A Study on Perception of Candidates on Interview Process through Consultancies in Time of COVID-19

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Abstract: Researcher opted for this particular topic named "Recruitment & Selection" because recruitment and selection procedures have taken a dramatic change in the industry. Human resource is responsible for giving birth to human embalmers. The core function of an organization is Recruitment and Selection because the organization does not want to be a bad recruiter by selecting manpower that might have the potential to spoil the long earned goodwill or corporate image and also incur heavy recruitment costs on them. Recruitment refers to the process of attracting, screening, and selecting qualified people for a job at an organization or firm. The main objective of the recruitment process is to expedite the selection process.

Selection on the other hand, is the process of picking individuals who have relevant qualifications to fill jobs in an organization. The purpose of selection is to pick up the most suitable candidate who would meet the requirements of the job in an organization best, to find out which job applicant will be successful, if hired.

However, Recruitment is an important part of an organization's human resource planning and their competitive strength.

Researchers have also applied few research tools in the project such as the questionnaire, interview method to obtain views of the respondents and thereby, have analyzed the factor by applying columnar, bar & pie charts. However, I faced a few limitations such as sample constraint, time constraint, respondents did not take the questionnaire method seriously and so were very reluctant in answering the questions.

Keywords: COVID-19, Gig economy, Interview, New trends, Procurement process.

I. Introduction

The recruitment industry has experienced some significant changes lately. New innovations and progressed recruiting rehearses without a doubt played a hand, and this disturbance gives no indications of easing back as we enter the new decade. How about we perceive how development and social aptitude will shape 2020 and past.

Various technology players already allow recruiters to identify the best matches for a job based on numerous parameters, like location, past experience, education, and relationship networks. This is taken a step further with predictive analytics and recommender systems that provide recruiters with additional insights. These systems are able to generate selective lists of candidates who are best fitted for the job on offer and even uncover candidates that are not actively seeking new opportunities.

How the Gig Economy will Impact HR in 2020 and Beyond?

As we enter a new decade, business leaders who do not have insights into trends related to self-employed workers will do so at their peril: More than 60% of work is now done by gig workers. The overall size of the gig workforce will only increase as more people seek self-employment—both out of necessity and by choice—and employers choose to hire more people who are off the balance sheet.

The rise of gig work means the focus for HR will be finding tools to bring together the talent lifecycle across all the roles in your business

II. Objective

- To study the perception of candidates on interview process through consultancies in time of COVID-19.
- To study the challenges which are faced by candidates in the process of getting interviewed in time of COVID-19.
- To analyse whether companies are providing the right job description to candidates or not.

III. Literature Review

- (Sporrong, 2011) The ability, responsibility and mentalities of structure advisors firmly impact the quality and expenses of fabricated offices. Be that as it may, in the determination of expert administrations it is regularly hard to indicate and evaluate non-value models identified with the two firms and individual advisors. Subsequently, customers generally depend on long haul relations or proposals from customers or partners. Open obtainment guideline, be that as it may, confines the utilization of such casual information. This investigation takes a gander at existing buying rehearses in this setting of clashing requests. An explorative poll study dispersed to Swedish regions researched which determination rules and data sources that are utilized and seen troubles and inadequacies identified with consultancy acquisition. Results show a high spotlight on cost or all the more effectively estimated non-value measures, while standards identified with plan and execution of undertakings were less normal. Besides, individual data sources are generally utilized, showing a contention between acquirement practice and existing guideline. In this manner, the review distinguishes a few regions where practice could be created to improve plan quality in metropolitan ventures.

- (Knut Leipold, 2004) This paper presents and looks at the execution of the World Bank's electronic obtainment activity for the choice of experts, which is relied upon to encourage consistency of training around the world, increment straightforwardness and rivalry, and limit handling time and exertion. Following the portrayal of functionalities and advantages of the framework, this paper talks about the difficulties experienced and exercises got the hang of during the execution process regarding basic achievement factors (CSF).

- (Howard M. Berkson, 2003) With exceptionally low joblessness levels, rivalry for the best representatives is very sharp. Firms that endeavor to expand work applicants' proposition for employment acknowledgment should acknowledge expanded upper hand through progressively compelling enlistment programs. Unmistakably candidates are keen on work characteristics and pay plans, however in the current "seasonally tight market," pay and occupation improvement levels might be extensively deteriorated. This paper proposes a model of the enlistment talk with process, which stresses associations' key endeavors to augment the securing of top ability in serious markets through questioner influence and dynamic advancement of association notoriety. Ramifications of this conceptualization for examination and practice are talked about.

- (Tucker, 1997) Led a field investigation to decide if counseling the application structure preceding a work talk with defers the arrangement of early impressions and permits more data to be considered before an underlying choice is made by the questioner. 28 Experienced enrollment specialists met a pretending candidate for a speculative employment opportunity. Half of these questioners were given application structures preceding the meeting, and half were definitely not. Each meeting was ended at the underlying choice point, and measures (a 20-thing survey and acknowledge dismiss scale) were managed to decide both the amount and nature of data the questioners had by then. Results propose that keeping the questioner from counseling the application structure preceding the meeting has no impact on introductory choice occasions, nor does it lessen the questioner's trust in that choice.

- (Smith, 2003) The utilization of organization site pages to pull in forthcoming occupation candidates has encountered huge development as of late. Until now, almost no is thought about the procedure by which enrollment sites impact people's longing to seek after work with an association. This examination endeavors to address this issue by utilizing a test configuration to research the connections among enlistment site direction, people's desires concerning the utilization of Internet innovation, site ease of use, and hierarchical allure. Study results from 252 business understudies demonstrated that site direction and result anticipation affected hierarchical allure observations through impacting the apparent ease of use of the site. The ramifications of such outcomes for firms keen on utilizing enlistment sites to draw in candidates are talked about.

- (Cindy Stevens, 2006) Two examinations were led to survey whether scouts structure recognizable impression of candidate person to job (P to J) and person to organization (P to O) fit. The primary investigation utilized repertory matrix system with genuine enrollment specialists and counterfeit candidates to show that information, aptitudes, and capacities are depended on more habitually to survey P to J fit, and qualities and character attributes all the more regularly to evaluate P to O fit. Study 2, which included genuine enrollment specialists settling on choices on candidates in a field setting, bolstered P to J and P to O fit observations as 2 discernable elements. Study 2 additionally found that the two sorts of apparent fit offer extraordinary forecast of recruiting proposals. Taken together, these outcomes present convincing proof that scouts separate between candidates' P to J and P to O fit during early meetings.

- (J, 2006) Data innovation speculations and the administration counseling industry saw phenomenal development in the most recent decade. This prompted controllers' (SEC and Congress) charges that counseling administrations that are given by occupant evaluators might be camouflaged additional installments to reviewers for great budgetary announcing. Be that as it may, there might be elective substantial explanations behind acquisition of counseling. Under new enactment (announced in the fallout of staggering disappointments like Enron and Worldcom), traded on an open market

partnerships that connect with proficient administrations firms to give both review benefits and counseling administrations should now unveil the degree and nature of these administrations. Utilizing the information made accessible by these new commanded revelations and utilizing the hypothetical scenery of the asset based view (RBV), this paper inspects whether speculations by firms in counseling administrations follow unsurprising examples driven by monetary components. In this manner, instead of look at whether IT counseling has any ex-post worth or whether acquisition of counseling impedes inspector freedom, this

examination centers on whether speculations, ex-risk, follow intelligent examples reliable with microeconomic standards. Our examination shows that acquirement of IT and the board counseling is steady with the asset based view - organizations look to create authoritative capacities they need as directed by their vital business need. Rather than the limited "IT does not Matter" see, it tends to be contended that even in its current condition redistributing, firms should cautiously coordinate their IT ability (in-house or re-appropriated) with authoritative system and capacity to create special and supreme assets as set forth by RBV.
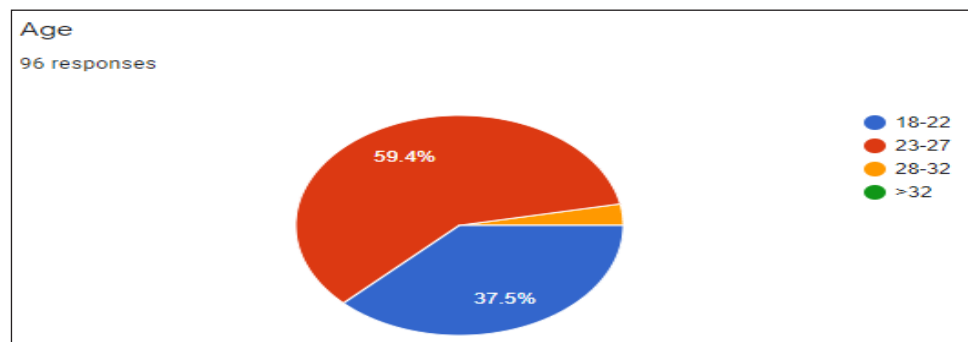
IV. Data Analysis

Question 1

Fig. 1: Response 1

Interpretation: The responses were majorly given by the age group between 23-27 with 59.4% followed by 37.5% in the age group of 18-22 and 3.1% in age group of 28-32 and 0% of people above age of 32.
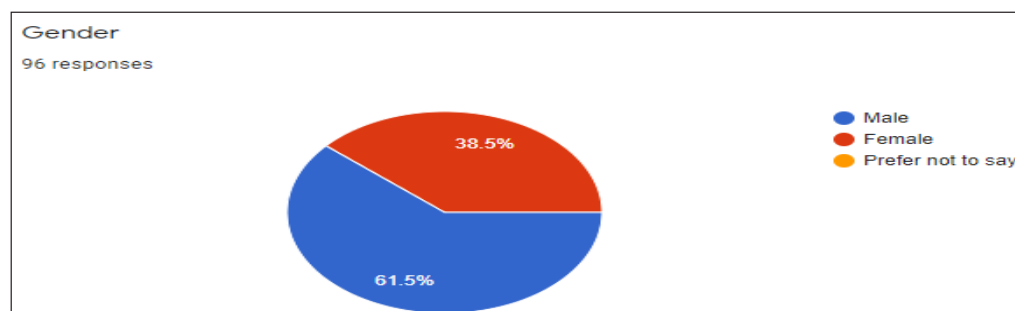
Question 2

Fig. 2: Response 2

Interpretation: The majority of the responses were given by male member with 61.5% following the 38.5% of female members.
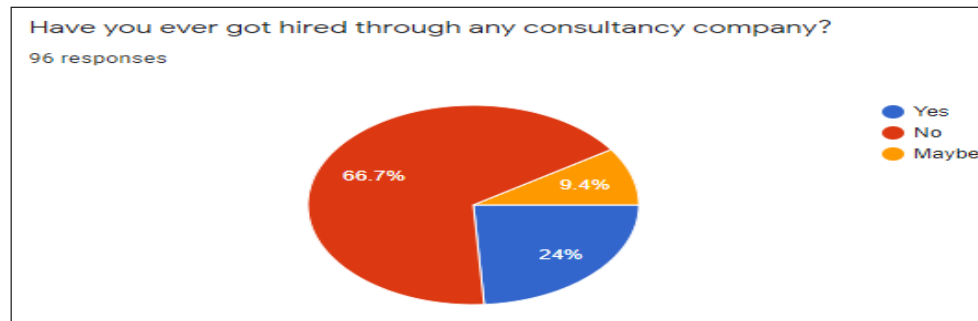
Question 3:

Fig. 3: Response 3

Interpretation: There are 66.7% of candidates who were not hired from any consultancy firm they have either applied directly through the company websites, with reference or by other ways followed by 24% candidates who got hired through any consultant firm and 9.4% candidates are not sure whether they were hired through any consultant firm or by other ways.
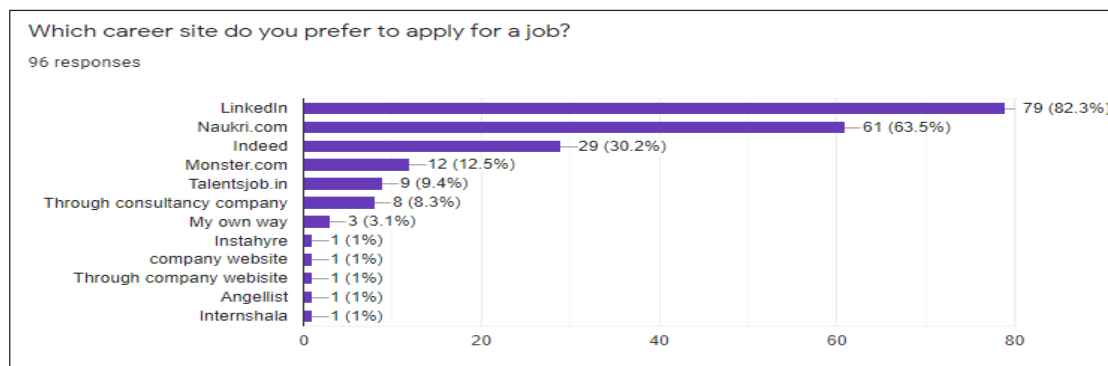
Question 4

Fig. 4: Response 4

Interpretation: Out of 96 responses there were 12 sites though which candidates got job through there are as follow:

82.3% of candidates got hired though LinkedIn, 63.5% of candidates got hired through Nukari.com, 30.2% of candidates through Indeed, 12.5% through Monster.com. 9.4% through Talentsjob.in and 8.3% through any consultant firm. So this can be interpreted that majority of candidates choose LinkedIn and less consultant firms.
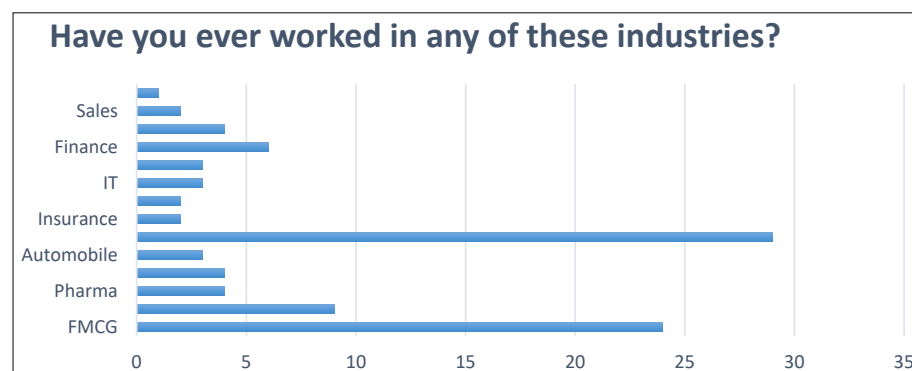
Question 5

Fig. 5: Response 5

Interpretation: It is clearly seen that 29 of the responses has worked in the consultancy companies, 24 in FMCG and so on.
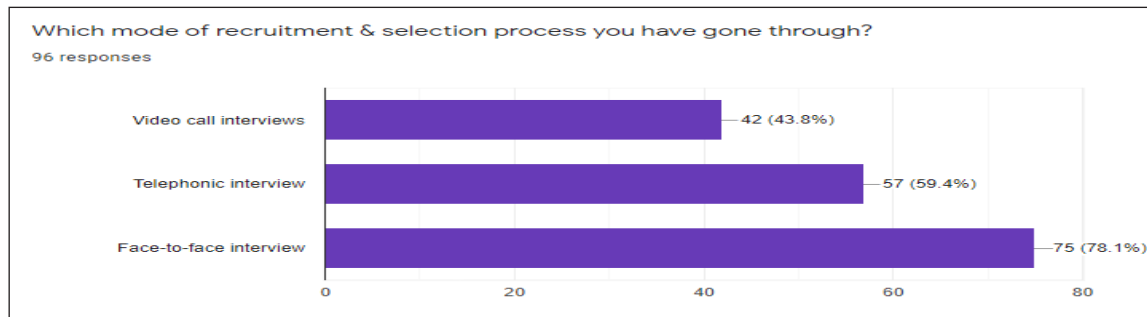
Question 6

Fig. 6: Response 6

Interpretation: 43.8% of candidates have given interview through video calling 57.4% of have given telephonic interview and majority of them have given face to face before COVID-19 which is 78.1%.
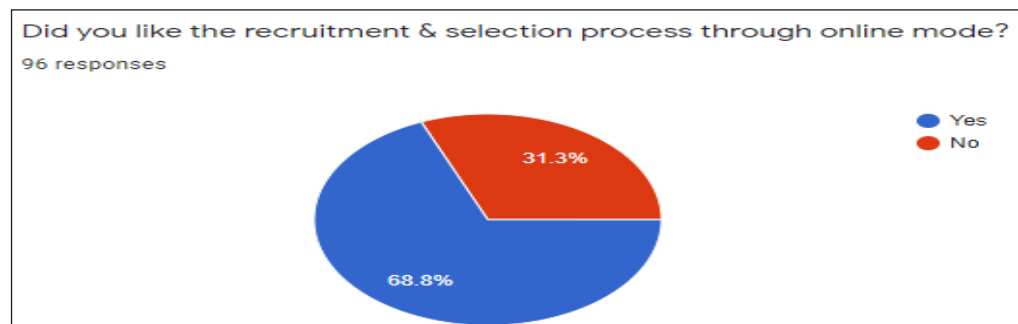
Question 7

Fig. 7: Response 7

Interpretation: There are total of 68.8% of people who liked the recruitment and selection policy of their organization and 31.3% of people who don't liked the recruitment and selection policy of their organization.
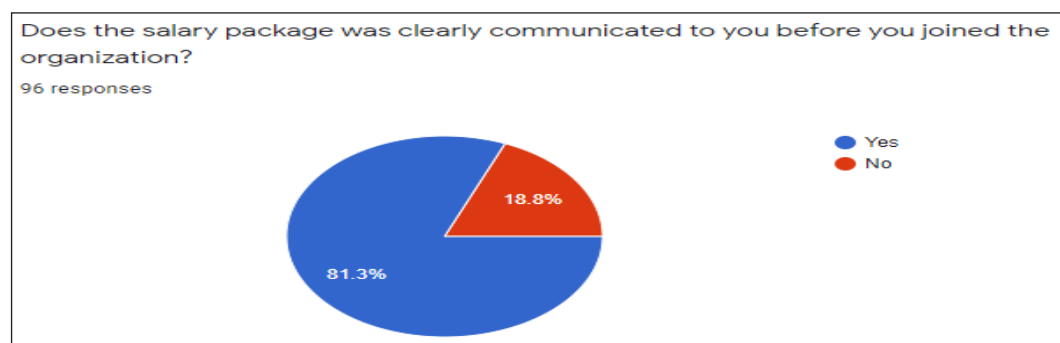
Question 8

Fig. 8: Response 8

Interpretation: There were total of 81.3% of people with whom the salary was clearly communicated to them before they join the organization which shows that most of the companies are honest what they say and what the actually do especially with reference to the salary but there were 18.8% of candidates who says that salary was not clearly communicated to them which shows that there are still some organization which do not pay honest hard work of the employees.
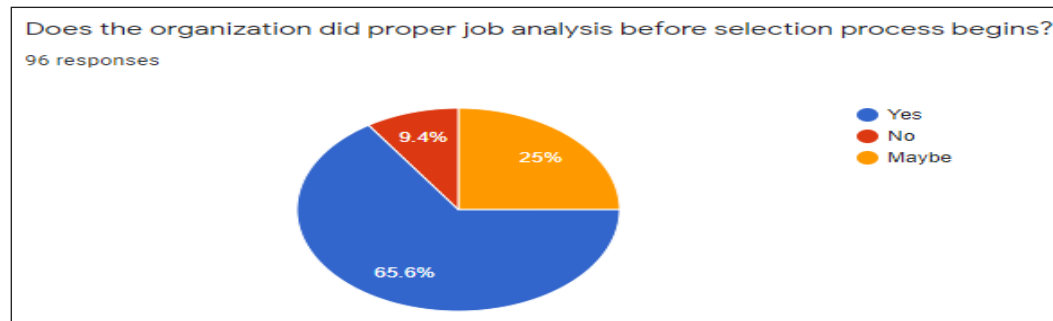
Question 9

Fig. 9: Response 9

Interpretation: There are total of 65.6% of responses who says that company did proper job analysis completely, 9.4% of employees says that the proper job analysis was not really done and 25% of employees says that they have faced both the situations.
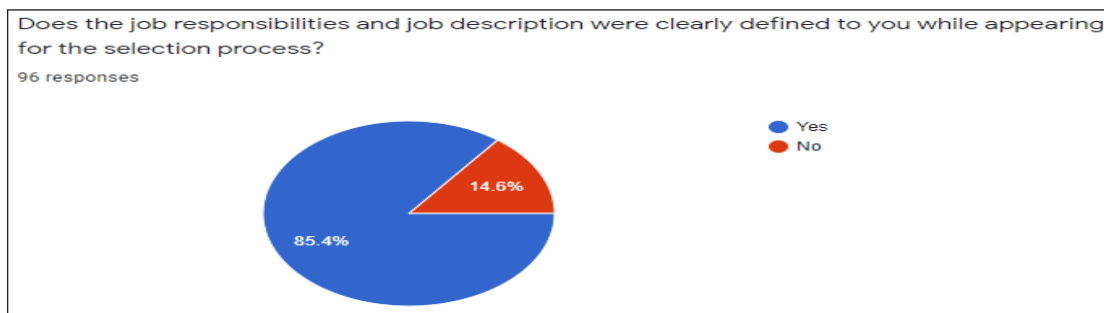
Question 10

Fig. 10: Response 10

Interpretation: There are total of 85.4% of candidates who says that job responsibility and job description was clearly described to them before joining the organization but there are still few organization who doesn't describe the JD & JR clearly which shows that companies does not work with full ethics.
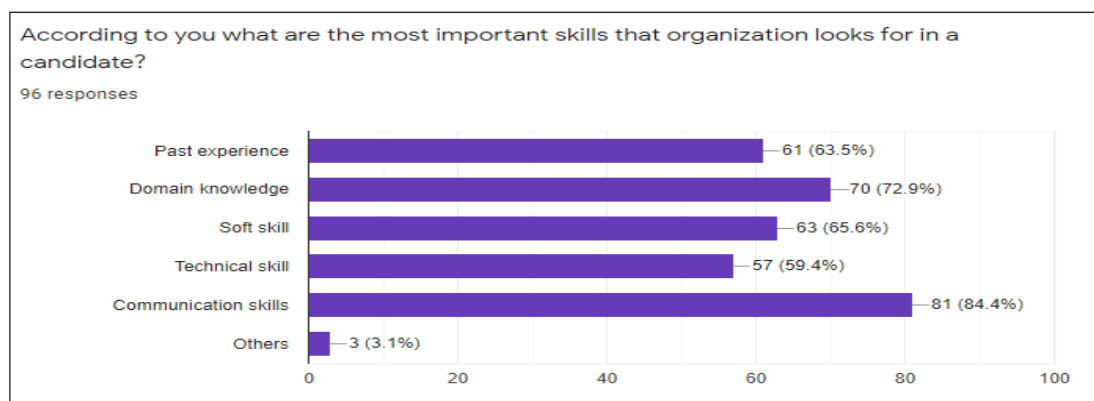
Question 11

Fig. 11: Response 11

Interpretation: Organization nowadays look forward both technical & soft skills. Responses says that majorly companies look for communication skills (84.4%) which is today's need of an hour. 59.4% of candidates says that technical skills are important because this of this changing situations of COVID-19. Some of them are Python, R, Artificial Intelligence, Machine Learning, etc.
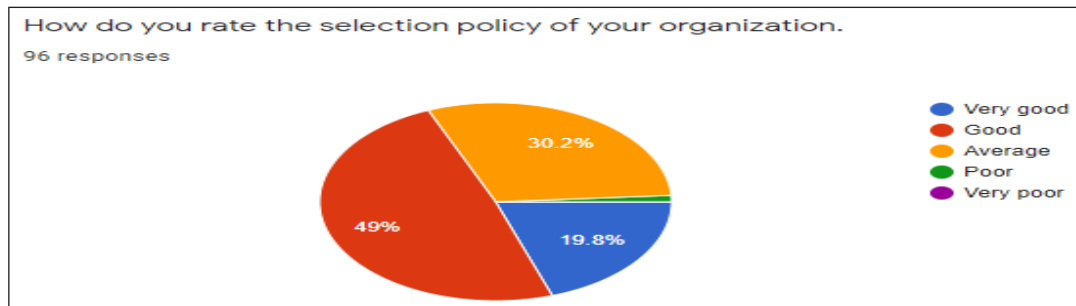
Question 12

Fig. 12: Response 12

Interpretation: There is majority of 49% of candidates who says that the selection policy of their organization is good only 1% says that the selection policy of their organization is very bad.

V. Outcome and Conclusion

Researcher wish to suggest that respondents who are agreeing to the internal recruitment denotes that they are satisfied with their jobs as internal recruitment provides them the opportunity of career growth. Companies should take care of those individuals who are supporting the external recruitment as external recruitment brings additional cost for the organization. Companies can take into consideration the option of inclusion of the deceased employee's dependents as it would enhance the company's reputation with reference to the consultant firm. Respondents who are agreeing to the promotion denotes that they are satisfied with the job as it provides them the reward & recognition of their hard work.

Companies can take into consideration the option of inclusion of the deceased employee's dependents as it would enhance the company's reputation. Respondents who are agreeing to the employee referrals denotes that the company has complete faith & believe on the employees. Companies should also pay attention to unsolicited applicants with reference to the consultant firm. Respondents also need to know the proper job description and the job responsibility before they join the organization and especially through any consultant firm and more trust through the company's side with reference to the salary packages and the job description companies should also pay attention to follow the decentralized procedure as it enable the company to expand itself & at the same time it releases the pressure on the top level management.

Therefore, Companies should also pay attention to those individuals who are against the favour of use of academic marks & understand the reason why they are against the company's recruitment strategy.

At time of COVID candidates has used best out of their competencies and in return they expect to get good reward, recognition, emotional wellbeing plans so that they may remain motivated and work effectively.

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