

**A STUDY ON SALARY AND WAGES ADMINISTRATION AT GRACE
MANPOWER AND SECURITY SERVICES**

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ABSTRACT:

Human resource is an important corporate asset and the overall performance of a company depends on the way it is put to use. To realize company objectives, it is essential to recruit people with requisite skills, qualifications, and experience. While doing so we need to keep the present and future requirements of the company in mind.

Successful recruitment methods include a thorough analysis of the job and the labor market conditions. Recruitment is almost central to any management process and failure in recruitment can create difficulties for any company including an adverse effect on its profitability and inappropriate levels of staffing or skills. Inadequate recruitment can lead to labor shortages or problems in management decision-making.

Recruitment is however not just a simple selection process but also requires management decision-making and extensive planning to employ the most suitable manpower. Competition among business organizations for recruiting the best potential has increased focus on innovation, and management decisions making and the selectors aim to recruit only the best candidates who would suit the corporate culture, ethics, and climate specific to the organization.

The process of recruitment does not however end with the application and selection of the right people but involves maintaining and retaining the employees chosen. Despite a well-drawn plan for recruitment and selection and involvement of a qualified management team recruitment processes followed by companies can face significant obstacles in implementation. Theories of HRM may provide insights on the best approaches to recruitment

although companies will have to use their in-house management skills to apply generic theories within specific organizations

KEYWORDS: RECRUITMENT, TECH MAHINDRA, HUMAN RESOURCE.

INTRODUCTION

Rigorous sourcing was undertaken to understand the recruitment process. Candidates were interviewed and then potential candidates were shortlisted. During the tenure of the project, I learned to put the candidates under assessment tests and took the initial rounds of interviews. Job Portals used by me for the recruitment of candidates through MONSTER and NAUKRI.COM

The whole process of recruitment from a recruitment firm like is a very exhausting one. It is detail-oriented. The reason why every employee gets motivated to do the job is because of the knowledge that at that particular moment that particular recruiter was responsible for giving the job to these candidates. To generate employment is one thing but to recruit the right kind of workforce for a job is another thing. It not only needs a basic understanding of the client company's need to fill the position in a period but it also requires the recruiter to be sensitive to the needs of the candidate to find the right job for himself. All this needs a great profundity of intellect.

During my tenure, I learned to work as a professional. The one thing that got profoundly clear is that textbooks do not help in the actual corporate world. There are unwritten policies and standard operating procedures that each employee has to abide by. No matter what, profit maximization is the core purpose of the existence of every business. Meeting targets on your level dedicatedly is your contribution to the revenue generation of the company.

HR Executive committee, organization planning, HR planning & policy, Organization Development Manager, recruitment& employment Recruiting, Interviewing, Testing, Placement & Termination Manager, compensation & benefits Job analysis and evaluation, surveys, Performance appraisal, compensation administration, bonus, Profit-sharing plans, Employee benefits. Manager, Training &Development Orientation, Training, Management Development, Career Planning & Development Manager, Employee relations EEO relations, contract compliance, staff assistance programs, and Employee counseling.

s not meet the standard set by the organization as acceptable. The main aim of the feedback system is to inform the employee about the quality of the software provided by the organization. (However, the information flow is not exclusively one way. The Technology team also receives feedback from the employee about software problems, etc.) One of the best ways to appreciate the purposes of performance appraisal is to look at it from the different viewpoints of the main stakeholders: the employee and the organization.

OBJECTIVE OF THE STUDY

- To study the existing policy of TECH MAHINDRA regarding the Recruitment and Selection process.
- To know the satisfaction level of employees towards the existing recruitment and selection process.
- To identify the internal and external sources of recruitment and selection of TECH MAHINDRA.
- To identify areas where there can be scope for improvement.
- To develop practical knowledge with theoretical aspects.

NEED FOR THE STUDY

- The general purpose of recruitment is to provide a pool of potentially qualified job candidates. Specifically, the purposes and needs are:
- Determine the present and future requirements of the organization in conjunction with its personnel planning and job-analysis activities.
- Increase the pool of job candidates at minimum cost.
- Help increase the success rate of the selection process by reducing the number of visibly, under qualified or overqualified job applicants.
- Help reduce the probability that job applicants, once recruited and selected, will leave the organization only after a short period.
- Begin identifying and preparing potential job applicants who will be appropriate candidates.
- Induct outsiders with a new perspective to lead the company.
- Infuse fresh blood at all levels of the organization.
- Develop an organizational culture that attracts competent people to the company.

SCOPE OF THE STUDY

1. Determine the present and future requirements of the organization in conjunction with its personnel planning and job analysis activities.
2. Increase the pool of job candidates at minimum cost.
3. Help increase the success rate of the selection process by reducing the number of visibly under qualified or overqualified job applicants.
4. Help reduce the probability that job applicants, once recruited and selected, will leave the organization only after a short period.
5. Meet the organization's legal and social obligations regarding the composition of its workforce.
6. Begin identifying and preparing potential job applicants who will be appropriate candidates.
7. Increase organizational and individual effectiveness in the short term and long term.
8. Evaluate the effectiveness of various recruiting techniques and sources for all types of job applicants.

RESEARCH METHODOLOGY

The study will be conducted to achieve the aforesaid objectives including both exploratory and descriptive and involve personal interviews that will be based on the questionnaire format. A Research Methodology defines the purpose of the research, how it proceeds, how to measure progress and what constitutes success concerning the objectives determined for carrying out the research study. There is a unique methodology that Talent4Assure adopts to render the service.

The research methodology for the present study has been adopted to reflect these realities and help reach the logical conclusion objectively and scientifically.

TYPE OF RESEARCH

EXPLORATORY RESEARCH

A research design is the specification of methods and procedures for acquiring the information needed to structure or solve the problem. It is the overall operational pattern or a framework of the project that stimulates what information is to be collected from which source and by what procedure. Based on the major purpose of our investigation the EXPLORATORY

RESEARCH was found to be most suitable. This kind of research has the primary objective of developing insights into the problem. It studies the main area where the problem lies and also tries to evaluate some appropriate courses of action.

DATA COLLECTION

The task of data collection begins after a research problem has been identified and the research design has been chalked out. While deciding the method of data collection to be used for the

In the study, the researcher should keep in mind two types of data:

- a. Primary data
- b. Secondary data

In this research project the data being collected is as follows:

Primary Data: The survey method is used to collect the primary data in this research as it is the Analytical research to find out the shortcomings and areas for improvement according to the skill required for the recruitment team. The data that is collected firsthand by someone specifically to facilitate the study is known as primary data. So, in this research, the data is collected from respondents through

The primary source of data:

- (i). Personal interview
- (ii). Questionnaire technique.

QUESTIONNAIRE - Survey among the officials and employees of TECH M

PERSONAL INTERVIEWS with the company representatives regarding recruitment and selection practices in the organization.

Secondary Data:

The secondary data is also used in a lesser proportion to find out the name and designation of the employer who is working with this organization and the company profile. Secondary data refer to information gathered by someone other than the researcher conducting the current

study. Such data can be internal or external to the organization and accessed through the Internet or perusal of recorded or published information.

Secondary sources of data provide a lot of information for research and problem-solving. Such data are as we have seen mostly qualitative.

A secondary source of data:

- (i). Company brochure.
- (ii). Internet.
- (iii). Websites
- (iv). Organizational Reports & Records.
- (v). Business magazines
- (vi). Journals etc

SAMPLING TECHNIQUE

SIMPLE SAMPLING

Simple sampling is a sampling process that utilizes some form of random selection. In probability sampling, each unit is drawn with known probability or has a nonzero chance of being selected in the sample. Such samples are usually selected with the help of random numbers. With probability sampling, a measure of sampling variation can be obtained objectively from the sample itself. Simple Random sampling has been adopted for this research. Under which we have considered the sampling which has been done for a specifically designated population because here a small cluster of professionals has been considered out of the total universe which has been divided into small groups like recruitment team & employee.

SAMPLE SIZE

Sample size refers to the number of items to be selected from the universe to constitute a sample. The sample size is 100 as it should fulfill the objective of the research.

SAMPLE AREA

The sample area refers to the universe to be studied under our research project. The area denotes the place or the region to be studied and taken into research consideration. Thus, the sample area chosen for this research project TECH M

LIMITATIONS

- a) The respondents' attitude did not allow me to get their true feelings.
- b) Most of the respondents were hesitant to give their names and that creates problems while preparing the database of the respondents.
- c) Employees are very limited and the duration of the project is also limited which further adds a problem in collecting the relevant data related to the payroll system of TECH MAHINDRA.
- d) The confidentiality of the system created some problems in getting information as some hidden payroll systems can only be accessed by top management personnel in an organization.
- e) Many employees replied with guarded answers to some crucial questions and because of this clear opinion the employees the questionnaire provided to them was difficult.
- f) Response could not be collected from the total sample selected as some of the employees did not respond to the particular question due to their reason which acts as a constraint while preparing the project on the payroll management system.

REVIEW OF LITERATURE

Dr.I.Satyanarayana (2015, Review on Recruitment and Selection) The review is about the enrollment and choice cycle, and the profile attempts to lay its accentuation is about the enlistment and determination process and the profile attempts to lay its strategies of enrollment and determination embraced in the association. HR is viewed as the greatest resource of any

association, as the achievement or disappointment of any association relies upon the ability of the HR Personnel of that association. For an association, to accomplish its objectives and targets, there is a need to enroll capable HR.

Korsten and Jones et al. (2006, A STUDY ON RECRUITMENT PROCESS), Human Resource Management theories emphasize techniques of recruitment and selection and description the advantages of interviews, assessment, and psychometric examinations in the employee selection process. They further stated that the recruitment process could also be internal or external or may be conducted online. Typically, this process relies on the number

of recruitment policies, job postings and details, advertising, application and interviewing process, assessment, higher cognitive process, formal selection, and training.

Price (2007), In his study Human Resource Management in a very Business Context, formally defines recruitment and selection because of the process of retrieving and attracting able applications for the aim of employment. He states that the method of recruitment isn't an easy selection process, while it needs management deciding and broad planning to appoint the foremost appropriate manpower. There is existing competition among business enterprises for recruiting the foremost potential workers on the pathway towards creating innovations, with management deciding and employers attempting to rent only the simplest applicants who would be the simplest suitable for the company culture and ethics specific to the corporate (Price 2007). this may reflect the very fact that the management would particularly shortlist able candidates who are well equipped with the necessities of the position they're applying for, including teamwork.

Armstrong (2012, A Study Of Nigeria Medium Enterprises Human Resources Practitioners.), recruitment is the process of identifying and enlisting the people that an organization requires. It is the essential step in selecting which applicants or candidates should be hired to fill an open position. It entails several procedures that vary from organization to organization based on the size, type, and nature of the business, as well as the nature of the position and function being filled. The steps involved in the recruitment and selection process are: defining recruitments (role profiles, person specifications), attracting candidates (analyzing recruitment strengths and weaknesses, analyzing the requirement, identifying sources of candidates), sifting applications (looking at applicant information, processing applications, sorting applications, developing an interviewing schedule, administering the selection schedule, selection method), and interviewing.

P. Taylor (2001, A Study of the Recruitment and Selection process), research focused on the many methods of recruitment and selection, such as reference checks and interviews, where there is a need to greatly improve their effectiveness as well as debunk prevalent misconceptions about the selection process. David A. De Cenzo claims The following needs must be met during the hiring process: (a) Planned Needs: These arise as a result of the various organizational changes. Similar to retirement, which results in fresh job openings (b). The second type of requirement is anticipated needs, which an organization assumes based on

recent events in the internal and external surroundings. (c) The final category is Unexpected Needs, which might arise from accidents and fatalities.

Zulqarnain and Razaullah (2010, A study Recruitment and Selection Process and Organizational Performance), In this study a range of resources, including financial, technological, human, and other resources, must be wont to support the attainment of business goals. Among all these, per them, human resource management is the prime one that ensures the right man for the proper job. If accomplished, this opens the door for the simplest organizational performance. the primary step in traditional recruitment, which relies on official sources like advertising, is to spot the candidates who are needed, then follow up with efforts to draw in and persuade competent candidates to use. After receiving, screening, and sorting job applications, a shortlist of potential applicants is formed. the method is completed by informing candidates of the findings of the pre-screening.

Byars and Rue (1999, Review on Recruitment and Selection), This review is about the fitment and Selection which is described as "the process of choosing from avlable applicants, the individuals who are most probable perform a job". It involves obtaining all pertinent information about applicants and applying that knowledge to make hiring decisions. The selection procedure starts when an adequate number of suitable applicants have been found through effective recruitment. One of the most crucial functions of HRM is selection since poor personnel selection severely impairs company performance.

Robins(2016, Employees Perception on Recruitment and selection) According to the study "The perfect recruitment attempt will attract a significant number of eligible applicants who will accept the position if it is provided." A successful recruiting strategy should draw in qualified candidates alone. The cost of processing ineligible candidates will be reduced by these two goals. So, finding possible applicants for current or future organisaorganizacionales is the princess of recruiting. Alternatively, it could be seen as a connecting activity that brings people who are looking for work and those who have jobs to fill together. By utilisinutilizingty of methods and instruments, selection n is the process of choosing the best applicants for a position.

Bamiatzi&Sinkovics, (2010, A study Recruitment and selection PrSelectionemploying employees who are suited for both the static and the dynamic/turbulent business environment should be the main goal of the company's recruitment and selection processes. High-level

human capital—individuals' knowledge, skills, and educational credentials—should be used as the primary criterion for recruitment and selection in a stable business environment. However, to positive advantage in a fast-paced, chaotic business climate, human capital would need to exhibit and demonstrate other qualities. Therefore, medium-sized businesses must rely on leveraging their hiring and selection processes to engage employees who can relate to and work with a variety of external actors if they are to have a greater chance of surviving and growing in a tumultuous and continuously changing environment. This would improve SMEs' competitiveness, which is frequently constrained by their small size.

Ali Reza Afshari et al. [2012, EFFECTIVENESS OF RECRUITMENT AND SELECTION PROCESS] In this study employee recruit employee selection are crucial activity for businesses. Different jobs require differentiability, and various tasks call for various standards that can be measured. One method for making multi-criteria decisions, Analytic Hierarchy Process (AHP), is derived from paired comparisons. By using a fuzzy multiple-criteria decision-making model, attempt to examine the Analytic Hierarchy Process to make torment the process more rational and ultimately achieve staff selection.

A. Peshave et al. (2014, A study on recruitment and selection process), Based on the study poor employment practises put the practices of the tourist and hospitality industries in jeopardy and give many people low-quality jobs. This study examined the relationship between employee productivity and the employment practises used in thpracticesector across various star ratings. According to the results of his study, the hotel industry's hiring policies have a favourable effect onfavorableyees' productivity

Colin Richard Baker (2004) In this research the extent to which recruiters communicate realistic previews and the type (e.g., job or organization) of those previews are still unknown, despite according to the previous studies it is suggesting that realistic previews offered to job prospects minimize voluntary turnover and raise their performance and work satisfaction. This analysis looks into connections between already-known research findings and the reported actions of recruiters. A study analyzing the patterns of providing realistic information, the source of their employment knowledge, the time of realistic previews, their interview preparation, and the organization's recruitment goals were completed by about 100 collegiate recruiters.

FINDINGS

- Present employees of TECH MAHINDRA are satisfied with the recruitment strategy of the company.
- Internal Promotions, Walk-in-interview, and Job Portals are mostly used recruitment sources.
- Written test is not given weightage during the selection process.
- To some extent company has present criteria for sorting the candidate's applications.
- Concerned departmental head is given special attention while selecting a candidate for the department.
- Employees are in the favor of a reference check after the selection of a candidate.
- Job Analysis before recruitment is not done so properly.
- Succession Planning has mostly done in the company.
- Orientation/Induction is given to new joiners; still employees are in favor of its improvement.
- Present selection process in TECH MAHINDRA and its procedure, tests, and interview type are good.
- In Talent4Assure employees feel that the HR department is good.
- Present employees of TECH MAHINDRA are satisfied and feel very good with the training sessions apart from the domain training.

SUGGESTIONS

FACILITATION: - The management of A.C should buy more facilities such as vehicles to enable the smooth running of the company's activities and respond to the dynamic competition of the environment.

MORE OPPORTUNITIES: - The intern would also recommend the organization continue giving internship placements to as many students as they can because some miss the experience which is also an important requirement of the university because they failed to get the placements.

ALLOWANCES: - The organization should give allowances to interns most especially transport allowances to cater for transport costs most students stay far from the internship places hence increasing their expenses.

SERIOUS SUPERVISION: The organization should increase and ensure more supervision over the employees to work effectively and also eliminate workers who relax, work lazily and perform actively after seeing their supervisors.

JOB ENLARGEMENTS: The management should also carry out job enlargement and enrichment such that it mitigates the conflict amongst employees for roles and tasks. This will ensure good industrial relations between the supervisors and subordinates at the organization.

EXTRA-CURRICULUM: The management should also carry out extra-curriculum activities so that employees would feel motivated and energetic. And this will also increase the efficiency of their work.

CONCLUSION

Every company looks for an employee, who can work effectively. They are in search of a person who has the maximum skills required for the job. After selecting the right person, the company's main aim is to place that person in the right job. The main strength of any company is its employees. Effective workers are the best route to success. For this reason, companies strive to attract and hire the best, and to provide the best place to work.

Some of the biggest and most constant challenges that plague organization is people related because they don't place more emphasis on getting the recruitment process right. If they get the right person in the right job at the right time, the bottom line and many other business benefits are immediate, tangible, and significant. If they get the wrong person in the wrong job, then productivity, culture, and retention rates can all take a hit in a big way.

TECH MAHINDRA has a competent and committed workforce, still, there is scope for more improvements. To ensure that the company recruits the right people, it has to identify essential skills and behaviors that applicants should demonstrate. For each position, there should be a job description outlining typical duties and responsibilities and a person specification defining personal skills and competencies. The emphasis should be on matching the needs of the company to the needs of the applicants. This would minimize employee turnover and enhance satisfaction.

The company needs to have a clear and concise recruitment policy in place, which can be executed effectively to recruit the best talent pool for the selection of the right candidate at the right place quickly. Creating a suitable recruitment policy is the first step in the efficient

hiring process. A clear and concise recruitment policy helps ensure a sound recruitment process.

Management should structure and systematically organize the entire recruitment process. It should offer tools and supports to enhance productivity, and solutions and optimize the recruitment processes to ensure improved ROI. The Recruitment Management System (RMS) should be such that it helps to save the time and costs of the HR recruiters in the company and improve the recruitment processes.

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