

# A Study on Recruitment Policies And Procedure In Infosys At Coimbatore

Harini D<sup>1</sup>, Dr P Pirakatheeswari<sup>2</sup>

<sup>1</sup>Dept of Commerce with professional Accounting

<sup>2</sup>Associate professor, Dept of Commerce with professional Accounting

<sup>1,2</sup> Sri Ramakrishna college of arts and science, Coimbatore - 06.

**Abstract-** *The recruitment procedures and policies of Infosys in Coimbatore stand as a testament to the company's dedication to fostering a thriving workforce equipped for the challenges of the digital age. This abstract delves deeper into the multifaceted approach adopted by Infosys in Coimbatore to identify, attract, and retain top-tier talent. At the heart of Infosys's recruitment strategy in Coimbatore lies a meticulous workforce planning process. This process involves a comprehensive analysis of market dynamics, business goals, and technological advancements to anticipate the organization's talent needs. By aligning recruitment efforts with strategic objectives, Infosys ensures a steady influx of skilled professionals poised to drive innovation and success. In conclusion, the recruitment procedures and policies of Infosys at Coimbatore reflect the company's commitment to excellence, diversity, and integrity. By adopting a strategic and inclusive approach to talent acquisition, Infosys ensures that it attracts and retains the best talent to drive sustainable growth and success in the competitive global market.*

**Keywords-** Recruitment , Workforce planning , Assessment , Selection process.

## I. INTRODUCTION

The process of attracting the right talent with the right skills, the right attitude, and the right experience. It is one of the very important and most discussed topics of human resources. Recruitment nowhere is used alone. It includes various terms with it, those terms are selection and induction. As per recruitment and selection policy, the process of talent acquisition starts from recruitment and is processed further with selection and continues till induction. We can explain the term selection as well as induction. Selection is the process of choosing the best person for a given position. Recruitment is attraction and selection is to choose. Induction means introducing the person to the position. In other words, we can say the success of the company is based on the right recruitment to a very large extent as the process of recruitment is based on proper strategies.

## STATEMENT OF THE PROBLEM:

The current recruitment policies and procedures at INFOSYS require comprehensive evaluation and enhancement to ensure alignment with industry best practices and the organization's goals. Key areas necessitating attention include fostering diversity and inclusion, optimizing efficiency, integrating advanced technology, refining candidate selection criteria, adapting to market changes, and establishing robust feedback mechanisms. Addressing these areas will enable INFOSYS to attract and retain top talent while maintaining a competitive edge in the ever-evolving market landscape.

## OBJECTIVE OF THE STUDY:

- To learn about the organization's internal recruitment.
- To enhance organizational environment and staff selection.
- To analyse different factors of hiring and selecting process.
- To determine the sources of recruitment that the organization prefers.

## II. REVIEW OF LITERATURE

**Piyali Chakraborty, (2016) "A study on Recruitment Policies and Procedure Adhered in Select Private Ltd. Organisations in Pune".** Research points out the importance of good recruitment systems in the organization. The 1980s brought downsizing, organizations were becoming too effective for their numbers of employees employed by them. To understand the internal Recruitment in the organization. To improve organizational climate and increase the moral of employees. Exploratory type of research design is adopted because sources of information are relatively few and the purpose is merely to find and to understand the positive actions, identification of problem, the precise formulation of problem including the identification of variables. working on a project in 'Recruitment policies and procedures 'was a matter of great interest for me. This project gave me immense scope to understand the workings of HR manager's. I climate and increase the moral of employees.

**Gurujalla Satya Sadhana, (2022) “Recruitment Process and Policy at SARVHR”.** Recruitment refers to the process of finding possible candidates for a job or function, understand by recruiters. It may be undertaken by an employment agency or a member of staff at the business or organization looking for recruits. To study the existing recruitment and selection process the organization is using, to study the methods and techniques used in recruitment and selection process. The selection methodology for various positions shall be based on personal interviews. The recruitment and selection process followed in SARVHR solutions is comparatively well defined. Most of the candidates are recruited through Employee Reference and Consulting, candidates selected are given a probationary period. Recruitment policy of organization is derived from the personnel policy of the same organization, the former is a part of the latter.

**Namrata Tamang, “Recruitment and Selection Proccess” in macleods pharmaceutical pvt.ltd .** Better recruitment and selection strategies result in improved organizational outcomes. Recruitment and selection has been prepared to put a light on Recruitment and Selection process. The main objective is to identify general practices that organizations use to recruit and select employees and, to determine how the recruitment and selection practices affect organizational outcomes. Effective recruitment, selection and retention and critical organization success.

**Annibert Nanor1 (2022), “Recruitment and Selection Policies and Procedures and their effects on Organizational Performance.** This paper examines the impact that HR recruitment and selection policies and procedures have on organizational performance at the Ghana-India Kofi Annan Centre of Excellence in ICT (AITI-KACE). Drawing from a sample of 39 respondents, the study used the sequential explanatory mixed method design. Quantitative data and analysis were obtained using questionnaires. Qualitative data and analysis were obtained through interviews and focus group discussions. Results from the study revealed that AITI-KACE has a policy on recruitment and selection, which the organization mostly adheres to. The sources of recruitment and selection were both internal and external. The results also revealed a significant link between recruitment and selection practices on organizational performance. The outcome of the study further showed that there was no significant link between recruitment and selection practices and the employment of competent staff. Political and socio-economic elements are primary influences on the selection of candidates.

**Murage Sarah N, Dr. Anne Sang, Dr. Susan Ngure (2018), “Ethical Issues in Recruitment, Selection and Employee**

**Performance in Public Universities in Nyeri County, Kenya”** Ethics plays a crucial role in recruitment and selection because human resource is the key source of competitive advantage for an organization if properly hired and managed. It is therefore important to put in place ethical consideration to ensure that candidates are reviewed according to their merit, fairness and equity and to also ensure that they posses the right knowledge, skills and abilities for the job. The main objective of the study was to examine how ethical issues in recruitment and selection affect employee performance in two public universities in Nyeri County. The study adopted descriptive research design in order to gather the required information. The study used stratified random sampling as its sampling design. The finding of the study revealed that ethical issues in recruitment and selection had positive and statistically significant effect on employee performance with discrimination being ranked the most unethical practice in recruitment and selection. Keywords: Ethics, Ethical Issues, Recruitment and Selection.

### III. RESEARCH METHODOLOGY

The Research Methodology is used to get Information about the Recruitment Process and Procedures in INFOSYS. A Structured Questionnaire is Designed and distributed through Google Forms.

#### SOURCE OF DATA:

**PRIMARY DATA** - Primary data refers to the first hand data gathered by the researcher himself. Primary Data are the main sources of information used to evaluate hypothesis and it is collected through Google Form.

#### SAMPLE SIZE:

The Data has been collected among 116 respondents of various age categories, Convenience Sampling Techniques is used for this Study.As the study is conducted in online, the data was collected in different places but mostly from Coimbatore city.

#### TOOLS USED:

- Percentage Analysis
- Weighted Average score analysis
- Chi - square test
- One - way ANOVA

#### LIMITATIONS OF THE STUDY:

- The study only focuses on the respondents that work in the INFOSYS company at Coimbatore city.
- The study is entirely dependent on the data collected via questionnaire.
- The data of the study is limited 116 respondents.

**IV. ANALYSIS AND INTERPRETATION**

**Percentage analysis**

**TABLE 1 SOCIO ECONOMIC PROFILE OF THE RESPONDENTS**

S.NO	DEMOGRAPHIC VARIABLES	NO . OF. RESPONDENTS	PERCENTAGE
1	<b>AGE</b>		
	Below 25	84	72.41%
	26 - 35	16	13,79%
	36 - 45	16	13,79%
	Above 45	0	0

2	<b>GENDER</b>		
	Male	68	58.62%
	Female	48	41.38%

3	<b>MARITAL STATUS</b>		
	Married	28	24.14%
	Unmarried	88	75.86%

4	<b>TYPES OF FAMILY</b>		
	Joint	43	37.06%
	Nuclear	73	62.93%

	<b>MONTHLY INCOME</b>		
	Below 20000	50	43.10%
	20000-40000	26	22.41%
	40000-60000	2	1.72%

5	Above 60000	38	32.76%
6	<b>RESIDENTIAL AREA</b>		
	Rural	38	32.75%
	Urban	24	20.68%
	Semi - Urban	54	46.55%

Table 1 shows that majority of the respondents (72.41%) were aged below 25 years (58.62%) of respondents are Male, (75.86%) of the respondents are unmarried, (63.16%) of respondents are nuclear family, (62.93%) of the respondents are nuclear family, (43.10%) of the respondents are attaining a monthly income of below 20000, (46.55%) of the respondents are from semi-urban area.

**TABLE 2 NO.OF. FAMILY MEMBERS**

NO. OF. FAMILY MEMBERS	NO.OF. RESPONDENTS	PERCENTAGE
3	18	15.52%
4	66	56.90%
More than 5	32	27.59%
Total	116	<b>100.00%</b>

Table 2 shows the respondents of no. of. family members. Out of that 18 respondents select (3) with (15.52%), 66 respondents select (4) with (56.90%), 32 respondents select (more than 5) with (27.59%). (more than 5) comprise a larger percentage (56.90%) comprise to other options.

**TABLE 3 YEARS OF EXPERIENCE**

HOW MANY YEARS EXPERIENCE	NO . OF. RESPONDENTS	PERCENTAGE
Below 1 year	59	50.86%
2-4 years	19	16.37%
4-6 years	20	17.24%
Above 6 years	18	15.51%
Total	116	<b>100.00%</b>

Table 3 shows the respondent of years of experience. Out of that 59 respondents select (below 1 year) with (50.86%), 19 respondents select (2-4 years) with (16.37%), 20 respondents select (4-6 years) with (17.24%), 18 respondents select (above 6 years) with (15.51%). (below 1 year) comprise the larger percentage (50.86%) compared to other options.

**TABLE 4 LOCATION YOU PREFER**

WHAT LOCATION YOU PREFER TO WORK IN INFOSYS	NO OF RESPONDENTS	PERCENTAGE
Bangalore	34	29.82%
Coimbatore	68	59.65%
Chennai	14	12.06%
Total	116	100.00%

Table 4 shows the respondents of location you prefer to work in INFOSYS. Out of that 34 respondents select (Bangalore) with (29.82%), 68 respondents select (Coimbatore) with (59.65%), 12 respondents select (Chennai) with (12.06%). (Coimbatore) comprise the larger percentage (59.65%) compared to other options.

**TABLE 5 CERTIFICATE COURSES**

HAVE YOU DONE ANY CERTIFICATE COURSES	NO OF RESPONDENTS	PERCENTAGE
C++	49	42.24%
Java	34	29.31%
Cloud technology	33	28.44%
Total	116	100.00%

Table 5 shows the respondents of certificate courses. Out of that 49 respondents select (C++) with (42.24%), 34 respondents select (Java) with (29.31%), 33 respondents select (Cloud technology) with (28.44%). (C++) comprise the larger percentage (42.24%) compared to other options.

**TABLE 6 METHOD OF RECRUITMENT**

WHICH METHOD ARE USED IN YOUR ORGANIZATION FOR RECRUITING ?	NO OF RESPONDENTS	PERCENTAGE
Structured	64	56.14%
Unstructured	10	8.62%
Problem questions	26	22.81%
Case study questions	16	14.04%
Total	116	100.00%

Table 6 shows the respondents of method of recruitment. Out of that 64 respondents select (Structured)

with (56.14%), 10 respondents select (Unstructured) with (8.62%), 26 respondents select (Problem questions) with (22.81%), 16 respondents select (Case study question) with (14.04%). (Structured) comprise the larger percentage (56.14%) compared to other options.

**TABLE 7 INTERVIEW TO RECRUIT AND SELECT**

WHAT KIND OF INTERVIEW IS DONE HERE IN ORDER TO RECRUIT AND SELECT THE BEST CANDIDATE?	NO OF RESPONDENTS	PERCENTAGE
Personal interview	60	31.03%
Group discussion	36	17.24%
Online assessments	20	51.72%
Total	116	100.00%

Table 7 shows the respondents of interview to recruit and select. Out of that 60 respondents select (personal interview) with (31.03%), 36 respondents select (group discussion) with (17.24%), 20 respondents select (online assessments) with (51.72%). (personal interview) comprise a larger percentage (31.03%) compared to other options.

**TABLE 8 FACTORS USED TO HIRING THE EMPLOYEES**

WHAT ARE THE FACTORS TO BE USED FOR HIRING THE EMPLOYEES?	NO. OF RESPONDENTS	PERCENTAGE
Skills and qualification	30	25.86%
Experience	15	12.93%
Culture fit	12	10.34%
Attitude and personality	22	18.96%
Communication skills	14	12.06%
Work ethic	12	10.34%
Team work and collaboration	11	9.48%
Total	116	100.00%

Table 8 shows the respondents of factors used to hiring the employees. Out of that 30 respondents selects (skills and qualification) with (25.86%), 15 respondents selects (experience) with (12.93%), 12 respondents selects (cultural fit) with (10.34%), 22 respondents selects (attitude and personality) with (18.96%), 14 respondents selects (communication skills) with (12.06%), 12 respondents selects (work ethic) with (10.34%), 11 respondents selects (team

work and collaboration) with (9.48%). (skills and qualification) comprise a larger percentage (25.86%) compared to other options

**TABLE 9 SOURCES OF RECRUITMENT**

SOURCE OF RECRUITMENT	NO. OF RESPONDENTS	PERCENTAGE
Job posting and communication	22	18.96%
Employees development program	15	12.93%
Internal recruitment program	13	11.20%
Company culture and employer	20	17.24%
Freelance platform	18	15.51%
Employee referrals	14	12.06%
Temporary staffing agencies	14	12.06%
Total	166	100.00%

Table 9 shows the respondents of sources of recruitment. Out of that 22 respondents selects (job posting and communication) with (18.96%), 15 respondents selects (employees development program) with (12.93%), 13 respondents select (internal recruitment program with (11.20%), 20 respondents selects (company culture and employer) with (17.24%), 18 respondents selects (freelance platform) with (15.51%), 14 respondents selects (employer referrals) with (12.06%), 14 respondents selects (temporary staffing agencies) with (12.06%). (job posting and communication) comprise a larger percentage (18.96%) compared to other options.

**TABLE 10 OVERALL SATISFACTION**

OVERALL SATISFACTION	NO. OF RESPONDENTS	PERCENTAGE
Very satisfied	40	17.24%
Satisfied	56	48.28%
Neutral	20	34.48%
Total	116	100.00%

Table 10 shows the respondents of overall satisfaction. Out of that 40 respondents selects (very satisfied) with (17.24%), 56 respondents selects (satisfied) with (48.28%), 20 respondents selects (neutral) with (34.48%). (satisfied) comprise a larger percentage (48.28%) compared to other options.

**TABLE 11 JOB SATISFACTION**

JOB SATISFACTION	NO. OF RESPONDENTS	PERCENTAGE
Yes	97	83.62%
No	19	16.37%
Total	116	100.00%

Table 11 shows the respondents of job satisfaction. Out of that 97 respondents selects (yes) with (83.62%), 19 respondents selects (no) with (16.37%). (yes) comprise a larger percentage (83.62%) compared to other options.

**CHI-SQUARE:**

**TABLE 12 RELATIONSHIP BETWEEN DEMOGRAPHIC VARIABLE AND YEARS OF EXPERIENCE**

VARIABLES	P-VALUE	SIGNIFICANT
Age	0.03462042	Non-significant
Gender	0.008674043	Highly significant
Marital status	0.05634	Significant
Types of family	0.165062098	Non-significant
Monthly income	0.00346721	Highly significant
No. of family members	0.01701136	Non-significant

The P Value if  $\chi^2$  test is more than 0.000-0.001, the null hypothesis is rejected, so there is a highly significant difference between the demographic variable of gender, monthly income and years of experience. The P Value if  $\chi^2$  test is between 0.01-0.05, the null hypothesis is rejected, so there is significant difference between the demographic variables of age, types of family members and years of experience. The P Value if  $\chi^2$  test is more than 0.05, the null hypothesis is accepted, so there is significant difference between the demographic variables of marital status and years of experience.

**ANOVA:**

**TABLE 13 ONE - WAY ANOVA BETWEEN YEAR OF EXPERIENCE AND DEMOGRAPHIC VARIABLES**

DEMOGRAPHIC VARIABLES	SS	F	P VALUE	SIGNIFICANT	
AGE	Between groups	48.75	0.30265941	0.822516586	Not significant

	Within groups	643			
	Total	691.75			
GENDER	Between groups	97.5	1.96969 67	0.0586	Significant
	Within groups	66			
	Total	163.5			
MARITAL STATUS	Between groups	15.0833	0.06775 5658	0.05863 9157	Significant
	Within groups	816.25			
	Total	831.3333			
TYPES OF FAMILY	Between groups	65	0.30057 8035	0.82428 0672	Not Significant
	Within groups	576.666667			
	Total	641.666667			
MONTHLY INCOME	Between groups	82.583333	0.32796 4699	0.04677 3876	Significant
	Within groups	755.416667			
	Total	838			
RESIDENTIAL AREA	Between groups	46.58333	0.41664 5963	0.04213 2188	Significant
	Within groups	335.46667			
	Total	382			

The P Value of Anova is between 0.01-0.05, the null hypothesis is rejected, so there is significant difference

between demographic variables of age, monthly income, type of family, marital status and hours spent on work-related activities. The P Value of Anova is more than 0.05, the null hypothesis is accepted is, so there is significant difference between the demographic variables of gender and hours spent on work-related activities.

### V. FINDINGS

- The majority of 72.41 % of the respondents are aged below 25 years.
- The majority of 58.62% of the respondents are female.
- The majority of 43,10% of the respondent’s monthly income is 20000 - 40000.
- The majority of 63.16% of the respondents belong to the nuclear family
- The majority of 75.86% of the respondents are unmarried.
- The majority of 56.90% of the respondents belong to the 4 number of family members.
- The majority of 47.37% of the respondents are from urban area.
- The majority of 60.34% of the respondents have below 1 year of experience.
- The majority of 59.65% of the respondents are mostly prefer to work in Coimbatore location.
- The majority of 42.86% of the respondents have completed C++ certificate courses.
- The majority of 56.14% of the respondents selected structured questions for method of recruitment.
- The majority of 31.03% of the respondents have selected interview to recruit and select.
- The majority of 15.62% of the respondents to factors used to hiring the employees.
- The majority of 11.29% of the respondents to source of recruitment.
- The majority of 17.24% of the respondents to overall satisfaction.

### VI. SUGGESTION

To strengthen the project on "A Study on Recruitment Policies and Procedure in Infosys at Coimbatore," consider the following suggestions. Begin by expanding the introduction to offer a more comprehensive overview of Infosys's significance within Coimbatore's employment landscape, perhaps by incorporating specific statistics or notable achievements relevant to Infosys's presence in the region. Refine the objectives to be more specific and measurable, focusing on analyzing the effectiveness of particular recruitment strategies employed by Infosys in

Coimbatore. In the literature review, supplement existing research with recent studies or articles specifically focusing on recruitment practices within Infosys or the broader IT industry. Provide additional details in the methodology section, outlining the research methodology employed, including specifics about data collection techniques, sample size determination rationale, and ethical considerations. In the analysis and findings section, utilize tables or figures to present recruitment statistics and trends, enhancing clarity and comprehension. When discussing implications, delve into the practical consequences of the findings on Infosys's recruitment practices, and offer actionable recommendations for improvement. Conclude by summarizing key findings and emphasizing the study's significance, while also acknowledging any limitations encountered during the research process. By implementing these suggestions, the project will offer valuable insights into recruitment practices within Infosys at Coimbatore, contributing to both academic understanding and practical application in the field.

## VII. CONCLUSION

In conclusion, the study on the recruitment policies and procedures of Infosys at Coimbatore sheds light on several key aspects of the company's approach to talent acquisition in this specific region. Through a comprehensive analysis, it becomes evident that Infosys has implemented a systematic and strategic recruitment framework aimed at attracting, selecting, and retaining top talent. Firstly, Infosys demonstrates a commitment to diversity and inclusivity in its recruitment practices, leveraging various channels and platforms to reach a diverse pool of candidates. This ensures a rich talent pipeline reflective of the community and market dynamics in Coimbatore. Secondly, the company emphasizes the importance of competency-based assessments and interviews, aligning candidate skills and capabilities with organizational needs and values. This ensures that individuals selected for roles possess not only the requisite technical skills but also the interpersonal qualities and cultural fit necessary for success within the organization. In essence, the recruitment policies and procedures of Infosys at Coimbatore reflect a holistic and strategic approach aimed at sourcing, selecting, and onboarding talent effectively. By prioritizing diversity, competency, innovation, and candidate experience Infosys demonstrates its commitment to building a skilled and inclusive workforce capable of driving organizational success in the dynamic landscape of Coimbatore's technology sector.

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