

**A STUDY ON THE EFFECTIVENESS OF RECRUITMENT  
AND SELECTION PROCEDURE OF 1122**

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**ABSTRACT**

This research is totally about the recruitment selection and training of employees of 1122. Now the global trend towards the recruitment selection and training in private and government sector is focused on the attention of policymakers and its consequences. This can be daunting, because the range of issues is expensive and the economic literature is by no means conclusive. This research is all about the satisfaction of individual's employee, and policy-makers must need to consider how it effect minimized and better the recruitment selection and training.

**Keywords:** Selection and Recruitment, Managers, Training.

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## 1. Introduction

### 1.1 Background of the Study

Selection and Recruitment is the process in which employees are hired against the vacant post. This process of selection and recruitment has the same age as organizations themselves. The first ones who are considered to be the pioneers in documented selection when they started with the idea of selection tests for civil servants. Knowledge, skills, ability, and other characteristics which are the requirements identified by the psychologists are also known as KSAOs. It is a very sensitive matter for an organization to attain hundred percent results in selecting the most perfect candidate against their vacant post. Candidates are also in an effort to search the best job which fulfills their expectations and suits their skills, ambitions and expertise. So keeping above in view recruitment can be explained as: "The process in which an organization explore, develop, hunts, and pulls to itself most right individuals for the right job (Nadler, 1984). The process of recruitment and selection and Human Resource Management are directly related to the planning of human resources. Due to the importance and knowledge gained about the recruitment process, organizations reveal the importance of selection and recruitment in their success.

Selection and recruitment process got appreciation by achieving the best and also leads towards experience and empirical research. It is also a matter of great importance for every organization to keep in view some important points relevant to the strategies and other environmental factors of the organization. Following are the internal factors, most likely to be: status of the organization in the surrounding environment, targets of recruitment and increase the charm of job (Nadler, 1984). Labor market conditions, government policies, economic trends and labor unions are the external factors (Sims, 2002). Many organizations are selecting the right people for their vacant posts. Because of research, study and experience, there is very high rate of success in HRM due to the recruitment and selection efforts. Shortage of applicants is still one of the major issues which employers are experiencing to be resolved carefully in the recruitment of skilled professional posts. In this article, used to be the part of the mentioned organization, I am trying to highlight the issue of selection of the right persons on the right job and in an effort to develop policies that may address the alarming shortage of skilled individuals (Nadler, 1984). The said issue will be discussed briefly, possessing the following mentioned headings, in a literature review study. Usually recruitment management has evolved a great procedure. There are few main steps which are common in most of the organizations for planning and conducting

recruitment. One of the most important factor about which all HRM knows very well and which has drastic impact on organization and also unacceptable to the management is the wrong decision of selection (Nadler, 1984). These advances evolved Selection and recruitment and has also been strongly influenced by legislation passed from the 1960's – 1990's. Much legality was taken into consideration for a job description and asking appropriate questions in the interview. The evaluation of candidates is based on their bio-data, personal attributes, and performance on cognitive tests. They can also be evaluated by giving them task in a simulated work environment to evaluate their capabilities. Phone interviews, one-on-one or even panel interviews are also in practice by the recruiters. The hiring process is very difficult, lengthy and hectic for perfect candidate, the “right-fit”. The information on the Selection and Recruitment page will help guide you through this process (Nadler, 1984).

Or the exact words are, right ‘people for the right job are not easily available and it is the most crucial phase (Ilyn, 2008). Human resources is a term used to who finds out the perfect candidate for the vacancies in an organization, although it is also applied in labor economics. Human resources can also be explained as the department of an organization which implements recruitment and selection strategies and policies and possess complete authority and responsibility in this regard. “HR” initials are used to abbreviate this function (Nadler, 1984). The different style of management of Multinational business tycoons like Microsoft and (GMC) General Motor Company which belongs to United States, and Honda and Samsung which are from Japan both situated at extreme opposite geographic locations of the world, one in the east and other is in the west, made themselves successful (Ilyn, 2008).

## 1.2 Significance of the Study

Employers are always curious for the right staff against their vacant post. Success of any business is also another meaning of hiring the most appropriate work force. One of the major conditions in order to attain true success is that availability of the right and competent personals in the business. There are number of chances that incompetent and non-appropriate work force can lead the successful organization towards decline and the organizations having people who are competent, suitable who also enjoys their jobs and have a passion for their inclined destination in their carrier can lead the organization from bottom to top (Admin, 2009).

For the assurance of the right kind of selection and recruitment, candidate's abilities and skills must be in the knowledge of the employer. The transferable skills which are in the interest of the company must also be in the knowledge of the employers. This shows that while the vacancy is being advertised, the employer needs to be more specific and elaborated. In order to hire the services of the recruiting agency for selection and recruitment process, the recruitment consultant must be instructed clearly and precisely by the employer (Admin, 2009). Understandable framework is one of the major important factors in the selection and recruitment process for short listing the candidates. Thus we can say that, information about the experience and potential can be obtained by the employer from having thorough look at the resume or CV of an employee and should have some idea of what he wants to see. It is a matter of great importance that qualities and qualifications should be established essential for the post vacant during the selection and recruitment process. After the employees are shortlisted, then we have to determine that either single interview conducted will be sufficient or we also have to conduct presentation along with the interview (Admin, 2009). If requesting for the services of the recruiting agency or recruitment consultants, the recruitment and selection process becomes easier. Employer should be very specific to the recruitment agency or recruitment consultant on the requirements the employer wants to see in the employee. Agency or consultancy firm should also be clear about the selection and recruitment process of the organization for hiring the competent candidate. At each stage of selection and recruitment process, this results in the selection of right candidates (Admin, 2009).

## 2. Literature Review

### 2.1 Recruitment and Selection

All the techniques and ways which are used in process of recruitment are being critically evaluated in this research. For the selection of the employees, every organization uses different ways and techniques for selection. All the theories, methods and techniques which are used in process of recruitment, will be analyzed critically, in this research. Investigation, validity and reliability will be completely defined in this research. Data, interviews and selection of principal application process will also be describe. Identification of methods which are helpful during the assessment of candidates will be analyzed in upcoming chapter. The goals, which are important

for the success of an organization, now both internal and external techniques are being used by the organization in the recruitment process (Saurabh, 2008).

## 2.2 Recruitment Draft of ABC Courier

Recruitment process of ABC is discussed here. Orientation and recruitment of new work force is described in this research. The process of recruitment in small companies is discussed. Different techniques of recruitment from advertisement, recommendation and final selection of a candidate are also stated here. The process of recruitment is of great importance for the success of any organization. There will be suffering if selection of employees will be based on wrong descions. Small business lacks behind instead of large business during recruitment, but on the other hand. Low needs, low cost, less expertise, specific in needs and less time are some of the plus points of small organization (Williams, 2008).

## 2.3 Recruitment & selection in UK

The researcher also researches on evaluating the selection and recruitment process of organizations conducted. Different techniques and ways are used for selection and recruitment process by every organization. Air call is an organization which is using different methods, ways and techniques during recruitment process and the research is about it. Investigating the idea of reliability and validity in the Air call centers during the process of recruitment is also explained. CV's references methods, application process and conduction of interviews will be evaluated in second research. Tests, interviews, assessment and personality of the candidate will be evaluated and in the last, selection of applicant will be finalized in third section. Different recruitment challenges are in the way of organizations, using internal recruitment and external recruitment process in achieving the goals. Recruitment and selection process provides for the success of any of the organization, narrated by the researcher. Identification and selection of candidate should be appropriate (Williams, 2008).

## 2.4 Selection and Placement of the Personnel

The 30 years of rational changes in the educational market has been observed by the researcher. Promotion, termination and selection of the employee have direct impact by the state law and federal law on the selection and recruitment process in the educational system. It has also

mentioned that, how necessary is the scrutiny process. All biasness and discrimination will be eliminated by the base provided by the teacher. It also allows specified pay structure for the teachers. Collective bargaining process should not be bypassed in legislation about compensation which was highlighted by NEA. Qualification, experience, placement responsibilities are the basic criteria for setting up the pay structure of an employee. Discrimination is effected in the process of bargaining process (Bartram, 2000).

### 2.5 E-Recruitment

Technology affects every organization and with economic, political and social changes, employees relations also affects. Profitability, growth, leverage, efficiency, management, capital and continued changes are in the focus of every organization in this modern world. Therefore, new competencies and challenges are evolving in an organization. Market structure, culture and environment can be improved by the positive impact of all the changes .Excellent customer services, cost effectiveness and targets are focused by human resource policies. Electronic media allows HR to fulfill its needs and take full advantage of the strategies available. Electronic recruitment is the process which is being used by many companies in today's environment to gain maximum share of the profit from the market. There are also some disadvantages in Electronic recruitment process. The electronic recruitment is more unsuitable, costly and time taking process. A collection and gathering of candidate which selection of suitable candidates becomes easier. Earlier, managers of human resource consume about Earlier 80% of the time is consumed in short listing the candidates by the earlier mangers of human resource department. A major an important role is being played by electronic recruitment. Now candidates give their information online. Processing of applications is based on the software which is used for processing of applications and pool of candidates is used for the recruitment process of the employees (Chen, 2000).

### 2.6 Selection and Recruitment of Kenwood

A world leading business group, operating worldwide, is providing jobs in different organization. Kenwood with the help of equal employment opportunities offers different compensation packages like salary, holidays packages etc. It's an employer who removes the biasness and favoritism among the employees. Employees are the factor which helps in achieving different

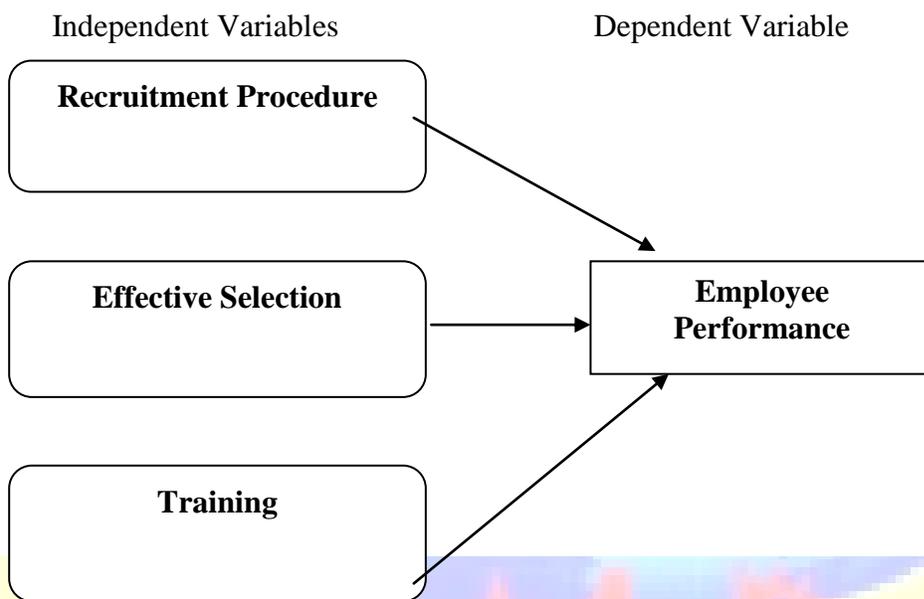
tasks which are set on long period of time. Permanent and temporary work forces are treated fairly under the same policy. During selection process, applicant's abilities are tested by different HR techniques. Senior management supports and reviews all policies and strategies. When HRD manager in an organization is executing the recruitment process, organization's budget allotted for recruitment process must be in his knowledge. Kenwood always monitors the process of selection of applicants and appraisals. New methods are evolved by the help of new technological advancements for the process of selection and recruitment. Consultants of the middle line management dare to take such type of decisions. Managers of related wings of organization participate in the hiring process. Financial department releases all the funds for all such activities. Competent higher management is the authority, which elevate and advertise the post (Citation, 2010). Large organizations are utilizing the services of these recruiting agencies. Advertisement process initiates the recruitment process. They advertise using different means like newspapers, internet. Different means are also used to spread information about their demand in government and other private sectors. Polygraph examinations, integrity tests, mental ability test, and validity generalization tests are conducted in different organizations to evaluate the capabilities of the candidates (Cascio, 2009).

### 3. Research Methodology

The researcher in this typical and specific research uses expressive technique. Issues and hurdles which the employees are facing are to be figured out by the researcher. The other main purpose of the research is to develop the understanding to the reader in detailed manner. New applicants and employees working in an organization specifically are the targeted areas which are to be studies in this research by the researcher. From top to bottom level candidates will be the respondents of this research in order to develop a strong understanding of the issue from all over the organization after information is collected. Sample size of 100 cases has been taken by the researcher in this research. The respondents will be the fresh applicants and individuals who are on the job, in an organization. Random sample technique is a simple style in which perfect nature and kind of the issue will be determined by the researcher in this research. Researcher has used the questionnaire for data collection. This questions prepared in this questioner are based on the adopted and developed method. Adopted in a sense, that researcher have collected some of the questions are from the research and development wing established in the organization of Rescue

1122. It can be said to be developed, as the researcher used to be the employee of the said organization and performed his duties as District Emergency Officer. While working at this post, conducted recruitment process against 400 posts of different categories. Keeping in view that experience, I have developed some of the questions which are based on my personal observation and experience.

### 3.1 Research Model and Variables



### 3.2 Research Hypothesis

#### Hypothesis 01:

H<sub>0</sub>: Recruitment procedure is not effecting on selection and recruitment.

H<sub>1</sub>: Recruitment procedure is effecting on selection and recruitment.

#### Hypothesis 02:

H<sub>0</sub>: Effective selection is not effecting on employee performance.

H<sub>1</sub>: Effective selection is effecting on employee performance.

#### Hypothesis 03:

H<sub>0</sub>: Training is not effecting on employee performance.

H<sub>1</sub>: Training is effecting on employee performance.

#### 4. Discussion of Findings

The policy is explicit that our practices should be non-discriminatory, fair and should meet or exceed all legislative requirements. The policy is explicit that applicants should be assessed on merit for the post without reference to sex, marital status, religion, ethnicity, disability, sexual orientation, gender alignment or age. Selection for interview is carried out on the basis of the person specification and is carried out by at least two people. No personal information about candidates is known to the selection panel and this is done with a candidate number. This is intended to eliminate any discrimination at the short-listing stage. Interviews follow a competency-based approach and similar information is asked from each candidate. All applicants are asked to complete an Equal Opportunities Form for monitoring purposes. This information is part of our workforce monitoring and helps to identify any patterns of discrimination in our recruitment and selection processes. A specific positive impact on disability was identified as the policy supports about disability status and will guarantee to interview any disabled candidates who meet the minimum specification and who would like to be considered under this scheme.

#### 5. Conclusion

Conclusion is a core and central portion of the study. Researcher concluded the conclusion which is as under: Rescue 1122 have its HR department which is employing new employs and retaining old. Organizational structure of Rescue 1122 is centralized. Decisions are made on the basis of top to bottom. HR department is not working up to the mark. Rescue 1122 is mostly using external recruitment. HR department is providing objectives to its employees, and it is using different plans for better relation between management and employees.

#### 6. Recommendations

- Rescue 1122 department must develop its services and established their regional offices that monitor the specific regions and the burden of all administration issues which the head office is facing must be reduced and some policies should be evolved for the betterment of the services offered and for the employees. When they enhance their offices also increase their service volume.

- The management of Rescue 1122 must use the training need assessment of group level in the regional offices as well for the capacity building.
- The human resource department which is currently working does not have professional human resource team. All the workers which are doing human resource work are not HR qualified. Even the authority in the human resource department does not have HR qualification. Due to this flaw, the human resource activities are being delayed and employees have to suffer a lot for the incompetency.
- There is no authority which is exercised by the Middle or lower line management. Front line managers try to inter fare in the work of lower staff. There should be dedication of powers so that first line management can concentrate on the managerial issues rather than peeking nose in the work of lower staff. This can reduce the extra worries and work load and they can make more accurate descions in their managerial issues.
- The department of Rescue 1122 as a leading organization regarded for the services provider as no other government organization has yet performed very efficiently and effectively with in the limited available resources provided by the Government. Hence there is a famous proverb that there is always a room for improvement and being new department of its nature of services, it should follow other international organizations to improve its capacity building in the entire areas especially human resource department.
- There is a little factor of biasness which is destroying the main frame and structure of the organization. As favoritism is a normal practice in the department ignoring the capable and eligible employees.

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