

“A Study On Satisfaction Of Recruitment Practices And Policies Of Food Corporation Of India, Regional Office, Chennai.”

By Vishwapriya

Research Supervisor- Dr. Farhat Mohsin, Professor.

Faculty of Management Studies

Manav Rachna International Institute Of Research And Studies

Abstract

“A company's human resource strategy and competitiveness are inextricably linked to recruitment. A crucial resource that might be a strategic advantage for the company or a core competency is competent human resources in the appropriate roles. The goal of the hiring process is to find enough qualified candidates in a sufficient number of positions to help the company accomplish its goals and objectives. With the same goal in mind, recruiting aids in the creation of a pool of prospective workers for the business, from which management may pick the ideal individual for the right role. Recruitment acts as a link between the employers and the job seekers and ensures the placement of right candidate at the right place and at the right time. In order to meet an organization's requirement for a competitive, motivated, and adaptable human resource that can aid in achieving its goals, recruiting acts as a critical stage. The focus of the current study is the recruiting procedure used by Food Corporation of India. The goal of this research is to observe the company's recruitment methods”.

Introduction

You wouldn't assume that the recruiting industry operates in the manner it does now that it was founded in the 1940s. Its strong dependence on technology obscures historically significant

patterns of recruitment growth. As a result of World War II, recruitment began. Gaps appeared in the workforce as troops were summoned to serve in combat. From this point on, employment agencies emerged, and they started to advertise for those who were not drafted into the military to replace the jobs that those who went to war left behind. Once the war was finished, recruiting agencies kept looking for jobs for returning service members, utilizing the new skills they had learned during their absence.

In the 1950s, people started including their personal profiles and skill sets on their resumes. At the beginning, a consultant's goal was to meet the needs of the applicants, but around 1970, the emphasis changed.

“As the economy expanded, recruiters started working with clients as these growing companies started outsourcing their employment requirements. Due to the lack of contemporary technologies and the internet, the recruiting sector had a totally distinct procedure. Bulletin boards were initially the primary recruitment tactics, and they eventually gave way to paid newspaper adverts. The hiring process was reliant on word-of-mouth and in-person applications. However, keeping this data proved to be a laborious effort because CVs were housed in bulk paper files, making it impossible to access and filter through applications. With the advent of candidate databases and Application Tracking Systems (ATS), which could store and search through applications more faster and more efficiently, the introduction of the computer lessened the workload for recruiters and streamlined the hiring process”.

“With the advent of the World Wide Web in the middle of the 1990s, recruiters could move their advertising away from traditional channels like newspapers and look for people and jobs throughout the globe. This is when "head-hunting" as a notion truly took off. A few years later, social networks made it even simpler to find people with strong skill sets. Networks like LinkedIn, which dedicate themselves to both employers and candidates, function like an online dating service for jobs, allowing you to quickly search through your options and find your ideal match”.

“Although newspapers are still used to advertise jobs, with particular pull-outs devoted to the job market, the quick development of technology has allowed recruiters to store applicants and quickly find them when they see a job opening, speeding up, streamlining, and lowering the cost of the process. The state of recruiting is uncertain”. Smaller firms are able to headhunt for

themselves, cut out the middleman, and save the fees of an agency as social networking and internet-based resources spread internationally and more quickly than before. The companies that try to provide clients with just the top prospects are the agencies like Opus. following the unique requirements and specialty markets related to a given position. Recruiters now have additional avenues to connect with a worldwide applicant market thanks to the proliferation of online recruiting firms. With the aid of e-recruitment firms, a new need for an automated database solution emerged, giving rise to what is now known as the “ATS (Applicant Tracking System)”.

“The phrase "Application Tracking System" was widely used in the business by the decade's conclusion. An ATS's main purpose is to give a company's recruitment efforts a central place and database where all of the candidate's information, from sourcing through hiring, is available. Most of the e-recruitment agencies decided to upgrade themselves to evolving requirements, converting them into a fully automated recruitment solution — ATS. The methods used by recruiters to contact prospects have altered as a result of Web 2.0, the expansion of social media, and the usage of mobile technologies. The candidates were now given access to a Twitter/Facebook post with a URL link to the job description. Companies were courting talent with PowerPoint and video commercials”.

Many people say that this process is broken, but in our opinion, it has always been ruptured. It doesn't help to repair the recruiting process by switching from pen and paper to agencies to ATS. A social recruiting approach would involve doing the entire hiring process over social media, or at the very least, using a mobile device. “An automated system that recruits a candidate in a "real social sense" from social media, a smart system that uses artificial intelligence to analyze applicant performance, and an ATS that analyses candidates' competence objectively”.

“The Indian government established and oversees the Food Corporation of India. In accordance with the Food Corporations Act of 1964, the Food Corporation of India (FCI) was established on January 14, 1965, with its initial district office in Thanjavur, the rice bowl of Tamil Nadu, and its headquarters in Chennai (eventually moving to Delhi).” :

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1. Successful monetary stimulus initiatives to protect the needs of disadvantaged farmers
2. Countrywide foodgrain distribution for the Public Distribution System (PDS)
3. Ensuring National Food Security by keeping an adequate level of operating and reserve inventories of foodgrains.
4. Control market prices to give customers foodgrains at a dependable value.

“It is one of the biggest organizations in India and perhaps the biggest in Asia (second largest in the world) in terms of supply chain management. It has 24 Regional offices and 5 Zonal offices to carry out its operations. The Food Corporation of India acquires around 15–20% of India's wheat production and 12–15% of its rice production each year”.

“At the prices set by the Indian government, purchases are made from farmers. This price is known as MSP (Minimum Support Price). Any amount may be purchased by FCI (Food Corporation of India) as long as the stock meets FAQ (Fair Average Quality) requirements for FCI. There is no volume restriction on purchases”.

Recruitment in Food Corporation of India

In FCI, the term "recruitment" refers to the entire process of finding, shortlisting, choosing, and hiring qualified individuals for positions (either permanent or temporary) within a company.

“Selection procedures for people to fill unpaid positions are sometimes referred to as recruitment. Recruiting may be handled by managers, human resource generalists, and recruitment experts, but in certain instances, commercial employment agencies, public employment agencies, or specialised search consultancies are hired to handle specific aspects of the process. Technologies based on the internet that assist with all facets of hiring have become the norm”.

Purpose or Objectives of Recruitment

Employers and workers are connected through the recruitment process. The following are FCI's recruitment goals:

- Encourage a growing number of candidates to submit applications to the organisation.
- Create a favorable perception of the hiring process.
- Establish a talent pool of applicants to make it possible to choose the finest ones for the firm.

- In order to engage and attract talent, the business must accomplish its overall organization.
- Recruit more job prospects for the least amount of money.
- Find the suitable candidates who will contribute to the culture of the business and its aims.
- “Identify the organization's present and future needs in combination with its job analysis and people planning processes”.
- It increases the success percentage of the selection process by lowering the number of blatantly underqualified or overqualified job seekers.
- Why It helps to lessen the possibility that activity applicants who have already been chosen and enrolled may depart the company soon.
- “Fulfill the organization's legal and social obligations with regard to the workforce's synthesis”.
- Start identifying and preparing prospective employees who will be qualified prospects.
- Temporarily and over the long term, improve the way various choosing systems are organised and how each individual performs.
- Assess the efficacy of various recruitment strategies and sources for all kinds of job candidates.

Main methods of Recruitment in FCI

“These methods are followed in almost all the organizations, government or private. Private sector also utilizes services of third party, whereas government has dedicated commission for the same”. Below is list of methods followed for recruitment by Government and Associated Departments.

- **Recruiting Directly**
- **Contracting short term employees**
- **Providing promotion to individuals working**
- **Taking employees back on role**

- **On the basis of deputation**

With reference to above points lets discuss on the following and deep dive into the following.

Direct Recruitment: Employers in the private sector typically use this form of hiring, which involves conducting on-site hiring drives through job fairs or an internal placement cell. Direct hiring refers to hiring that is open to all applicants rather than only certain applicants, such as former service members, retirees, present workers, etc.

Contractual or project-based hiring: Numerous government entities frequently recruit knowledgeable and skilled personnel for short-term, mostly research-based projects. The government agency may decide to prolong this hiring process if necessary, or these agreements may automatically expire once the project's allotted time has passed.

Promotion: The higher-level positions in government offices are filled through promotions so that the candidate's experience can be fully utilised for the specific work. This is another significant and effective method of recruiting to various government organisations on the basis of experience for a specific job.

Re-employment: This strategy involves offering job opportunities to applicants from various departments who are set to retire or be moved within a year in order to make use of their operational and management abilities. Such recruiting is frequently done for critical positions and duties.

Absorption: The post is considered to have been filled via the method of absorption when an officer operating outside the cadre or outside the direct route of promotion is routinely absorbed in the post/grade.

Deputation/Short-Term Contract: An officer is said to be on deputation or on a short-term contract when he is appointed from outside the cadre or from outside the direct path of promotion for a little period before returning to his parent cadre. These hiring processes are

frequently used for higher level positions including those in education, science, and technology. The government is also recruiting for these positions at the same time.

Process of Recruitment at FCI

1. Know what you need

The secret to achieving your goals? being aware of your search criteria. That's when careful preparation comes into play. Because you'll be able to quickly ascertain who has the expertise necessary to effectively complete the function, making sure you have a thorough grasp of the role you are recruiting for will make the remainder of the recruitment process simpler and faster. Moreover, it guarantees that applicants have a defined purpose and predetermined objectives for the role before they start, eliminating any doubt about how they fit into larger corporate goals.

Key questions to answer:

- “Why is a new employee needed”?
- “What duties and responsibilities will the successful candidate have”?
- “What skills or abilities are required to succeed in the role”?
- “Where does this role fit within the wider business structure”?

2. Prepare the job description and person specification

When job searchers discover your opening, they will read them as one of the first things. It's important to spend time on these two papers before going on to the following stages of the recruiting process since doing so will help you attract the suitable candidates. “To convey a clear understanding of what the role entails, as well as a sense of who they would be working with and what success looks like, try to mention important duties in the job description. Human requirements make it easier to describe the kinds of abilities and perspectives that will be successful in the position”.

1. Choose where to advertise and create tender and Auctions

Advantages of employment sites: a simple approach to make your opening widely visible to thousands of registered job searchers.

Cons: You could have hundreds of resumes to sort through, and you'll probably get a lot of sporadic applications because individuals "spam" their resumes in an effort to be seen.

Internal Benefits: "You might be able to find the person you're seeking for right around the corner! Reducing time and money on hiring expenses, inspiring workers with opportunities, and already being a part of the company's culture and rhythm".

Cons: For some jobs, bringing in a new viewpoint or set of talents might assist your team's capabilities grow.

Social media

Benefits: With more than 350 million professionals present, LinkedIn is the top social network for recruiting and screening prospects, surpassing Facebook and Twitter. LinkedIn also enables precise content targeting to the skills and knowledge necessary for a position.

Cons: You need to have high-quality information on your company website since prospects will use it to decide if you're the ideal employer for them as well as for you.

2. Review your applications and create an inspecting team

"Excellent applicants should swiftly and succinctly describe how their background fits the position that is open. In order to refresh your memory on what you are searching for, go back and read your job description and person specification. Don't feel terrible about programmes that read scans. Your candidates must demonstrate their suitability as soon as feasible. And after reviewing 100 CVs, you'll be able to recognise the exceptional applicants a mile away, believe us. Inhale deeply, then plunge in. You will always get wildcards, regardless of how properly your job description and person specification were written. Furthermore, they shouldn't always be dismissed. Prudent adaptability can sometimes pay financially".

3. Conducting interviews or Written examinations

“The interview stage is the crucial period that gives you priceless contact time with your applicants. To get the most out of the talk, preparation is essential. Enter the knowledge of the talking topics that are most crucial to discuss, such as the highlights from their resume or application, and of course, the essential qualifications for the position. Via modern video technology, the interviewing process is likewise undergoing a rapid transition. Like with any customer, candidates are expected to have increased expectations for easy-to-use mobile experiences with a smooth transition between digital and physical engagements with a company. It's important to consider how modern tools and technology might improve the hiring process for candidates. Speak with one of our advisors if you're unsure about where to start”.

“FCI Application Fee - A applicant must submit an application fee of Rs. 350. You must pay Rs. 410 if you choose to pay the amount using E- Challan. The beginning of August 2017 is the projected start date for the online application. Applicants must often check this page to be informed about the release of the FCI 2017 notice”.

“FCI 2017 Exam Pattern - 120 Multiple-Clause Candidates applying for the Post Codes A "Junior Engineer (Civil Engineering)", B "Junior Engineer (Electrical Engineering)", C "Junior Engineer (Mechanical Engineering)", F "AG-III (General)", G "AG-III (Accounts)", H "AG-III (Technical)" & I "AG-II" will be asked questions from the General Aptitude section, which includes reasoning, data analysis, English language, computer proficiency, general”.

“Paper-II (Duration-90 minutes): Candidates applying for the Post Code A "Junior Engineer (Civil Engineering)", Post Code B "Junior Engineer (Electrical Engineering)", and Post Code C "Junior Engineer (Mechanical Engineering)" will be given 120 Multiple Choice Questions on Civil Engineering, Electrical Engineering, and Mechanical Engineering to test their technical knowledge of the relevant stream. Candidates applying for the Post Code G "Assistant Grade-III (Accounts)" will be given 120 multiple-choice questions on commerce, namely from the fields of general accounting and finance, to gauge their technical understanding of the appropriate stream”.

To evaluate the post-specific technical competence in the relevant stream, applicants applying

for the Post Code H "Assistant Grade-III (Technical)" will be given 120 Multiple Choice "Questions on Biological Sciences".

"Paper-III (Duration-90 minutes): Candidates applying for the Post Code D "Assistant Grade-II (Hindi)" and Post Code E "Typist (Hindi)" will be asked 120 Multiple Choice Questions on General Hindi, General English, General Awareness, General Intelligence, and Computer Knowledge. Paper IV (90 minute time limit)":

Candidates applying for the Post Code D "Assistant Grade-II (Hindi)" will be required to submit passages—one each from Hindi to English and vice versa—as well as two essays—one in Hindi and one in English.

"Just Paper - III of the written test is needed of candidates seeking for the position of Hindi Typist. On the basis of their performance in Paper III, candidates will be shortlisted, and those candidates will next take a Hindi typing exam to determine who moves on to the skill/typing test. Using the website, candidates will feel intimidated about the same".

(www.fcijobsportal.com). Based on the candidate's performance in the skill test, a final merit list will be created. There will be ten times as many applicants summoned for the skill test as there are openings for Hindi Typist positions (subject to availability). If not enough candidates are available to fill the openings, the Competent Authority may generate a second list of candidates for the skill test based on the results of Paper III. Based on their performance in Paper III, applicants for AG-II (Hindi) positions will be shortlisted for examination of Paper IV.

"For Paper-IV, there will be a minimal passing score. Applicants will be considered for final selection if they receive the minimum qualifying marks. The applicants' final selection will be based on their performance in Papers III and IV, provided they meet the minimum requirements. minimal requirements for paper IV. For applicants on the merit list, Paper IV will be examined".

The written test's question papers will be multilingual, in both English and Hindi.

1. Checking references, drawing up a contract and offering the job
2. After your top applicants have been narrowed down, it's time to verify their references. Many businesses skip this stage in the hiring process, but it's crucial to verify a candidate's past to make sure they are who they say they are. (Hiring the incorrect individual might be quite

expensive.) If everything is in order, you must draught an employment contract. A template that can be modified for the wage, number of vacation days, working hours, and duties will probably already exist. If not, we can handle it on your behalf. The exciting part follows. Offer the position.

3. Welcome your new rising star as they settle in

Being the new person may be unpleasant, challenging, and uneasy. Here are our top suggestions for creating a pleasant workplace environment, establishing a positive first impression, and earning significant customer loyalty by going above and beyond to assist your new hire with settling in:

Some important documents required for recruitment as followed by central government

- 1) Annexure – I Physical test for the recruitment of security guards
- 2) ESIC Form-6 for Register of Employees

“Documents such as a diploma from high school, an Adhaar card, and a Pan card will be accepted. If you want an age reduction, a central government employment certificate and NOC are required. 3. Residential Proof: Valid proofs include your PAN card, passport, Adhaar card, and ration card”.

Education Certificate: If the job's minimum qualification is a 10th-grade pass (metric or SSC), you must present your 10th-grade pass certificate. Moreover, candidates must present their 12th grade diploma if the position is for HSC graduates.

Age Proof: If a job is for a specified age group, a birth date or age verification certificate will be required. The following documents are acceptable: a diploma from high school, an Adhaar card, and a Pan card.

Your pan card, passport, Adhaar card, ration card, Bonafite certificate, and power bill are all acceptable forms of residential proof.

“Cast Certificate: A cast certificate is necessary if you want to receive other cast benefits, especially for minorities. Employees from OBC castes must present an OBC certificate in the government of India's prescribed format, indicating their status as Creamy Layers”.

Ex-Servicemen: A discharge letter will be required in this situation.

“Category for people with disabilities: If you're applying in this category, you need an OH/VH/HH certificate.

Sports Quota: A certificate proving your sport quota must be shown.

Photos: Typically, applications for jobs must include passport-size pictures as part of the application process.

should adhere to all guidelines and requirements set out in the 1964 Food Corporation Act

“The 1964 FOOD CORPORATIONS ACT An act to form food corporations for the trade of grains and other foodstuffs, as well as for things related to and incidental to such commerce. 1. Brief title, scope, and start”.

- (a) encourage the production of foodgrains and other foods by whatever measures it deems appropriate;
- (b) “set up, or assist in the setting up of, rice mills, flour mills and other undertakings for the processing of foodgrains and other foodstuffs”, and
- (c) discharge such other functions as may be prescribed or as are supplemental, incidental

2.3 Objectives of the Study

The objectives of the study are:

1. To study and analyze the recruitment practices and policies of “Food Corporation of India”.
2. To assess the challenges associated with the recruitment practices of “Food Corporation of India”.
3. To identify factors to improve recruitment and selection practices at “Food Corporation Of India”.
4. To Provide suggestions for an effectual recruitment process.

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1.1 REVIEW OF LITERATURE

Richardson and Margaret (2000) “Some of the tactics that organisations may and do use to guarantee the availability of the best possible pool of competent candidates from whom they can fill the vacancies as and when necessary were disclosed in their research "Recruiting Strategies Managing/Effeeling the Recruitment process." It will list the benefits of each tactic, underline its disadvantages, and make recommendations for assuring its effectiveness. The data show that innovative methods of recruiting are being adopted across the board in public services. Several regions still utilise manual tactics, but as automated techniques spread, the mechanism that enables their usage will grow in favour. Despite the tactics chosen, the goal is to get the most qualified, dedicated people into the organisations, ensuring that the public is served promptly and effectively, that the items are consistently of high quality, and that the organisation realises the goals for which it was founded”.

“Landis and Rozelle” (2002) According to their study, "An Investigation of the Connection Between Usage of the Internet as a Recruiting Source and Student Attitudes," the goal of the hypothesis was to determine how closely candidate Internet use during recruitment was connected to post-entry views. According to the research on organisational recruiting that is currently available, a key assumption was that candidates would see Internet recruitment as providing less realistic information than informal modes of recruitment. The data did not support the hypothesis. Finally, suggestions for future research involving theory building and Internet recruitment are offered.

Breugh (2008) “He evaluated studies on recruiting themes that have gotten a lot of attention in his article, "Employee Recruitment: Existing Knowledge and Essential for Future Study" (e.g., recruitment methods, realistic job previews). The author also touches on issues that have gotten less attention but have the potential to be very significant (such as targeted recruiting and the site visit). While addressing these subjects, factors related to job applicants (such as self-insight) that ought to affect how a company performs the hiring process but are commonly disregarded are examined. Important areas for more investigation are recommended repeatedly throughout the

text.”

Isaac and Ganuza (2008) “The training and recruiting practises in a two-period model that nests were explored in the research "Recruitment, training, and career concerns." There are two types of production: "regular" work, in which aptitude and effort serve as stand-ins, and "creative" labour, in which they complement one another. Different methods of enhancing average ability have opposing effects on agents' anxieties about their careers. Teaching to the bottom has the opposite impact of increasing agents' career worries whereas teaching to the top or finding star performers does. The essay also offers some observations on reputation-building models”.

Chen (2005) “His study, "External Recruitment as an Incentive Device," demonstrates that even from the perspective of incentives, external recruiting may play a beneficial function. Negative actions in the form of sabotage are a useful tool to compete, in particular if promotion is dependent on relative performance. As a result, the company's performance and the efforts of the personnel are ineffective. By lowering the marginal return on negative activity in comparison to that of productive activity, external recruiting can restore employees' incentives to participate in negative behaviour and improve the performance of the company”. Moreover, it demonstrates that, even when questionable behaviour is not a problem, external hiring can occasionally prevent the equilibrium of shirking or worker collusion.

Nath (2010) The author's goal in this paper is to evaluate the level of overall satisfaction with IIRM practises of APL as perceived by the state level P,SIJs in Florida. The study is titled "Satisfaction of Human Resource Managementauxgerrent Practices and performance in state level P,SIJs in Florida: A case study."

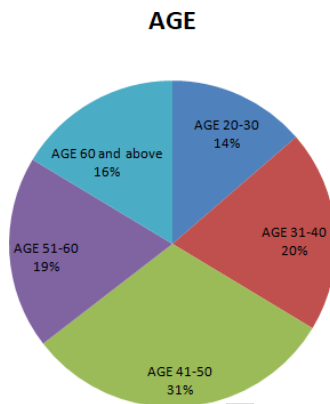
“Human resources, or APL's internal client Although the organization's HRM procedures are generally well-liked, it has been found that their performance falls short of expectations. 640 respondents were gathered for the study's data using a questionnaire. T-test and ANNOVA tests were used to formulate and examine a hypothesis. The data show that the overall satisfaction with HRM procedures decreases when the gap between expectation and experience in HR skill appraisal widens. Similar to this, it has also been shown that there is a negative correlation

between overall satisfaction with HRM practises and the size of the gap between expectations and experiences in the post-performance HR scenario.

Zottoli, Michael and Wanous (2000) “They provide insight on how the effectiveness of recruitment sources has largely been evaluated by looking at turnover or job survival rates and job performance in their research Recruitment Sources Research: Present Status and Future Directions. The best sources include existing workers, internal job advertisements, and rehiring former employees, according to the majority of narrative evaluations and all five quantitative reviews. The least successful sources include newspaper advertising, school placement services, and job agencies. Walk-ins have been somewhat less productive (government or private). Six theories for this trend have been put forth during the past 50 years. Here, they are analysed and summarised. Based on the impact sizes from our met analysis, we estimate the practical value of hiring from effective sources. The results show that most studies did not carry out legitimate assessments of mediation. Even those who did frequently came to differing conclusions. It is not unexpected that there is little consistency given the range of metrics employed for realism and the sheer number of distinct variables utilised to test the individual differences hypothesis. The realism theory has often garnered the greatest support since internal, informal sources appear to offer more accurate information than external, formal ones. Recent research that used realistic data as a mediator of the link between recruitment sources and efficacy have been rare. Few of them used rigorous statistical testing. This is the most powerful type of test that can be performed. These few research looking for mediation have, however, produced conflicting finding.”

4.1 RESPONSE ANALYSIS

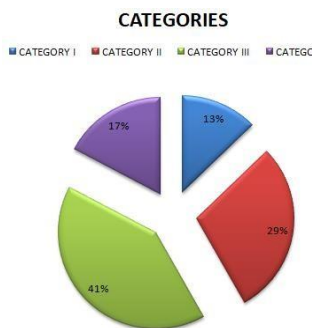
Q 1) AGE OF THE RESPONDENTS



AGE	20-30	31-40	41-50	51-60	60 AND ABOVE
RESPONDENTS	15	22	34	21	18
PERCENTAGE	14%	20%	31%	19%	16%

From a total of 110 respondents we analysed that our survey conducted varies amongst different age groups at Food Corporation of India. Thus, most of our respondents were from age group 41-50 with 31% of the rest followed by age group 31-40 with 20% and 60 and above being 16% of the total population. The least number of respondents were recorded from age group 20-30 as 14%.

Q 2) WHAT ARE THE DIFFERENT CATEGORIES AT FCI



CATEGORIES	CATEGORY I	CATEGORY II	CATEGORY III	CATEGORY IV
RESPONDENTS	15	22	34	21
PERCENTAGE	14%	20%	31%	19%

Food Corporation of India, recruits employees on the basis of categories. From a total of 110 respondents, the categories and the percentages of each being

Category I – Recruitment of Directors, AGMs and DGMs. That constitute of 14% of the total

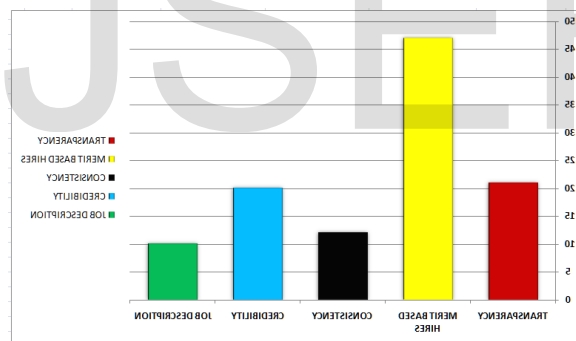
Category II- Recruitment of Supervisor and Managers that constitute of 20% of employees.

Category III – Recruitment of Assistants and clerks constituting 31% of total hiring Category IV – Recruitment of Supporting staff and Watchmen with a total of 19%.

Thus, as shown above, the highest percent of recruitment is that of category III i.e. 31% from the total of 110 respondents and the least being 14% of employees i.e. category I that of recruitment of Directors, AGMs and DGMs.

Q 3) MARK YOUR MOST PREFERRED CHOICE. RANK THE FOLLOWING.

Rank the most preferred to least preferred factor for which you think your organization require a good Recruitment Practice or Policy.



RANKING	TRANSPARENT	MERIT	CONSISTENT	CREDIBLE	JD
RESPONDENTS	21	47	12	20	10
PERCENTAGE	19%	43%	11%	18%	9%

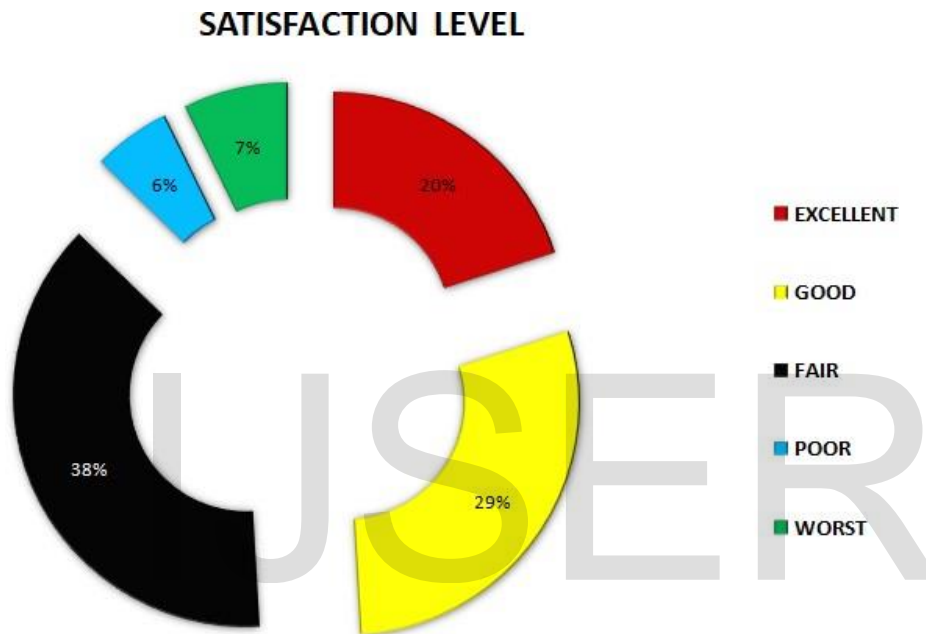
As seen in the above bar graph, from the total of 110 respondents response collected from Food Corporation of India, we notice that people have ranked different reasons for a good recruitment practice or policy of the organization. Thus, according to the graph above most of the people choose to have Merit based hires, thus 43% of the employees feel that having a merit based hired will be beneficial for an effective recruitment policy or practice. Further as we move along, the second

ranking has been taken over by transparency. Employees feel to have transparent process .

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Finally Credibility, Consistency and Job Description have been considered third, fourth and fifth rank respectively. The least rank being Job Description at 9%

Q4) ON THE BELOW MENTIONED SCALE OF HOW WILL YOU RATE THE SATISFACTION OF USING RECRUITMENT PROCESS OF FOOD CORPORATION OF INDIA



SATISFACTION LEVEL	EXCELLENT	GOOD	FAIR	POOR	WORST
RESPONDENTS	22	32	42	6	8
PERCENTAGE	20%	29%	38%	6%	7%

As seen in the above pie chart breakage, final results from the survey have been identified. We wished to analyse the satisfaction of the recruitment cum hiring process and we see that from a

total of 110 respondents, maximum of 38% of the employees feel that the process was fair. They feel so because there are still some flaws in the process that need to be looked upon.6% and 7% of the employees in the organization feels dissatisfied with the whole process. They have a few suggestions that will be mentioned in the findings and suggestions content. Thus their experience with the FCI hiring was poor and worst.

On the whole 20% and 29% of the employees feel that the recruitment process was excellent and they feel satisfied with the whole practices and policies followed by the organization.

4.2 HYPOTHESIS TESTING

1) **NULL HYPOTHESIS** – There is no association between the Category of Employees and Quality of Resumes.

ALTERANTIVE HYPOTHESIS - There is some association between the Category of Employees and Quality of Resumes.

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	69.471	1	69.471	253.222	.003 ^a
Residual	29.629	108	.274		
Total	99.100	109			

a. Predictors: (Constant), CATEGORY OF EMPLOYEES

b. Dependent Variable: QUALITY OF RESUME

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		

(Constant)	4.498	.147		30.626	.001
CATEGORY OF EMPLOYEES	-.763	.048	-.837	-15.913	.002

a. Dependent Variable: QUALITY OF RESUME

The p-value for each term tests the null hypothesis that the coefficient is equal to zero (no effect). A low p-value (< 0.05) indicates that we can reject the null hypothesis. In other words, as our sigs .003 which is < 0.05 we reject the null hypothesis.

Thus, by accepting H1, we come to a conclusion that there is some relationship between the Category of Employees and The Quality of the resumes.

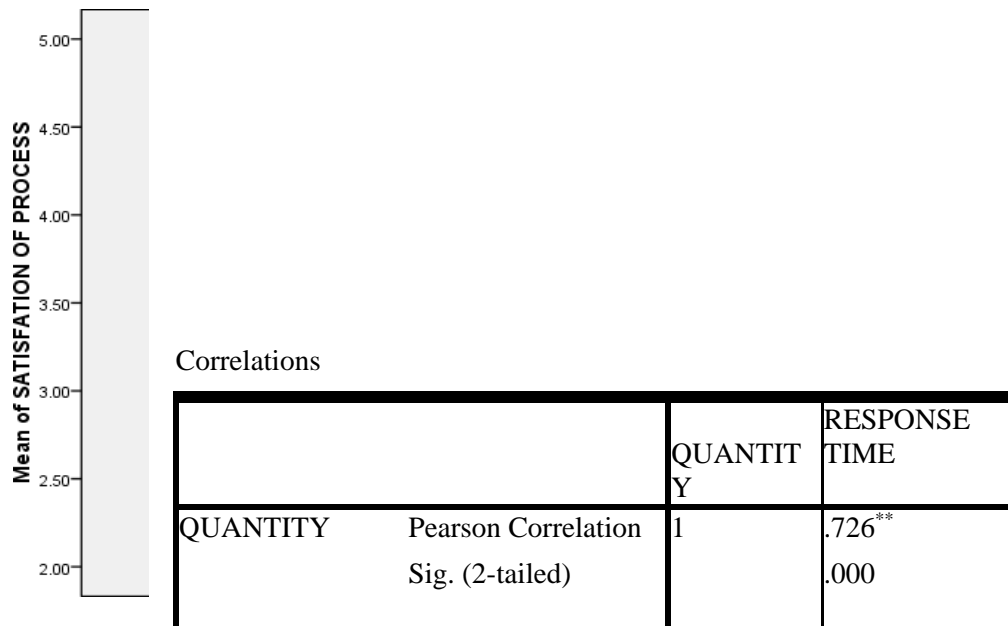
2) **NULL HYPOTHESIS** – There is no association between the Satisfaction level of employees and the category of Employees

ALTERANTIVE HYPOTHESIS - There is some association between the Satisfaction level of employees and the category of Employees

ANOVA

SATISFATION OF PROCESS

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	76.736	1	76.736	151.354	.001
Within Groups	54.755	108	.507		
Total	131.491	109			



The interval plots show the following: Each dot represents a sample mean. Each interval is a 95% confidence interval for the mean of a group. We can be 95% confident that a group mean is within the group's confidence interval. The p-value is less than the significance level, thus we reject the null hypothesis and conclude that not all of population means are equal.

In such case we accept the alternate hypothesis and come to a conclusion that there is some association between the Satisfaction of Employees and Category of Employee

3) NULL HYPOTHESIS – There is no association between Quantity of Resumes and Response Time taken from the Organization.

ALTERANTIVE HYPOTHESIS - There is some association between Quantity of Resumes and Response Time taken from the Organization.

N	110	110
RESPONSE TIME	Pearson Correlation	.726**
	Sig. (2-tailed)	.000
N	110	110

** . Correlation is significant at the 0.01 level (2-tailed).

The p-value tells you whether the correlation coefficient is significantly different from 0. (A coefficient of 0 indicates that there is no linear relationship.)

P-value $\leq \alpha$ (Significance Level): The correlation is statistically significant

If the p-value is less than the significance level, then you can conclude that the correlation is different from 0.

Because $p < .05$, reject the null of no relationship and conclude that the relationship is statistically significant.

Thus, there are no linear Relationship between Quantity of Resumes and Response timetaken by the organization

4) **NULL HYPOTHESIS** – There is no association between assistance provided by the employees and Information about Recruitment declared Internally

ALTERANTIVE HYPOTHESIS - There is some association assistance provided by the employees and Information about Recruitment declared Internally

		EMPLOYEE ASSISTANCE					Total
		HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	
DECLARED INTERNALLY	YES	19.8	61.4	23.8	27.7	65.3	198.0
	NO	10.2	31.6	12.2	14.3	33.7	102.0

Total	30.0	93.0	36.0	42.0	99.0	300.0
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DECLARED INTERNALLY * EMPLOYEE ASSISTANCE Crosstabulatio

Chi-Square Tests

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.20.

The significance of the Pearson Chi-Square is .001 and .002 which is under 0.05, so H0 is rejected and therefore H1 is accepted. This means, there is some association assistance provided by the employees and Information about Recruitment declared internally.

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.275E2 ^a	4	.002
Likelihood Ratio	285.268	4	.002
Linear-by-Linear Association	185.305	1	.001
N of Valid Cases	300		

5.1 FINDINGS AND SUGGESTIONS

The survey conducted at “FOOD CORPORATION OF INDIA”, CHENNAI on the topic “Satisfaction of the Recruitment policies and Practices at FCI, Chennai” has arrived at its results that say that, the organization is neither too happy nor too sad regarding the recruitment policies and practices of the organization.

To start from the beginning the survey that was conducted amongst a total of 110 employees of the organization saw a huge response from the Age Group of 41-50. There are only 18 employees of 60 and above of age at FCI Regional Office. The survey was conducted amongst various circles. Tamil Nadu being the highest number of respondents. Research also covers respondent's responses from the two major depots in Chennai, Avadi and Egmore Depot.

The research divided the responses among certain categories followed while recruiting. Category I – Recruitment of Directors, AGMs and DGMs.

Category II- Recruitment of Supervisor and Managers. Category III – Recruitment of Assistants and clerks

Category IV – Recruitment of Supporting staff and Watchmen

Thus, category III having the highest number of recruited employees.

“The research asked the respondents to rank the choice for a good recruitment practice and most of the respondents chose to have a merit based hires and transparency in their schedule. The interview type preferred by most of the respondents was that of a problem solving technique and technical interview. Most of the employees faced at least 3 or 2 rounds in an interview. Some of the respondents were not satisfied as there was no clear definition of job objectives posted while a job vacancy was declared”.

There was No contract or bond signed by the most of the employees but few of them being appointed through the contract labour act had to sign them. From a total of 110 respondents most of the employees were not happy with the process of declaration of internal vacancy in the organization.

The information regarding the Job posting was very well defined and most of the employees seemed satisfied with no high expectations of the same. The quantity and quality of the applicants were mostly neither too much satisfactory nor highly satisfied. The length of the interview of neither too long nor too short. The response time taken by the management to analyse and find out the results was not much appreciated by the employees. The employees also felt that the management does not help or assist with the recruitment process.

On the whole the whole recruitment process of FCI, Chennai was ranked fair as conducted through the survey. Only few employees felt that the process was excellent and were satisfied with the same. Thus the satisfaction level needs to be increased by the organization.

SUGGESTIONS

PROPOSAL FOR WAYS TO IMPROVE RECRUITMENT PROCESS

RECRUITMENT

- “The purpose of the recruitment process is to find the widest pool of applicants to provide the greatest opportunity to select the best people for the required roles in an organization”.

- “Acquiring the best applicants for a role can be a competitive advantage for an organisation whereas ineffective recruitment and selection can result in enormous disruption, reduced productivity, interpersonal difficulties and interruptions to operations, customer service and long term costs”.

FOCUS MUST BE GIVEN UPON THE FOLLOWING-

Carefully evaluate any changes needed for the following:

- ✚ Level required performing these tasks; considering the appropriate classification level. Tasks carried out by the previous employee

- + Tasks to be removed or added if any of the work will be transferred within department
- + Supervisory or lead responsibility
 - Budget responsibility (if any)
 - Work hours
 - Is there still a requirement for this role at all?

STRATEGY

“Each organization's success depends critically on its recruitment strategy. If not handled properly, the recruiting and selection function can turn into a time-consuming and expensive procedure.

Enhances the selection process by ensuring that only candidates who satisfy the requirements of the post are chosen for further consideration.

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Recruitment plan elements:

- A. “Posting Period”
- B. “Placement Goals”
- C. “Additional Advertising Resources”
- D. “Diversity Agencies”

TRYING VIRTUAL INTERVIEWS

The interviewers use virtual interview as a standard way of assessing the potentials of the candidate initially. It also allows people to participate in an interview which they may have missed earlier for not reaching at the place of interview on time. It also helps in discovering better talents by using more efficient process of their recruitment. The organizations can also evaluate their candidates

online by using virtual interview techniques.

GO WEB 2.0

“We are all accustomed to utilising the internet to manage our networks and promote our candidates. Although we may have gone a step further and begun using cloud computing by leveraging the internet to access software, the Internet can still do a lot more for the recruitment sector. We can more effectively discover people online, coordinate our marketing efforts, and tap into new talent pools by using cutting-edge solutions. Recruiters may customise the web experience for both clients and applicants by utilising dynamic Web 2.0 design”.

CULTURAL FIT SELECTION

The hiring manager must use the third interview, which is frequently the decision round, to assess which candidates best match the company's culture.

Putting qualifications aside, cultural fit plays a significant role in the recruiting process. When a candidate and an organisation have similar values, they are said to have a cultural fit.

A SAMPLE CHECKLIST

- You have a specific and targeted recruitment process.
- You have a reasonable number of hurdles, and you know how long each hurdle takes.
- You offer online options whenever possible.
- Your order of operations minimizes human resources.
- Your assessment is screening out the right percentage of candidates.
- Your interview process doesn't involve unnecessary people.

SUGGESTIONS BY EMPLOYEES

The employees at FCI have a few suggestions that they wish to be forward it to make their organization's Recruitment Practices and Policy efficient. The respondents wish to improve their recruiter's performance by making the recruiter choose merit based hires instead of recommendations by top management. They wish for the organization to provide and make way for new talents. Some of the suggestions clearly wants to improve the verification process. The organization can use the help of several online application to improve the employee verification effectively.

One of the employees raised a concern on considering recruitment through sports quotas. The recruitment policy can be amended in a way to pave way for sports quota hiring. On the other hand few employees wish to be identified by the organization on the basis of their talents and the wish for the management to help them by providing career growth but they also are very much satisfied with the existing policy. One of the common suggestions provided by the Category III employees mostly was to reduce the tie of processing the application and to reduce the response time taken by the organization to announce the potential candidates. They wish to have not more than three rounds of interview as they feel it wastes a lot of time and energy. Few suggestions involved to categorize and provide a preference to the socially backward class and to help them by providing them a job opportunity according to their qualifications.

“The recruitment at FCI can be conducted on an yearly basis. Some of the suggestions raised the concern of a bad Job Description by the organization. The employees felt that the JDs were not accurate and did not clearly define the job roles. Thus the management can clearly look into the matter and could use software to analyse the job evaluation to understand the roles better. Emphasis of each departmental process to be specified clearly by the organization”.

Most of the employees wishes to fasten the verification and result publishing aspect the management can thus create a team of professionals who can focus on the recruitment process and engage well to carry out the process effectively and timely without delays.

Finally the employees suggests to improve the recruitment policy of the organization and wants FCI to conduct its own examination with different papers for different department so that they can rationalize on the applicants and their specific area of expertise rather than just mass bulk hiring.

Recruitment related software can be used to enhance the technological aspect of the whole hiring

process

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CONCLUSION

“The focus of recruitment practices and policies are to match the capabilities of prospective candidates against the demands and rewards inherent in a given job. For this reason, top performing companies devote considerable resources and energy to creating high quality hiring systems. Recruitment process is important practices for human resource management, and is crucial in affecting organizational success”.

“The recruiting tactics used by a business determine the quality of new hires, and the quality of applicants recruited determines the relative efficacy of the selection phase. According to the report, recruiting is crucial to FCI in order to find the finest people, but the company has several difficulties in this regard. Employee recommendations appear to provide certain people an unfair edge over others since they are frequently preferred over others who use alternative channels. According to the data, more people are hired through employee referrals than through direct applications or agency applications”.

Although there is still much to be done to improve it, it was discovered that these method (recruitment techniques and rules) have been successful in the selection of staff for FCI despite these difficulties. The effectiveness of an institution is mostly determined by the hiring of staff, hence it is crucial if institutions wish to accomplish their objectives.

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