless the organization has the best available employees, it will not be able to grow and flour in the market. The statement Problem is that there are many factors of job stress that are impact on employee job satisfaction, employee's performance and productivity of the organization. The main objectives of the study are: To investigate the relationship between job stress and employee job satisfaction.

Review of literature

V. Indira, S. Rathika (2020) this research paper, studies the process of finding a job using the online recruitment. Sample size used was 50. It investigates the hiring and findings of a position. The study shows how online

recruitment is influencing the recruitment process of organizations.

Prajwal Kaushik (2019) in the research paper titled “E-Recruitment and Research on Employee satisfaction” Is examined and the objective is to conduct a survey and interpret the current trends relative to the employee Status and their satisfaction with their jobs using questionnaire and secondary sources. After conducting Statistical analysis such as Descriptive analysis and sampling analysis, Anova, Co-relation variables like Employee satisfaction, e-recruitment were considered. The study concluded that, job Satisfaction of an Individual is only partially dependent on Salary It is more dependent upon type of industry, location, Qualification.

Sadhu, 2018 the study was Optimizing the Recruitment Funnel in an ITES Company: An Analytics Approaching the Indian branch of a USbased SaaS Company spread across 9 locations

worldwide. Struggling with inefficient recruitment processes and a high employee turnover of 28%, the company faced huge challenge of attracting right candidates to fill open positions and build a talent pipeline. The Company also faced issues due to absence of an Applicant tracking system (ATS). Prior to adopting an applicant tracking system in 2017, they used to handle data in excel sheets. This created redundancy Because of multiple versions of data being available with multiple recruiters. This study focuses on client services (CS) department which is the largest Department in the company and has maximum issues in terms of hiring. Talent acquisition in the company begins by identifying.

Piana Monsur Mindia, Md. Kazimul Hoquego (2018) this research paper, studies the E- recruitment’s Technology acceptance model and its impacts on the job search and hiring of potential candidates. E-recruitment is effective because it cuts time and effort. It studies about how effective the E- recruitment is compared to traditional recruitment.

Thirupathi Chellapalli (2018) this research paper studies the process and adoption E-recruitment in India, Kolkata. This study mentions that organizations are using many recruitment strategies and process for their E-recruitment to attract qualified applicants like by combining newspaper ads with executive search and more.

Research methodology

The research methodology adopted for the present study has been systematic and was done in accordance to the objectives set, which has been discussed in the earlier pages.

Method of data collection study are

The study has been conducted in Coimbatore district in the state of Tamilnadu, in India.

Primary data

A primary data is a data. Which is collected for the first time for a particular to have more information. It is also called first hand data. Here the primary data was collected using the questionnaire.

Secondary data

The secondary data was collected from the company records, various magazines journals and various web sites.

Tools used for data analysis

The tools used for analysis the data collected for this study are:

- Simple Percentage Analysis
- Chi-square

1. Simple percentage analysis

Percentage base analysis helps to find which factors is significant among a number of factors.

2. Chi-square

A Chi-square statistics which is used to test the measure of expectations compare above or model result.

$$\chi^2_c = \sum \frac{(O_i - E_i)^2}{E_i}$$

Analysis and interpretation

1. Percentage analysis

Table 1.1: Gender

Particular	Frequency	%
a. Male	69	46.00
b. Female	81	54.00
Total	150	100

Source: primary data

Interpretation

The above table shows that 46% of respondents are male. 54% of respondents are female. Hence 54% of the respondents are female.

TABLE 1.2: Age group

Particular	Frequency	%
a) Below 25	25	66.67
b) 26 - 35	72	48.00
c) 36 - 45	50	33.33
d) Above 46	3	2.00
Total	150	100

Source: Primary Data

Interpretation

The above table shows than 66.67% of respondents are 48% of respondents are 33.33% of respondents are 2% of respondents are above. Hence (48%) of the respondents are 26 – 35.

Table 1. 3: Educational qualification

Particular	Frequency	%
a. HSE	5	3.33
b. Graduate	54	36.00
c. Post graduate	88	58.67
d. Other	3	2.00
Total	150	100

Source: Primary Data

Interpretation

The above table shows that 33.33. Of respondents are 36% of respondents are 58.67% of respondents are 2% of respondents are another. Hence (58.67%) of the respondents post graduation.

Table 1.4: Marital status

Particular	Frequency	%
a.Single	91	60.67
b. Married	59	39.33
Total	150	100

Source: Primary Data

Interpretation

The above table shows that 60.67% of respondents are Single. 39.33% of respondents are married. Hence 60.67% of the respondents are single.

Table 1.5: Designation

Particular	Frequency	%
a) Staff	23	15.33
b) Team Leader	68	45.33
c) HR	48	32.00
d) Manager	9	6.00
e) Other	2	1.33
Total	150	100

Source: Primary Data

Interpretation

The above table shows that 15.33% of respondents are staff. 45.33 Of respondents are team Leader. 32.00%. of respondents are HR. 6% of respondents are manager. 1.33% of respondents are other. Hence (45.33%) of the respondents are team Leader.

II. Chi- square

A. Gender * position obj specification in the recruitment process

Crosstabulation

Count	Position obj specification in the recruitment process			Total
	1	2		
Gender	1	47	22	69
	2	67	14	81
Total		114	36	150

Chi-Square Tests

	Value	def.	Asym p.	Exact	Exact
			Sig.	Sig.	Sig.
			(2- sided)	(2- sided)	(1- sided)
Pearson Chi- Square	4.354a	1	.037		
Continuity Correction	3.591	1	.058		
Likelihood Ratio	4.359	1	.037		
Fisher's Exact Test				.054	.029
Linear-by-Linear Association	4.325	1	.038		
N of Valid Cases ^a	150				

- a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.56.
- b. Computed only for a 2x2 table

Interpretation

The above Chi-square table depicts that the observed value (4.354). Is lesser than the Chi-square table value at 5% level of significance.

Therefore, the null hypothesis is accepted. There is no significant relationship between the Gender and position of specifications in the recruitment process.

A. Age and working experience

Crosstab						
Count						
Working condition in your work place						
		1	2	3	4	Total
Age	1	6	13	5	1	25
	2	11	36	25	0	72
	3	15	20	15	0	50
	4	1	0	2	0	3
Total		33	69	47	1	150

Chi-Square Tests

Value	D f.	Asymp. Sig. (2-sided)
Pearson Chi-Square	a	.168
Likelihood Ratio	12.703	.177
Linear-by-Linear Association	.120	.730
N of Valid Cases	150	

a. 7 cells (43.8%) have expected count less than 5. The minimum expected count is. 02.

Interpretation

The above Chi-square table depicts that the observed value (12.884). Is higher than Chi-square table value at 5% level of significance therefore the null hypothesis is accepted. There is no significant relationship between the age and working condition in the work place.

Finding

Percentage analysis

- The majority of respondents in Gender female (54%)
- The majority of respondents in age 26-35 (48%)
- The majority of respondents in Education post Graduation (58.67)
- The majority of respondents in Marital status Single (60.67)
- The majority of respondents in Designation Team leader (45.33).

Suggestions

- Recruitment much be done by analysing the job firstly which will make it easier and will be beneficial from the company point of view.
- More emphasis should be given on internet and advertisement so that more and more candidates apply for the jobs and it will be easy to find the right employee among them
- The recruitment and selection procedure should not be too lengthy and time consuming.
- Company should try to use the internal

- recruitment process first because it incurs less cost and acts as a motivational factor to the employees.
- Provide training to employees so that they get better knowledge, skills and attitude.
- Company should amend some parts of their HR for better effectiveness.

Conclusion

IT company has to consider internet sources for recruitment of employees so that it could motivate the employees. Employees are also well aware about the various sources and methods of recruitment and selection. Hiring is the group of activities and lengthy processes used to legally obtain a necessary number of skilled people at the right work and time, so that, the employee and the companies can select each other, in their own best, suitable and future interests. The recruitment process Provides the companies with a large number of potentially qualified candidates from which, brilliant and convenient selection can be made to fill the vacancies HR are facing the challenges with stiff competition and advancement of technology and innovation are required in every aspect of the work. So, they have more responsibility to suit best person for the correct job. Now days hiring plays an enormous role in the selection process. Even though hiring Helps many companies to find their employees, it also lot of challenges and problems, The study Concludes that that hiring is boom to the HR managers of the IT companies but they also Should concentrate on the hiring challenges faced by them.

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