

A STUDY OF THE RECRUITMENT AND SELECTION PROCESS

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Abstract:

This study was conducted to determine the importance of soft skills while hiring candidates. The study analysed the perceptions of hiring managers who were selected based on a non-probability sampling method. The research was conducted by way of a questionnaire. A simple statistical method was used to analyse and interpret the data collected. According to the data, communication, active listening, and teamwork are the most important soft skills required during an interview. Several organizations offer soft skills training to employees for their development as well as for improving their personalities, based on the results of the survey. The purpose of this report is to study the importance of soft skills when hiring candidates during the interview process. In total, this study reviews 43 responses through a questionnaire.

Keywords: Candidate sourcing, Recruitment strategy, Selection criteria, Background checks

Introduction:

Soft skills include abilities such as communication, critical thinking, teamwork, empathy, problem-solving and creativity among others. In the past few years, a virtual mountain of research has risen up to assess the importance of soft skills in the workplace. All of this research, whether done by academics, associations or industry insiders confirms a clear and consistent trend. Soft skills are crucial to overall business success and specific team performance.

A soft skill differentiates between the adequate and the ideal candidates. As far as competitive job markets are concerned, recruiters look for the people who are efficient to become leaders and leadership quality depends on the soft skills. So, in this case, technical ability and knowledge in the domain area are not important. It is the interpersonal people skills, social skills, communication skills, attitudes, social intelligence and emotional intelligence quotients that matter over here because these skills help people to work and perform well in a suitable environment.

Soft Skills are not only important in the organizations for facing the clients, but it is also very important for an employee to interact with his clients. That's why employees give a lot of importance to soft skills so that they can create a productive and healthy environment.

Soft skills are especially important for employees where the primary responsibility is customer service or working in a team. As the world grows increasingly more diverse, soft skills are the key to being competitive in any field. The research concludes that a strong understanding of emotional intelligence, cultural competency, communication styles and interpersonal skills are crucial for the modern workplace

Objective of Study:

- To understand the relevance of soft skills in hiring
- To analyse various soft skills required in interviews
- To understand the impact of soft skills on employee performance

Literature Review:

Hangman and Almekinders et.al. (2003), while suggesting the interweaving of soft skills in existing courses, describe two processes that were designed to integrate soft skills development in different academic settings. Encouraging lessons and insights for learning participation have also been presented by them (7)

Grisi, 2014 defines soft skills as the prerequisite hard skills to keep oneself updated and developed in fluctuating circumstances. These skills are related to man's logic and rationale. While this may be true, hard skills permit him/ her to bear out to chase his dreams of becoming an engineer, teacher, philologist, psychologist, and anthropologist. Soft skills drive an individual independently to go beyond the limits of an individual.

A review of recent scholarly research revealed six studies that directly address the topic of the need for people skills in the workplace. The study, conducted by Kathleen Sue Itzen, PhD, of the University of Nebraska at Lincoln, was published in May 2000 and is titled Education asks employers: A survey looking at attributes of applicants and new employees. Although Itzen's premise for the study centred on the educational benefits of a business's realistic view of what attributes employees need to possess, the study clearly identified the need for soft skills in the workplace. During the study, employers identified what attributes they desired in employees. The survey instrument was sent to a random sample of 800 businesses in Southeastern Nebraska. A total of 280 surveys were returned, representing a 35% return rate. Employers expressed that more employee problems came from employees not being responsible for their

actions; not demonstrating initiative, and not having the interpersonal skills to work with others as a team. (Egbert, 2000).

Research Methodology:

From the selection of the topic to the preparation of the final report, the study is conducted in a systematic manner. Data were identified, collected, analysed, interpreted, and presented in a systematic way to determine each point's importance. Below is an explanation of the overall methodology.

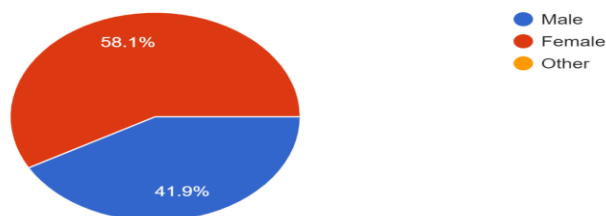
Sources and Collection of Data: Data are collected from both primary and secondary sources

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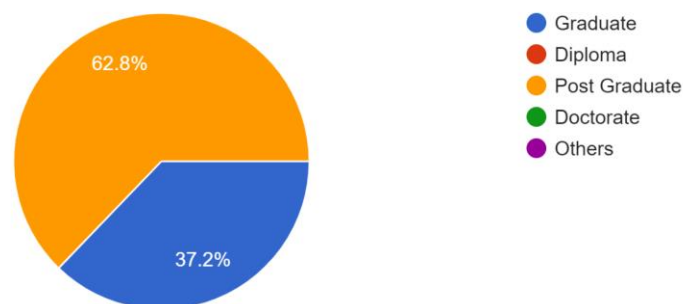
- Primary data were collected through a questionnaire prepared and distributed to 43 respondents
- Alternatively, secondary data was collected from various websites, Articles, blogs, EBSCO host and National Digital Library of India

Data Analysis and Interpretation:

Your Gender
43 responses

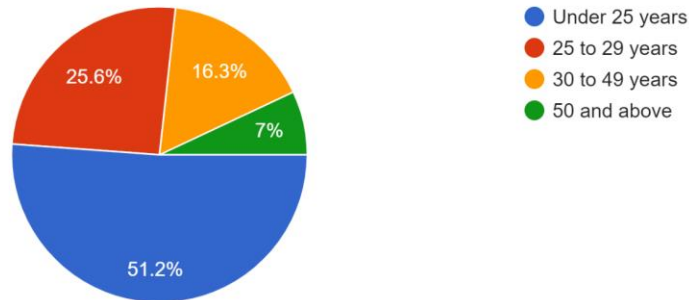


Education
43 responses



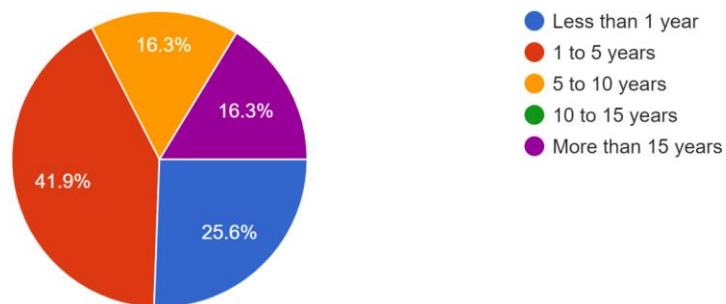
Age

43 responses



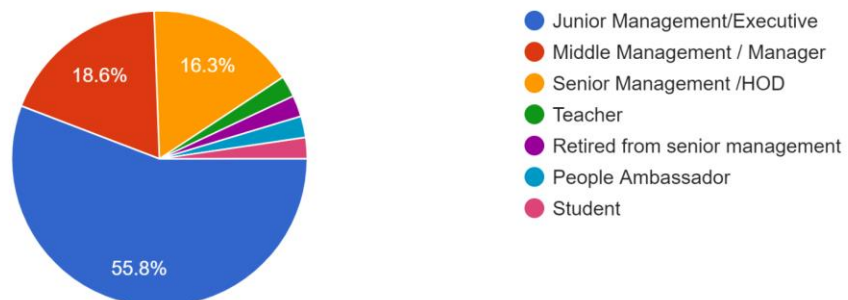
Work Experience

43 responses



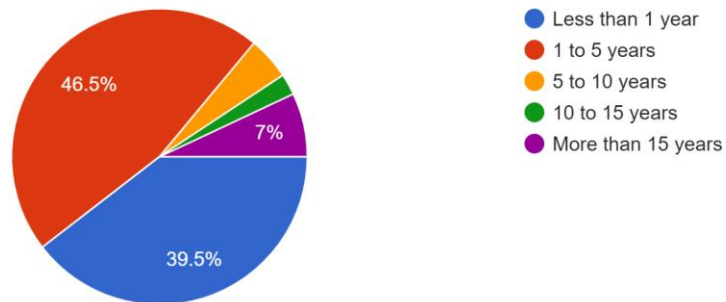
Role/Current Position

43 responses



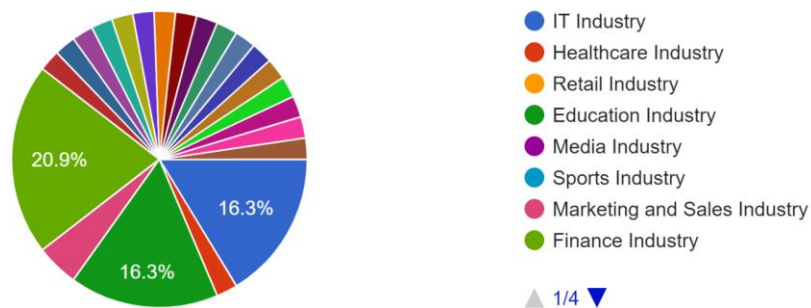
How long have you been working at your present company ?

43 responses



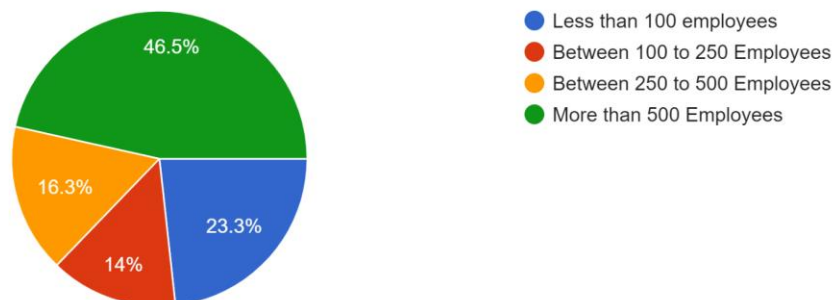
Which Industry you work in?

43 responses



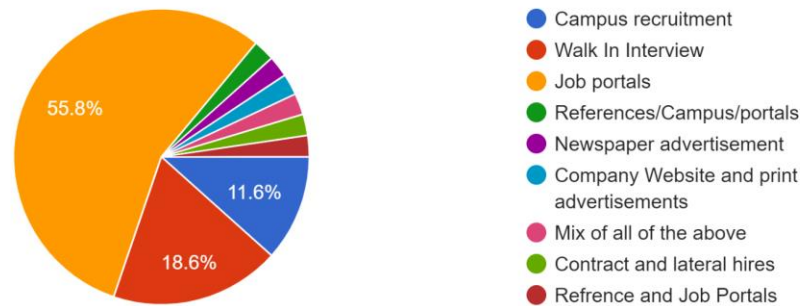
What is the size of your company?

43 responses

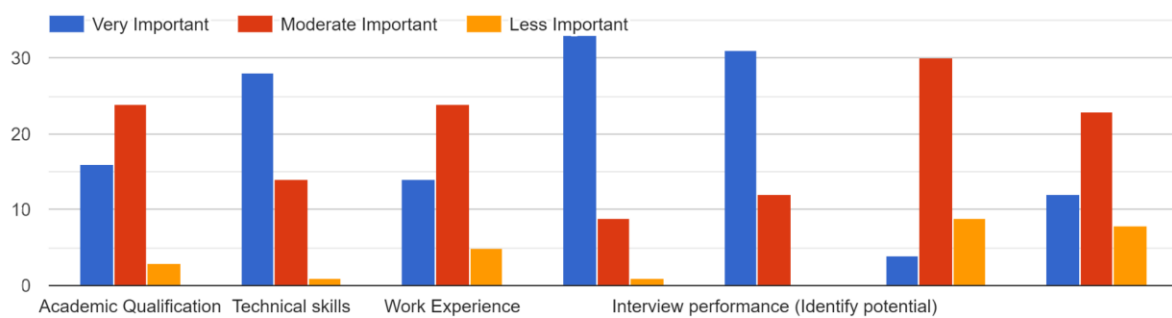


How do you hire most of your employees?

43 responses

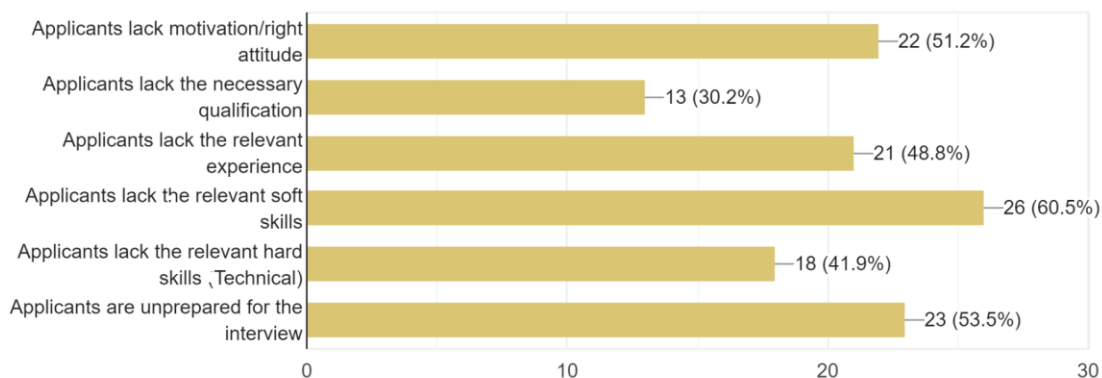


When you recruit new employees , How important is each of the following

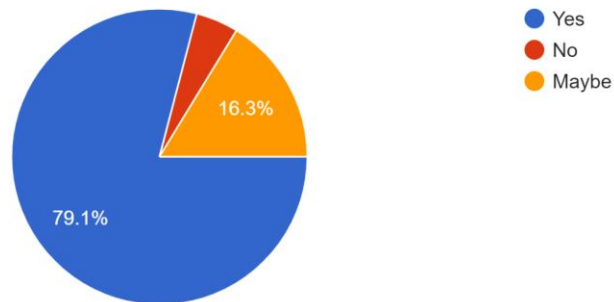


Which are the difficulties you face when filing the vacancies ?

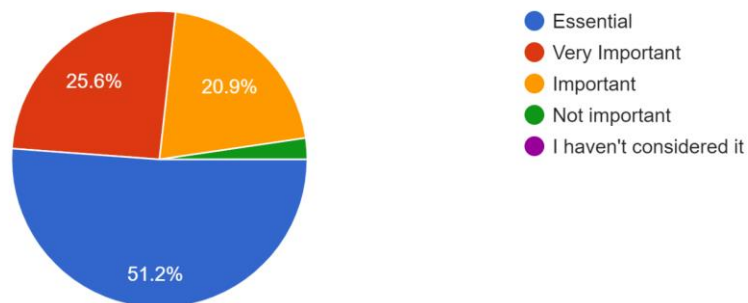
43 responses



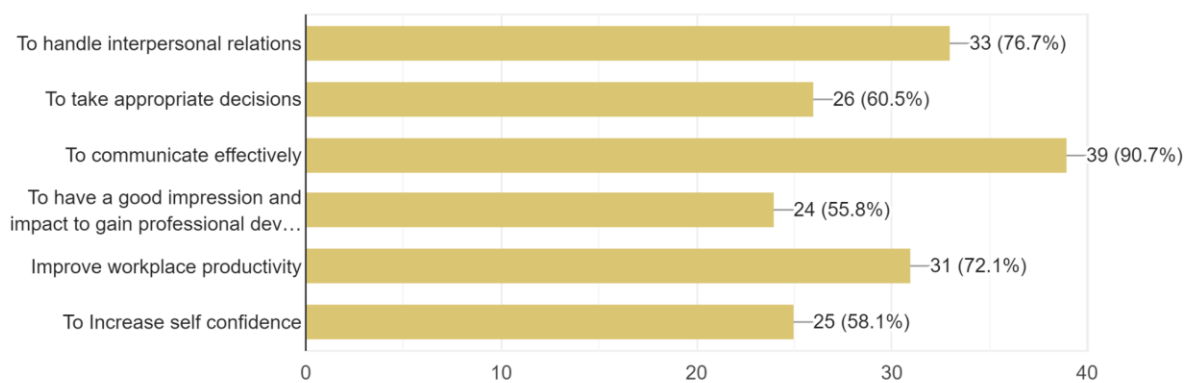
Does Soft skill matter in the workplace during hiring?
43 responses



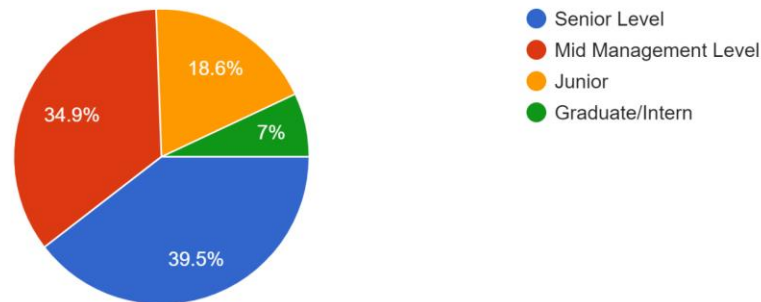
Explain how soft skills are important when it comes to hiring?
43 responses



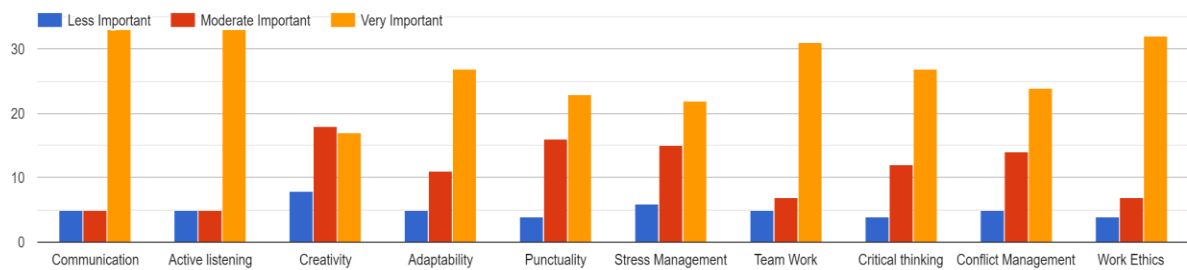
Why is soft skill Important?
43 responses



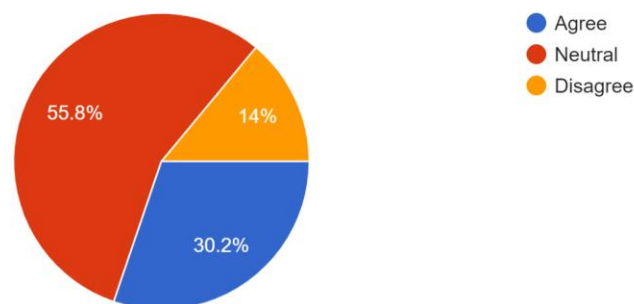
According to you at which level do you find soft skills most critical ?
43 responses



Which soft skills are most important when hiring

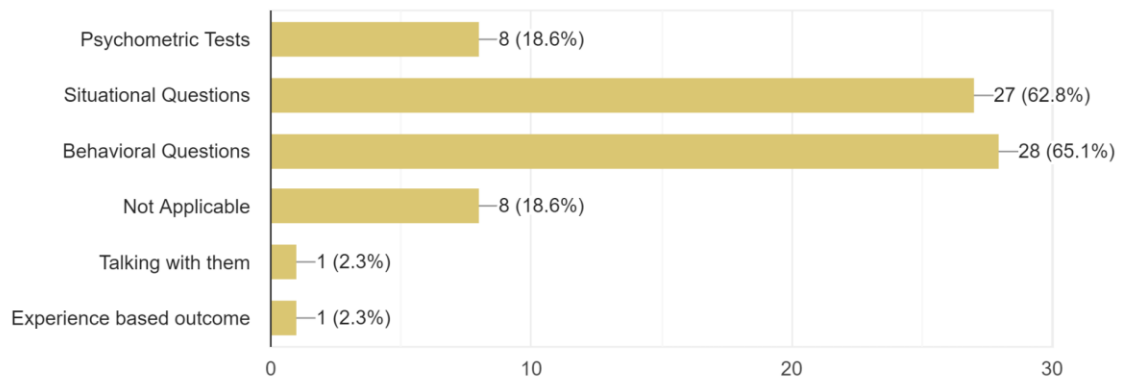


While hiring candidates do you feel difficulty in evaluating candidate soft skills
43 responses



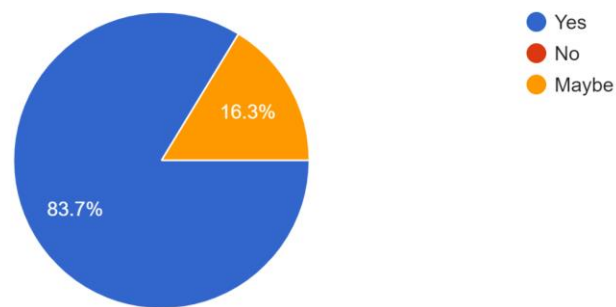
What methods do you use to evaluate soft skills?

43 responses



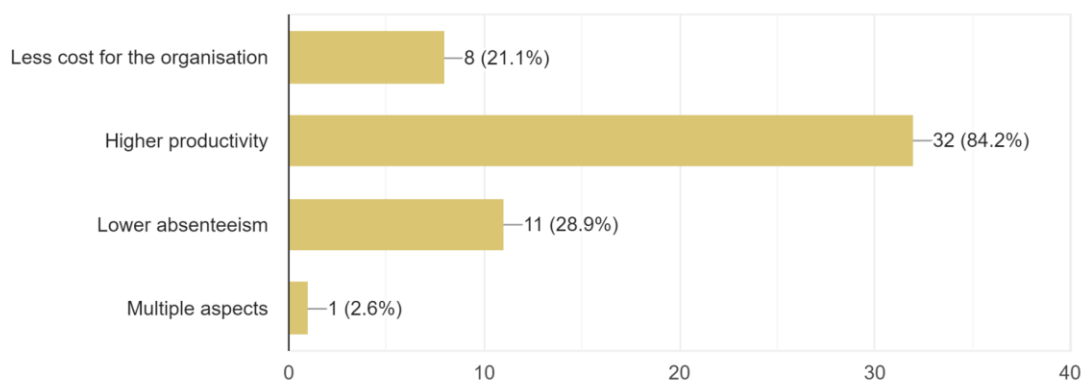
Does Soft skills impact Employee performance

43 responses



If Yes, Please Mention

38 responses



From the research study, the following outcomes can be driven effortlessly:

- Soft skills play an essential role in the life of every individual. These skills define the person concerning the surroundings.
- Soft skills are integrated and incorporated with hard skills.
- Soft skills are difficult to teach, while hard skills can be learned without any difficulty.
- Soft skills can be developed within an individual only when he/she lays the foundation for himself/herself. That is, individuals should be committed to the learning aspect.
- Soft skill is lifelong learning. The process is never-ending and tiring. It can also be considered a source of life.
- In the corporate world there is a high demand for employees who can undoubtedly cope well with others. That is the ability to interact with others humbly and straightforwardly.

Finding & Recommendations:

This research is conducted to know the importance-performance of soft skills in hiring. As the result is gain. There is some recommendation proposed and found in this research to Various organisations, employee, and universities.

1. To Organisations: For all Organisations that are aware of soft skills, it is really important to conduct and develop soft skills to support their employee because, without proper training to increase soft skills, the company's human resources cannot compete with other competitors and company will hard expand the business, difficult to maintain customer and gain less profit than their planning.
2. To the employee. before competing with other employees and co-workers it better to more is learn about soft skills in advance.
3. For universities, this research serves to provide knowledge to students of economics and business to know about how important soft skills are in the work environment because becoming economic and business students it is important to know about the current issue of human research management because in the future is very better if the student has a proper explanation how important of soft skill.

Conclusion:

Based on the research that has been done, all respondent gives a positive result about soft skills. Many different views of soft skills were described by respondents but most of all they are aware of using soft skills in the work environment and in daily life.

In today's workplace, soft skills are becoming as important as hard skills. In order to collaborate and communicate effectively, it isn't enough to be highly skilled in technical skills, but also in interpersonal, relationship-building, and conflict-management skills. In an environment in which organizations struggle to find meaningful ways to remain competitive and productive, these skills are more necessary than ever. Communication, teamwork, and leadership skills are all underpinned by soft skills. The development of each skill is very important and does matter when it comes to organizational and personal success. Soft skills are often undervalued, and there is less training available for them than hard skills. Organizations seem to expect people to behave appropriately on the job for some reason. They tend to assume everyone knows and understands the importance of being on time, taking initiative, being friendly, and producing quality work. The level of communication and interpersonal skills within an organization should be assessed whenever the team is unable to leverage the knowledge, experience and proficiency within it. The workplace has become an environment that requires interpersonal skills. Building and maintaining relationships with people is the key to listening, presenting ideas, resolving conflict, and creating an open and honest work environment. It is those relationships that enable people to participate fully in team projects, show appreciation for others, and enlist support for their projects. It is very important that you are clear and intentional about the outcomes you want, attentive to what is happening around you and inside them, have empathy for one another, appreciate their performance, and know your limitations and push past them.

Utilizing soft skills such as conflict management, effective communication and problem-solving are necessary to successfully manage workplace non-compliance. Taking a discipline-first approach to noncompliance is counterproductive to building a positive safety culture. Developing and practising soft skills during times of conflict can help safety managers become more successful in juggling the challenges of noncompliant behaviour and improve their efforts to raise the bar to where compliant behaviour becomes the norm.

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