

## Recruitment and Selection in Business

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MIRACLE SKILLS

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## **Introduction**

Recruitments and selection is the most important factor for running a company. It deals with choosing the right candidate for the company. Recruitment process deals with finding the candidates with the proper eligibility criteria. It has several stages and all the stages are important to find out a right candidate for the company. A successful recruitment process directly reflects the professionalism in the company and it helps the company to recruit more successful resources in the company.

In this report different scenarios will be analysed and the human resources recruitment and selection planning will be described in the report. In this report two companies will be chosen one is Nestle and the other is Unilever. The recruitment plan for both of the companies will be explained in this report of the human resource management. It will consider all the minute details of the recruitment and planning. It will be helpful for the learners to understand the detailed planning processes of the recruitment and selection.

## **Task 1**

### **Introduction**

Two organisations chosen here are Nestle and Unilever. Nestle is a multinational food and drink company that is based on Switzerland and Unilever is a fast moving consumer goods company which is based on UK. Both the companies are highly desired by the candidates and the companies have their distinct selection and recruitment processes. In this portion of the report the recruitment and selection processes will be described.

### **P1. Identify how two organisations plan recruitment using internal and external sources**

#### **Internal sources of planning recruitment**

Some of the important factors of the internal sources in the companies are motivation, inspiration and appraisal of the employees. These sources help the company to recruit more eligible human resources in the company (Rabin, 2018). The important internal sources of recruitment for these two companies will be explained below:

##### ***Transfers***

Transfer is the process to change the place or department of the employees. In this process the position and the job role of the employees might not change but the boredom of doing same thing in the same place can be changed in this process in the company. It is sometimes implemented for filling the position of the company by suitable candidates of the company.

##### ***Promotions***

In this process the designation of the employees is increased and salary generally increases after promoting the employees (Islam, 2018). It helps the employees to get motivated and the performance of the employees increases.

##### ***Retired employees***

Retired employees are one of the assets of the company. Those employees help to vacant the sits for the more eligible candidates and it helps the company to increase effective performance of the company (Sarker, 2017).

##### ***Employees of organisation***

The employees of the organisation helps to recruit more eligible sources by word of mouth marketing of the company (Ekwoaba *et al.*, 2015). They can work as more effective sources as the understanding level of the employees will be more trustworthy.

### ***Demotions***

Demotion is generally used as a punishment of the recent employee. This can help the organisation to fill the higher position and the lower position can also be filled by the demotion of the employees in the company.

### **External sources of recruitment**

These sources are used as third party by giving contract to the third parties. The sources are not directly related to the organisation and it helps the company to become more popular and the information can reach overseas (Velmurugan and Rajan, 2018).

### ***Advertisements***

Advertisements of job vacancy are generally given in different media. It helps to reach up to more people of the company and it helps the company to get more employees to avail the job vacancy and the brand image can be maximised.

### ***Job portal***

Job portals are more trusting media to connect to the right candidates for availing job vacancy. Generally genuine candidates prefer to apply through the job portals of the companies and it is the effortless way to find out the skilled candidates (Brown *et al.*, 2019). It reduces the use of tools and techniques for finding candidates.

### ***Websites***

Company websites helps to directly contact with the human resource of the companies. It is another trustworthy way of recruitment. In these websites the genuine candidates generally apply and recruitment is smoother in this process.

### ***Social networking sites***

Nowadays social media networking is getting popularity for the recruitment of the candidates. These websites help to reach up to more candidates and it helps the companies to get a bulk of human resources for choosing and it has become an easiest way of recruiting different employees in the organisation.

**P2. Explain the impact of the legal and regulatory framework on recruitment and selection activities.**

Human resource management needs to maintain different legal and regulatory framework and the impacts of legal and regulatory framework in highly important (Holm and Haahr, 2018). Some of the major laws and the impact of those laws in the recruitment and selection will be given below:

***Federal law***

This law deals with the whole process starting from the recruitment up to termination. It takes care of the standard of wages and working hours in the company. Health and safety of the employees can be managed by implementing this law in the company. It has a huge impact on the company (Kelly, 2018). It reduces the mistreatment with the employees and the employees can work smoothly by implementing this law in the company. It helps to increase effectiveness of the company and helps the employees to manage the working condition and health and safety of the company.

***State law***

Different aspects of the lives of the employees are taken care by this law in the company. Family life and the medical leave of the employees can be managed effectively with the help of state laws (Mügge, 2016). The employees can get a fair amount of leaves with a proper work life balance for the implementation of this law in the company. The rights under common law and the compensation at the time of retirement can be get from the state laws of the company.

***Employment law***

This law is implemented for managing the employee relationship and maintaining organisational culture of the company. It improves the organisational environment by managing conflict and the relationships within the employees can be managed by this law in the company.

***Contract law***

This law is responsible for managing the authenticity of contract between different parties. In case of breaches of any contract this law is applied. It helps the employees to gain more authentic contract. The actual rights of the employees can be achieved by applying the contract law in the company. If anyone breaches contract the other party can file case under this law.

## **Conclusion**

The above portion of the report describes different sources of the recruitment in the companies. These sources are highly used in the companies for recruiting candidates. Above portion of the report helps to understand the detailed sources of the recruitment in these two companies. Impacts of the legal and regulatory frameworks have been provided and it will help to increase the understanding about the legal and regulatory framework in the human resource management of the companies.

## Task 2

### P3. Prepare the documents used in selection and recruitment activities.

Proper documentation is one of the most important factors for the recruitment and selection processes in the company. This portion of the report will include different documents of the recruitment and selection processes of the company.

Job Advertisement
<p><b>Designation:</b> Sales Assistant</p> <p><b>Total experience:</b> 1 to 3 years</p> <p><b>Salary:</b> Negotiable</p> <p><b>Job role:</b></p> <p>The candidate for the required job role should be young, dynamic and well-spoken. The communication skill should be excellent and the convincing skill of the candidate should be impressive. The candidate should be able to generate leads for the company and all the targeted products of the company should be penetrated by the candidate. He/ she should be able to create new leads and deliver presentations of sales and should be patience and disciplined enough to follow-up with the customers at a regular basis.</p> <p>The candidate should have previous experience in this market for generating leads. The payments from the client should be handled by the person efficiently.</p> <p><b>Selection criteria :</b></p> <ul style="list-style-type: none"><li>➤ Candidate should be able to communicate efficiently</li><li>➤ Communication skill should be excellent</li><li>➤ Academic skill of the candidate should be considerable</li><li>➤ Candidate should be able to handle payments</li><li>➤ Patience level should be high</li></ul> <p><b>Facilities provided:</b></p> <p>Medical insurance, travelling allowances and retirement planning will be provided to the right candidate for the company.</p> <p><b>Venue :</b></p> <p>1103 19<sup>th</sup> Street North Great Falls Montana 112765 Adelaide</p>



**Date:** 28<sup>th</sup> May and 29<sup>th</sup> May

**Required documents:**

- Curriculum Vitae 2 copies
- Passport size photos
- Identity verification
- Original copy of bank details

**Job Description**

The job of sales assistant demands the candidate to deliver high numbers of sales for the company. The job is for maintaining the condition of the stores and the standards of merchandising of the company. Sales processes should be maintained by the candidate fully, The job demands to increase the level of customers' satisfaction in the company. Inventory management should be done by the assistant and welcoming and greeting the customers is another demand of the jobs. Point of sales can be managed by the employee and the candidate should be able to involve effectively to receive new shipments in the company. The job can be fulfilled by assisting the customers for helping the way they are needed to be guided and by promoting the brand of the company. The customers should be provided availability and pricing of the products.

**Person Specification**

**Name:** Alex Smith

**Address:** 27 Old Gloucester Street, London WC1N, UK

**Mail Id:** [smith01.alex@gmail.com](mailto:smith01.alex@gmail.com)

**Contact number:** +44 5002 9065

**Objective**

To acquire a position in a profitable and prestigious organisation where I can show my skill and contribute at their profitability along with learning continuously.

**Interpersonal skill**

- Communication skill
- Team management
- Convincing skills
- Analytical skill

**IT skills**

- Proficient in advanced computer technology
- Basic level of understanding about programming languages

**Educational qualification**

I have completed my graduation with 1bachelors of computer application. After that completed masters of business administration in Marketing speciality.

**Work Experience**

**Company Name:** Morrison's

**Role:** Sales Assistant

**Duration:** Two years (From January 2017 to March 2019)

**Responsibilities**

I was sales assistant in Morrison's and have a strong understanding about sales and management of the company. I used to generate and covert leads for my previous companies and have been awarded as best communicator.

**Hobbies**

- Music
- Cooking
- Gardening
- Playing basketball

**M1. Compare the purposes of the different documents used in the selection and recruitment process of a given organisation**

**Job description**

This document helps to understand the job in detail. It is helpful for the company to set the eligibility criteria for the right human resources. It is used to describe the functions of the job and job performance can be evaluated in detail with the help of this. All the processes of the human resource department can be continued with the help of the document. It increases the effectiveness of the recruitment and selection process in the company. Main purpose of this document is not to consume much time in the recruitment and selection process of the company. It manages the efficiency of the recruitment process of the company and it helps the company to effectively organise the recruitment and selection process.

**Job advertisement**

Job advertisement is published to attract the right candidate for the required job. It helps to reach the right candidate in the right place (Stanujkic *et al.*, 2015). The hassle of recruitment and selection becomes less and the effectiveness of the human resources increase by advertising job. It increases the attractiveness of the selected job post and helps to reach up to more candidates. It can do a lot in less time and helps the company to reach up to a large numbers of candidates within a very less time.

**Person specification**

Person specification is called curriculum vitae. It is generally used for knowing the details of the applicants. The main purpose of this is to know the right candidates and to choose the most efficient one. A curriculum Vitae generally includes details of the individual, profile of the individual, skills of the individual and employment history (Ahlvik and Björkman, 2015). Key skills of the candidates are mentioned in the document that helps the recruiters to understand which candidates to choose for the specific post of the company. The educational qualification and the interests of the candidates can be understood easily from the curriculum vitae of the candidate. It is highly helpful for the company authority to choose the correct candidates. Though the two pages of the description is not enough to understand about a person but the glance of the individual is sometimes enough for the company to understand about the candidate to be taken or not for the company.

### **Task 3**

#### **P4. Plan to take part in a selection interview.**

Planning the interview is necessary for both the interviewer and the interviewee. The planning process for the interview consists of several steps (Albrecht *et al.*, 2015). The steps of planning the interview will be described below:

##### ***Building rapport***

In this stage the interviewer of the company builds rapport with the interviewee and the ice breaking session is done in this stage of the building rapport. It helps the interviewee to become comfortable in the atmosphere. It increases comfort of the interviewee and the interviewer of the company gets to know about the mental situation of the interviewee. It is helpful for both to the interviewer and the interviewee. Otherwise the interview might become a failure.

##### ***Structure establishment***

In this stage, the interviewee gets to know about the structure and the structure of the interview becomes transparent to the interviewee (Boca *et al.*, 2016). This stage is also a chance of taking mental preparation for the employee. It is helpful for the candidate to establish the strategy to pass the interview within head. It increases the confidence of the interviewee by getting introduced to the officers.

##### ***Preview of the job***

In this stage, the preview of the job is given to the candidate. It helps the interviewee to know about the interview and the questions of the interview. It makes the interviewee and the interviewer more comfortable regarding the structure of the job and interview. It helps the interviewee to understand the job and the interests of the candidate can be properly structured in this stage (). It also helps the interviewer to understand about the body language of the interviewee.

##### ***Interview question asking***

This is the key stage of the whole interview and in this stage the technical skills of the interviewee can be understood (Bratton and Gold, 2017). For being a HR assistant the candidate should definitely know the basic concept of the human resource management and it is the main stage that helps the interviewer to understand the structure of the interview.

##### ***Encouraging questions***

In this stage, the interviewer checks if the interviewee is interested enough to encourage questions. In this stage the body language and the capability and the analytical capabilities of the interviewee can be understood. It helps the company to get the right candidate. The body language and the gesture of the candidate is scrutinised in this stage of the interview.

#### **P5. Take part in a selection interview.**

In this portion the mock interview will be given in which I will act as interviewee and the mock questions and answers will be given as the role play.

**Interviewee:** Good morning!

**Interviewer:** Good morning! How are you doing?

**Interviewee:** I am doing fine. What about you?

**Interviewer:** I am good too. Thank you. How do you justify your background to become an HR assistant?

**Interviewee:** I have completed my Masters in business Administration with the background of Human resource management and I have previous experience in the same background in other company. Thus I think I can justify my job role at the best.

**Interviewer:** Have you read our job description?

**Interviewee:** Yes

**Interviewer:** Name some important skill that an HR assistant must have?

**Interviewee:** An HR manager should be patient enough to listen all the problems of the employees and it will help to reduce the problems in organisation.

**Interviewer:** What do you think the most important thing for resolving conflicts?

**Interviewee:** I think listening to all the problems is one of the most important thing to solve half of the conflict. If the problems of the people can be given enough care it will help them to get more satisfaction towards solving the problems.

**Interviewer:** Do you think you will get enough time to listen to all the problems of the people?

**Interviewee:** Time management for the problems is another important part of being HR assistant. I have the habit of dividing all the works in slot. I will make a slot of solving the

internal problems of the company and at that time I will listen to all the problems of the employees.

**Interviewer:** What is your hobby?

**Interviewee:** Fishing and reading novel

**Interviewer:** Well, I am impressed with your attitude towards work and will let you know about the rest of our processes.

**Interviewee:** Thank you.

## **M2. Analyse your contribution to the selection process in a given situation.**

The contributions of the HR manager is very important during the time of the interview. It is this person who talks to the candidates. The HR manager represents the company and the information that he provides is on behalf of the company. It has been witnessed from the above role-play that there is an interview that is being taken by the HR manager for the post of HR assistant. It is seen that there are number of information that the HR manager provides to the candidate. All of these are the rules and regulations and the description of the jobs that is to be performed by the person if he is selected.

This is significant for the HR manager as he is that person who provides information of all the necessary activities that are to be performed by the company. He has made the candidate understand about the work he needs to do if he is selected for the job. These are necessary for the candidate to ask for any kind of question to the HR manager for the post so that he gets everything cleared from the HR manager. The HR manager needs to inform the candidate about the compensation that he will receive from the business entity and as well as other benefits that he will receive once he will be selected. The HR manager will also check all the documents of the candidate and inform him about the training period and other activities that are necessary for the candidate.

## **Conclusion**

The assignment throws lights on the different aspects of the selection and recruitment. This helps the human resource manager to get to know his job role and as well as perform those activities so that the issues are reduced. It has been witnessed from the above work that there are different processes that are followed by the human resource department in the recruitment and selection process. This gives proper schedule of the recruitment that is done by the human resource manager. Different types of sources that are present in the business that help in recruitment of the candidates are also been discussed. These are necessary for the human resource department in order to perform well in recruiting right candidates for the business.

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