

An analysis of recruitment and selection in ibm



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Chapter 1. Introduction

Today the success of every organization or business company lies just not in the mission or the goals set by the management, but a lot depends even on the employees of the organization. Employees are an integral part of any organization and they are the biggest assets that any company can have. The entire image of the organization depends on the performance of the employees, their code of conduct, and how they take their job responsibility.

Every company looks out for employees who have the required capability and the qualifications that just not suits the job requirements but also can add to the value of organization. Recruitment and selection of the employees thus becomes an integral part of human resources. In simple terms getting the right person or a deserving candidate is much easier when compares to getting the right candidate for the right position. Through recruitment and selection, an employer will be able to find and select the appropriate and the most deserving candidate for the job vacancy. Recruitment and selection process has been considered as the most important part of hiring a new employee and also for the organization.

1. 1 About the company

In this research we will be focusing on IBM (Internal Business Machines) located in India to analyze the recruitment and selection. Now lets see some information pertaining to Internal Business Machines (IBM).

Even though IBM was present in India earlier to 1970s, they re-entered the business sector in the year 1992. IBM has it headquarter based on Bangalore and operates in 14 other cities throughout India. IBM is considered as the

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leaders in terms of industry based on Information technology. IBM has been offering various customer solutions which includes both hardware and software. IBM India is considered one of the important market for IBM and they ensure that there has been enough investments in this industry.

1. 2 Aim of the research

Through this research we are trying to focus on the recruitment and the selection process, taking example organization as IBM. Now in order to ensure that the research is progressing towards achieving this aim, we will need to set an aim for our research. Hence the aim of the research is as follows:

“ To investigate, describe and produce a research report which shows how the recruitment and selection process of International Business Machines (IBM) is different from other companies recruitment and selection process.”

Before we can into the details of the recruitment and selection at IBM, we will highlight the main reasons why employees get attracted and enthusiastic about working at IBM:

Employees who are working and also would be joining would always prefer to be known as the innovators.

IBM is known as the best company and employees can always expect to have a very bright future ahead while working at IBM.

IBM has been known for providing competitive environment for their employees which can help them develop on long term professional basis.

Every employee gets to learn new skills and facts at IBM daily. IBM encourages their employees to deploy their unique learning style at work.

IBM has been known more for their fundamental values and thus employee should always feel proud of working at IBM.

International business machines expect every employees to create a difference through their performance and also professionalism at workplace.

Now we will see the steps involved in the recruitment of the employees at International Business Machines also known as Big blue. Typically the recruitment at IBM used to have three steps as follows:

Written test- Written test is taken to check on the grammar and the proficiency of the employee in the English language. There are many questions included to check on the analytical skills of the employees.

Interview to verify technical knowledge- This is to verify the technical knowledge possessed by the applicant. Questions are asked from Java, C+ or even Database etc,

Human resource department Interview- This questions asked here completely depends on the Manager taking the interview.

But lately two more steps have been added as

Writing essay

Group discussions- This has been included in the rounds on interview to check on the abilities like fast thinking, problem solving and even creativity of the applicant.

Most of the time its very uncommon in India, but they do perform a preliminary medical checkup to ensure the well being of the employee who will be hired. If an applicant has appeared at the interview but failed to clear either of rounds are always informed not to apply again for any job vacancy in next 6 months, failing this they will be disqualified from the interview once found about the previous interview session.

This research has been performed to highlight the important role played by the Human resources departments in recruitment and selection process and also this research is intended to show the recruitment and selection process adopted by International business machines, which make them leaders in the industry of information technology.

1.3 Objectives of the research

In order to understand the recruitment and selection process we will be setting out objectives keeping in mind the outcomes and the achievement of our aim at the end of this research. The research objectives are as follows:

To study the concept of recruitment and selection

When we hear the term recruitment and selection, the first thing that comes to our mind will be the human resource department's responsibility.

Recruitment and selection both are the process which helps the organization to verify the efficiency of a candidate through the skills that they possess,

their educational background, strengths, weakness and the ability that they possess. The initial process of recruitment helps the organization to filter out the candidates from a large pool of applicants but later on the selection process deals with finding and selecting the appropriate candidate who deserves and can justify the job responsibility of the given post later on.

To analyze the advantages and disadvantages of the recruitment and selection process

Depending of the kind of recruitment method that has been adopted by the company, there can be many benefits as well as disadvantages also. The two types of recruitments are Internal and External recruitment. If we take a look at the Internal recruitment process, the first benefit that the company's get cost saving, the current staff members get opportunity to move ahead to a higher role or position, more internal job posting becomes available due to internal recruitment and organization can utilize its current work force for filling the job vacancy. But we take a look at the external process, the new external employees bring in lot of innovation and ideas for development at work. A large volume of people can be expected with higher suitability and justification for the job.

To study the role played by the Human resources departments in recruitment and selection process

The success of any organization as stated earlier lies in the hand of the employees hence selecting and recruiting the right candidate by the human resource departments becomes crucial. Human resource is expected to get the right staff for the organization which can help them in achieving their

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business objectives and goals. There are many aspects that the human resource departments needs to keep in mind during the recruitment and selection process like

Will the new employee justify the job responsibility that has been given to him?

Will they be able to understand the importance of the objectives and the goals of the organization?

To investigate the current performance of International business machines through business analysis

Before we get into the recruitment and selection process at International business machines (IBM), we will perform a business analysis of IBM to get a brief idea about their current performance. We are performing this analysis to understand the place where the recruitment and selection procedure fits in this analysis. We will perform SWOT analysis for International business machines (IBM).

Strength: IBM is globally known business brand and everyone has already felt their business presence. The customer satisfaction that is achieved by IBM is unmatched.

Weaknesses: Even though Human resources has been doing a good job but because of hiring extra employees the company has been paying additional salary and company has started falling in their market share also.

Opportunity: IBM should focus on developing their market and they can look out for acquisitions or collaboration with other companies working or operating in the similar fields.

Threats: Inconsistent changes in the economical status and financial situations due to globalization.

To scrutinize the recruitment and selection process in International business machines (IBM)

To compare the recruitment and selection process in International business machines (IBM) to other information technology companies in India

To study the opinions of the employees of International business machines (IBM) on their recruitment and selection process.

To get a complete understanding of our objectives, we will study them in the Literature review section.

1. 4 Scope of the research

1. 5 Limitations of the research

Chapter 2. Literature review

2. 1 Concept of recruitment and selection

2. 2 Advantages and disadvantages of recruitment and selection

2. 3 Overall business analysis of IBM

2. 4 Recruitment and selection process in IBM

Chapter 3. Critical review

3. 1 Employees opinions on the process of recruitment and selection in IBM

3. 2 How good is IBM in recruitment and selection

3. 3 Interview of human resources department on recruitment and selection in IBM

Chapter 4. Research methodology adopted of the research

4. 1 Adopted research methodology

4. 2 Sources and types of data collected

4. 3 Tools utilized for data collection

4. 4 Resources involved in recruitment and selection process

Chapter 5. Expected Future work

Chapter 6. Summary