Original Article

# A Study on Recruitment Policies and Procedure in Infosys at Bangalore

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*Abstract*

*Infosys's hiring practices and policies in Bangalore are evidence of the company's commitment to developing a productive workforce prepared for the demands of the digital era. This essay examines deeper into the complex strategy Infosys used in Bangalore to find, draw in and keep elite talent. A specific workforce planning procedure is at the core of Infosys's hiring strategy in Bangalore. In order to anticipate the organization's talent needs, this approach entails a thorough review of market trends, company objectives and technology improvements. Infosys guarantees a consistent flow of qualified workers ready to make innovation and success by coordinating recruitment efforts with strategic goals. In conclusion, Infosys hiring practices and standards in Bangalore demonstrate the company's dedication to ethics, diversity and quality. Infosys guarantees that it draws and keeps the best talent to people long term growth and success in the cutthroat global market by taking a planned and inclusive approach to talent acquisition.*

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

## Introduction

The systematic process of drawing in and employing the best candidates with the necessary abilities, mindset, and background is known as talent acquisition. It is one of the most important and frequently debated aspects of human resource management since hiring the proper people is crucial to an organizations success. Selection and induction are just two of the many interconnected phases that make up recruitment. The talent acquisition process strats with recruitment, moves through selection and ends with induction, according to conventional recruitment and selection policies.

## Statement of the Problem

To assure compatibility with industry best practices and the organization's objectives, Infosys present recruitment rules and procedures need to be carefully assessed and enhanced. Fostering diversity and inclusion, increasing productivity incorporating cutting-edge technology, improving applicant selection standards, adjusting to market changes and setting up reliable feedback channels are important areas that require attention. By addressing these issues, Infosys will be able to draw in and keep top people while maintaining a competitive advantage in always changing market.

## Objective of The Study

1. To comprehend the internal hiring processes of the company
2. To improve the workplace atmosphere by choosing employees wisely.
3. To examine the essential elements of recruiting and selection procedure.
4. To determine the organization's preferred sources of hiring

## Review of Literature

**Piyali Chakraborty** (2016), in her study titled *"A Study on Recruitment Policies and Procedure Adhered in Select Private Ltd. Organizations in Pune,"* emphasizes the crucial role that effective recruitment systems play in organizational success. The study notes that during the 1980s, many organizations underwent downsizing as they sought greater efficiency, often operating with fewer employees.

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The research focuses particularly on internal recruitment practices, aiming to understand how these influence the organizational climate and employee morale. It also underlines that a well-structured recruitment process contributes to a more positive workplace environment. An exploratory research design was employed in this study due to the limited availability of pre-existing information. The goal was to identify and understand key actions, define the core problems, and determine relevant variables in recruitment practices. The project not only contributed academically but also offered the researcher valuable insights into the responsibilities and operations of HR managers, especially in the context of recruitment strategies and procedures.

**Namrata Tamang's** study, *"Recruitment and Selection Process in Macleods Pharmaceutical Pvt. Ltd."*, highlights the importance of effective hiring practices in achieving better organizational outcomes. The report aims to shed light on the recruitment and selection processes followed by the organization. The main objective is to identify common practices used for recruiting and selecting employees and to examine how these practices influence overall organizational performance. The study emphasizes that effective recruitment, selection, and employee retention are critical to the long-term success of any organization.

**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.

**Murage Sarah N, Dr. Anne Sang, Dr. Susan Ngure (2018**), "Recruitment , selection and employee performance in public universities in Nyeri County, Kenya: ethical concerns since human resources are an organizations primary source of competitive edge hired and manages, ethics play a critical role in recruiting and selection. Therefore, it is crucial to implement ethical considerations to guarantee that applicatnts are evaluated based on their mint. Equity and fairness as well as that they the necessary knowledge, skills and talents positions.

## V.Research Methodolgy
### 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: For this study, convenience sampling techniques were employed to gather data from 100 respondents across different age groups. Due to the online nature of the study, data was gathered from several locations, primarily in Bangalore.**
❖ **Tools Used:**
- proportion Analysis
- Weighted Average score analysis
- Chi - square test

### Limitations of the Study:

The study is focused on respondents who are employed at Infosys in Bangalore, and the data collected through Google Forms questionnaires. There are just 100 respondents in the survey.

### Data Analysis and Interpretation

**Table:1 Socio Economic Profile Of The Respondents**

| S.No | Demographic Variables | No Of Respondents | Percentag E |
|------|----------------------|-------------------|-------------|
| | **AGE** | | |
| 1 | Less than 25 | 46 | 46.00% |
| | 26-35 | 32 | 32.00% |
| | 36-45 | 22 | 22.00% |
| | More than 45 | 0 | 0 |
| 2 | **GENDER** | | |
| | Male | 56 | 56.00% |
| | Female | 44 | 44.00% |
| 3 | **MARITAL STATUS** | | |
| | Married | 43 | 43.00% |
| | Unmarried | 57 | 57.00% |
| 4 | **TYPES OF FAMILY** | | |
| | Joint | 47 | 47.00% |
| | Nuclear | 53 | 53.00% |
| 5 | **MONTHLY INCOME** | | |

| | | | |
|---|---|---|---|
| | Below 20000 | 35 | 35.00% |
| | 20000-30000 | 26 | 26.00% |
| | 30000-40000 | 21 | 21.00% |
| | 40000-50000 | 11 | 11.00% |
| | 50000 and Above | 07 | 07.00% |
| **6** | **RESIDENTIAL AREA** | | |
| | Rural | 32 | 32.00% |
| | Urban | 28 | 28.00% |
| | Semi Urban | 40 | 40.00% |

Table:1

According to the table, the majority of respondents (46.00%) were under 25 years old, 56.00% were male, 57.00% were single, 53.00% were from nuclear families, 62.93% were from semi-
urban areas, and 35.00% earned less than 20,000 per month.

**Table 2 No Of. Family Members**

| No. Of. Family Members | No.Of. Respondents | Percentage |
|---|---|---|
| 3 | 28 | 15.52% |
| 4 | 60 | 56.90% |
| More Than 5 | 12 | 27.59% |
| **Total** | **100** | **100.00%** |

Table 2 Explains the No of respondents in family members. Out of that 28 respondents select (3) with (28.00%), 60 respondents select (4) with (60.00%), 12 respondents select (more than 5) with (12.00%). (More than 5) comprise a larger percentage (60.00%) comprise to other options.

**Table 3 Years Of Experience**

| How Many Years Of Experience | No Of Respondents | Percenta Ge |
|---|---|---|
| Less Than1 Year | 40 | 40.00% |
| 2-4 Years | 22 | 22.00% |
| 4-6 Years | 20 | 20.00% |
| Above 6 Years | 18 | 18.00% |
| Total | 100 | **100.00%** |

The Years Of Experience Of The Respondents Are Displayed In Table 3 Out Of That 40 Respondents Are Below 1 Year With (40.00%), 22 Respondents Are 2-4 Years With 22.00%, 20 Respondents Are 4-6 Years With 20.00% And 18 Respondents Are Above 6 Years With 18.00%. Below One Year Comprise The Larger Percentage I.E 40% Compared To Other Options.

**Table 4 Location You Prefer**

| What Location You Prefer To Work In Infosys | No Of Respondents | Percentage |
|---|---|---|
| Bangalore | 62 | 62.00% |
| Coimbatore | 18 | 18.00% |
| Chennai | 20 | 20.00% |
| **Total** | **100** | **100.00%** |

The Respondents Preferred Infosys Work Location Is Explains The Table 4. Bangalore Was Chosen By 62 Respondents (62.00%) Compare To Both The Cities Such As Coimbatore And Chennai Is 18.00% And 20.00% Respondents.

**Table 5 Certificate Cources**

| Have You Done Any Certificate Cources | No Of Respondents | Percentage |
|---|---|---|
| C++ | 18 | 18.00% |
| Sap | 21 | 21.00% |
| Python | 24 | 24.00% |
| Sql | 17 | 17.00% |
| Cloud Technology | 20 | 20.00% |
| Total | **100** | **100.00%** |

Table 5 Displays The Respondents Of Certificate Of Courses. Out Of That 100 Respondents 18 People Are Selected (C++) With (18.00%), 21 Respondents Select (Sap) With (21.00%), 24 Respondents Select (Python) With (24.00%), 17 Respondents (Sql) With (17.00%) And 20 Respondents Are (Cloud Technology) With 20.00%.  (Python) Compare The All Courses The Python Percentage Is High I.E. 24.00%.

**Table 6 Method Of Recruitment**

| Which Method Are Used In Your Organisation For Recriutment | No Of Respondents | Percentage |
|---|---|---|
| Aptitude Test | 25 | 56.14% |
| Group Discussion | 32 | 8.62% |
| Problem Solving Technique | 26 | 22.81% |
| Case Study Technique | 17 | 14.04% |
| **Total** | **100** | **100.00%** |

Table 6 Explains The Respondents Of Method Of Recruitment. Out Of That 100 Respondents 25 (Aptitude Test) With (25.00%), 32 Respondents Were (Group Discussion) With (32.00%), 26 Respondents Select (Problem Solving Technique) With (26.00%), 17 Respondents Select (Case Study Technique) With (17.00%). (Group Discussion) Comprise The Larger Percentage (32.00%) Compared To Other Options.

**Table 7 Factors Used To Hiring The Employees**

| What Are The Factors To Be Used For Hiring The Employees | No. Of. Respondents | Percentage |
|---|---|---|
| Skills And Qualification | 23 | 23.00% |
| Experience | 15 | 15.00% |
| Culture Fit | 12 | 12.00% |
| Attitude And Personality | 17 | 17.00% |
| Communication Skills | 16 | 16.00% |
| Work Ethic | 08 | 08.00% |
| Team Work And Collaboration | 09 | 09.00% |
| **Total** | **100** | **100.00%** |

The Respondents Factors For Employing Personnel Are Displayed In Table 7 Out Of 100 Respondents, 23 Choose Skills And Qualifications (23.00%), 15 Choose Experience (15.00%), 12 Choose Cultural Fit (12.00%), 17 Choose Aptitude And Personality (17.00%), 16 Choose Communication Skills (16.00%), 8 People Choose Work Ethics (08.00%) And 9 Respondents Choose Teamwork And Collaboration (09.00%). Here Compare To All Skills Qualification And Skills Make Up A Higher Percentage I.E. 23.00% .

**Table 8 Sources Of Recruitment**

| Source Of Recruitment | No Of Respondents | Percentage |
|---|---|---|
| Job Posting And Communication | 22 | 20.00% |
| Employees Development Program | 10 | 10.00% |
| Internal Recruitment Program | 12 | 12.00% |
| Company Culture And Employer | 20 | 20.00% |
| Freelance Platform | 18 | 18.00% |
| Employee Referrals | 10 | 10.00% |
| Temporary Staffing Agencies | 08 | 08.00% |
| Total | 100 | **100.00%** |

The Table Describes The Sources Of Recruitment Out Of 100 Respondents 10 Respondents Choose The Staff Development Program (10.00%), While 22 Respondents Choose The Job Advertising And Communication (20.00%). 12 Respondents Choose The Internal Recruitment Program (12.00%), 20 Respondents Choose The Company Culture And Employer (20.00%), 18 Respondents Choose The Freelance Platform (18.00%), 10 Respondents Are Choose The Employer Referrals (10.00%) And 8 People Are Choose Temporary Staffing Agencies (8.00%). Compared To Other Possibilities, Job Posting And Communication Is High I.E. 22.00% .

**Table: 9 Overall Satisfaction**

| Overall Satisfaction | No.Of Respondents | PercentAge |
|---|---|---|
| Very Satisfied | 62 | 62.00% |
| Satisfied | 26 | 26.00% |
| Neutral | 12 | 12.00% |
| Total | 100 | **100.00%** |

The Respondents Total Satisfaction Is Displays In Table 9, In 100 Respondents 62 People Are Choose Extremely Satisfied (62.00%), 26 Respondents Are Choose 26.00% And 12 People Are Choose Neutral 12.00% And Here The Highest People Chosen Extremely Satisfied Compare To Other Options.

**Table: 10 Job Satisfaction**

| Job Satisfaction | No Of Respondents | Percentage |
|---|---|---|
| Yes | 87 | 87.00% |
| No | 13 | 13.00% |
| Total | 100 | **100.00%** |

Table 10 Describes The Respondents Of Job Satisfaction. Out Of 100 Respondents 87 Respondents Are Selects (Yes) With (87.00%), 13 Respondents Selects (No) With (13.00%). Here The Most Of The Respondents Are Choosing "Yes" I.E. 87.00%.Omprise A Larger Percentage (87.00%).

**Chi-Square**

**Table: 11 Relationships Between Demographic Variable And Years Of Experience**

| Variables | P-Value | Significant |
|---|---|---|
| Age | 0.03462032 | Non-Significant |
| Gender | 0.008674053 | Highly Significant |
| Marital Status | 0.05604 | Significant |
| Types Of Family | 0.165062198 | Non-Significant |
| Monthly Income | 0.00346701 | Highly Significant |
| No Of Family Members | 0.01701106 | Non-Significant |

The Null Hypothesis Is Rejected The P Value Of $X^2$ Test Is More Than 0.000-0.001, Indicating A Highly Significant Differences In The Demographic Variables Of Years Of Experience, Monthly Income, And Gender. The Null Hypothesis Is Rejected If The P Value For The $X^2$ Test Is Between 0.01 And 0.05, Indicating A Significant Difference In The Demographic Variables Of Age, Family Members And Year Of Experience. The Null Hypothesis Is Accepted If The P Vale Of $X^2$ Test Is Greater Than 0.05, Indicating A Significant Difference Between The Demographic Variable Of Years Of Experience And Marital Status.

**Suggestions**

The Research On A Study Of Recruitment Policies And Procedure In Infosys At Bangalore Could Benefit From The Following Recommendations, Start By Extending The Introduction To Provide A More Through Summary Of Infosys Importance In Bangalore Job Market May Be Adding Particular Data Or Noteworthy Accomplishments Related To Infosys Presence In The Area. Make The Goals More Precise And Quantifiable, Concentrating In Evaluating The Success Of Specific Hiring Tactics Used By Infosys In Bangalore. Add New Studies Or Articles That Particularly Address Hiring Procedures At Infosys Or The Larger It Sector To The Body Of Existing Research In The Literature Review. Give More Information On The Study Methodology And It Including Details About Data Gathering Methods, The Reasoning Behind Sample Size Determination And Ethical Considerations.

**Conclusion**

The Analysis Of Infosys Hiring Practices In Bangalore Clarifies A Number Of Important Facts Of The Company's Strategy For Attracting Talent In This Particular Area. It Is Clear From Examination That Infosys Has Put In Place A Methodical And Strategic Recruitment Structure With The Goal Of Learning, Choosing And Keeping Elite People. First Off Infosys Uses A Variety Of Platforms And Methods To Contact A Wide Range Of Applicants, Demonstrating A Dedication To Diversity And Inclusively In Its Hiring Procedures. This Guarantees A Robust Talent Stream That Reflects Bangalore Community And Market Trends. Second In Order To Match Candidate's Skills And Abilities With Organizational Goals And Values, The Corporation Places A Strong Emphasis On Competency Based Tests And Interviews. This Guarantees That Those Chosen For Positions Have The Interpersonal Skills And Cultural Fit Required For Success With In The Company In Addition To The Necessary Technical Abilities. Essentially, Infosys Recruitment Rules And Practices In Bangalore Represent A Comprehensive And Systematic Approach Meant To Efficiently Find Choose And Onboard Talent. Infosys Shows Its Dedication To Developing A Competent And Diverse Workforce That Can People Corporate Success In The Ever-Changing Bangalore Technology Sector By Placing A High Priority On Diversity, Competency, Innovation And Candidate Experience.

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