

**A  
PROJECT REPORT  
ON  
“RECRUITMENT AND SELECTION PROCESS”  
of  
Pantaloons Retail (India) Limited  
Patia, Bhubaneswar**

**SUMMER INTERNSHIP REPORT  
TOWARDS FULLFILLMENT OF AWARD OF THE DEGREE  
of  
INT. MASTER OF BUSINESS ADMINISTRATION  
SESSION: 2018-2023**

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## **CERTIFICATE**

This is to certify that **Sarmistha Dash**, pursuing IMBA from **BIITM, Bhubaneswar** bearing Registration no. **1813258034** has successfully completed her dissertation on “**RECRUITMENT AND SELECTION PROCESS**” under my guidance for partial fulfillment of her *INT. MASTERS IN BUSINESS ADMINISTRATION* for the session **(2018-2023)**.

**Date:**

**Place: Bhubaneswar**

**Signature of internal guide**

## **DECLARATION**

I, *Sarmistha Dash* an individual who owes a sense of gratitude to the intelligence and co-operation of those people who had been so easy to let us understand what we needed from time to time for completion of this exclusive project.

I want to express my gratitude towards **Ms. Mecon Swain, Area HR Manager**, Pantaloons, for giving us an opportunity to do this project. Last but not the least, I would like to forward my gratitude to **Mr. Biswa Prakash Biswal, Store Manager, Mr. Rajkishor Mahali, Department Manager, Mr. Prasant Samal, Head Cashier and BIJU PATANAIK INSTITUTE OF IT AND MANAGEMENT STUDIES (BHUBANESWAR)** who always endured us and understood us and without whom we could not have envisaged the completion of our project.

Date:

Place: Bhubaneswar

Name:

**SARMISTHA DASH**

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Finally, my sincere thanks to the KIDS dept store who have constantly supported me and helped me to successfully complete the project.

Date:

Place: Bhubaneswar

Name:

Sarmistha Dash

## **EXECUTIVE SUMMARY**

People form an integral part of the organisation. The efficiency and quality of its people determines the fate of the organization. Hence selecting the right people at the right time and placing them at right place is very essential. Hiring comes at this point of time in the picture and is a strategic function of HR department.

Recruitment and selection from the process of generating a pool of qualified applicant for organization job. The process includes the step like HR planning, attracting the applicants, screening them. These steps are affected by various factors, which may be internal as well as external. The organization makes use of various methods and sources for this process. Selection is carried from the screen applicants during the recruitment process. There are also some specific processes that are involved. By the way of conducting preliminary interviews and conducting the various tests, if required reference check and further final interview is conducted. During the process there are certain difficulties and barriers that are to be overcome. Different organization adopts different approaches and techniques for their employees. To know the practical application of the employees hiring process, the current project on the recruitment process of *PANTALOONS* was undertaken.

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# CHAPTER I:

- Introduction
- Background of study
- Objectives of the study
- Scope of the study

# **INTRODUCTION**

The word “Human Resource” conjures up images of paperwork of some, but true HR professionals understand the value of effective human resource management. During our first meetings with potential clients, investors, colleagues or romantic partners, our initial impression and appraisal of their character influence the judgment we make about them. But at the same time, we are evaluating others, we are often “selling” ourselves or making ourselves more attractive and also, we often sell the job and the company to the interviewee by talking about the perks the company offers and how the candidate would benefit from joining the team. Human resource management is the essential function of the organizations. It is the strategic approach to the effective management of organizational workers leading to gain a competitive advantage.

The functions of HRM are: Planning, Staffing, Developing, Monitoring, Maintaining, managing relationships, Managing Change, Evaluating. Among the HR practices recruitment is the basic function where employees enter into the organization. Recruitment is the process of searching positive employees to apply for the job postings in the PANTALOONS. Selection is the process of choosing the right candidate among the job applicants. Selection process starts after the completion of the recruitment process. Many of the researchers say that recruitment and selection policies should be ethical for the organizations in order to sustain in the competitive environment. Recruitment is the first step after that selection and placement comes in the employment process (Rao, 2010). Employers aim is to choose an appropriate candidate suitable for that particular job.

## **HUMAN RESOURCE**

Human resources are used to describe both the people who work for an organization and the department responsible for managing resources related to employees. These are the people who make up the workforce of an organization, business sector, or economy. “Human Capital” is sometimes used synonymously with “Human Resource”, although human capital typically refers to narrower concept. It is rightly said that “machines are important in the production process but the man behind the machine is more important.” Pioneering economist John R. Commons used the term “Human Resource” in his 1893 book “The Distribution of wealth” but did not further build upon it. The term was in subsequent use during 1910s to 1930s to promote the idea that human beings were an object of worth, that should be promoted to realize human dignity, but this changed in the early 1950s as “Human Resource Management” developed viewing people as a means to an end for employers. Human resources are the most important assets of the organization. The success or failure of an organization is largely dependent on the knowledge, skills and abilities of the employees working therein. Without positive and creative contribution from these employees, organizations can not progress and prosper and cannot achieve the goals and objectives. In order to achieve the goals or the activities of an organization, they need to recruit and select people with requisite skills, knowledge and abilities. In order to attract people for the jobs, the organization must communicate the position in such a way that job seekers respond. To be cost effective, the recruitment process should attract qualified applicants and provide enough information for unqualified persons to self-select themselves out.

## **HR PRACTICES**

Human resource practices are strategic in nature. They represent a vital guidance system that coordinates with the executive business plan.

- a. **Talent Management:** Talent management as the name itself suggests is managing the ability, competency and power of employees within an organization. PANTALOONS aims at one thing that is, “Right candidate at right time in right area.”
- b. **Employee Engagement Activity:** In every Saturday and within every 15 days of each month certain programmes are arranged such as Brainstorming, Leadership activities, Team building activities, Attitude activities, etc.
- c. **Employee Welfare:** For the welfare of employee certain facilities are provided such as Washroom, drinking water, changing rooms, first aid appliances, Facilities for sitting and benefits of PF, ESIC, Bonus, etc. Talent Management Employee Engagement Activity Recreational Activity Employee Welfare Compensation Performance Management System Training & Development.
- d. **Compensation:** Employees being compensated annually and midterm basis. Salary varies on the position basis which has been mentioned in the pay band structure and also on performance basis.
- e. **Performance Management System:** It is a tool which is used to communicate the organizational goals to the employees, individually, allots individual accountability towards that goal and tracking of the progress in the achievement of the goals assigned and evaluating their individual performances. Performance appraisal in PANTALOONS is done through MBO (Management by Objective) which means the employees are assigned with the targets that is set by the organization and they are assessed according to the targets they have achieved.
- f. **Training & Development:** After selection of the candidates, they are kept for the Probation Period or training is given for 6 months. During their

work their development is done through a program of 20-30 days where 4 level of training is done.

## **HR FUNCTIONS**

- Managing the required manpower planning and allocation.
- Handling the end-to-end recruitment part including all joining formalities.
- Supervision on leave management of employees.
- Managing the compensation and benefits of all employees and contact labors.
- Maintaining the bonus plan, incentive plan and other statutory works of the organization.
- Supervision of day-to-day canteen work.
- Overview on performance review and performance appraisal of all employees.
- Managing the level encashment of employees.
- Active participation with seniors for handling the day-to-day administrative work.

## **CONCEPT-RECRUITMENT**

**RECRUITMENT**: placing the right person in right place at right time.

Recruitment is a process of finding an attracting capable applicant for employment. The process begins when new recruits are sought and ends when their applications are submitted. The result is a pool of applications from which new employees are selected.

Recruitment is an important part of organization's human resource planning and their competitive strength. HRP helps determine the number and type of people an organization needs. Job Analysis and Job Design specify the tasks and duties of jobs and the qualifications expected from prospective job holders.

**HUMAN  
RESOURCE  
PLANNING**

**DETERMINE  
RECRUITMENT  
AND  
SELECTION  
NEEDS**

**JOB  
ANALYSIS**

- HRP is the process (including forecasting, developing and controlling) by which a firm ensures that it has the right number of people and the right kind of people at the right time doing work for which they are economically most useful.

- Job analysis may be understood as a process of studying and collecting information relating to the operations and responsibilities of a job. The immediate products of this analysis are job descriptions and job specification.

**Job Description:** Job description is a simple, concisely written statement explaining the contents and essential needs of a job and summary of the duties to be performed. It gives a precise picture of features of each job in terms of tasks contents and occupational requirements.

**Job Specification:** Job specifications is a statement of the minimum acceptable human qualities necessary to perform a job satisfactorily. It translates the job description into terms of human qualifications which are required for a successful performance of a job.

**Features:**

- ❖ Recruitment is a process or a series of activities rather than a single act or event.
- ❖ Recruitment is a linking activity as it brings together those with jobs (Recruiter) and those seeking jobs (prospective employees)
- ❖ It is positive function as it seeks to develop a pool of eligible persons from which most suitable ones can be selected.
- ❖ It is a pervasive function.
- ❖ Recruitment is a two-way process – recruiter chooses whom to recruit, prospective employees choose where to apply.
- ❖ Recruitment is a complex job as many factors affect it, e.g., image of the organization, nature of jobs offered, organizational policies etc.

**Recruitment Needs are of Three Types:**

- ❖ **Planned:** the needs arising from the changes in organization and retirement policy.
- ❖ **Anticipated:** anticipated needs are those movements in personnel, which an organization can predicted by studying trends in internal and external environment.

- ❖ **Unexpected:** resignations, illness, accidents, deaths give rise to unexpected needs.

### **Purpose and Importance of Recruitment:**

- ❖ Attract and encourage more and more candidates to apply in the organizations.
- ❖ Create a talent pool of candidates to enable the selection of best candidates for the organization.
- ❖ Determine present and future requirements of the organization in conjunction with its personnel planning and job analysis activities.
- ❖ Recruitment is the process which links the employers with the employees.
- ❖ Increase the pool of job candidates at minimum cost.
- ❖ Helps increasing the success rate of selection process by decreasing number of visible under qualified or over qualified job applicants.
- ❖ Helps in reducing the profitability by job applicants once recruited and selected cannot leave the organization in short period of time.
- ❖ Meet the organization legal and social obligations regarding the composition of its work force.
- ❖ Being identifying and preparing potential job applicants who will be appropriate candidates.
- ❖ Increase organization and individual effectiveness of various recruiting techniques and sources for all types of job applicants.

### **A General Recruitment Process is as Follows:**

1. Identifying vacancy
2. Prepare job description and person specification
3. Advertising the vacancy
4. Managing the response

5. Short-listing
6. Arranging interviews
7. Conducting interview and Decision making

### **Factors Affecting Recruitment:**

Recruitment is naturally subject to influence of several factors. These include external as well as internal factors.

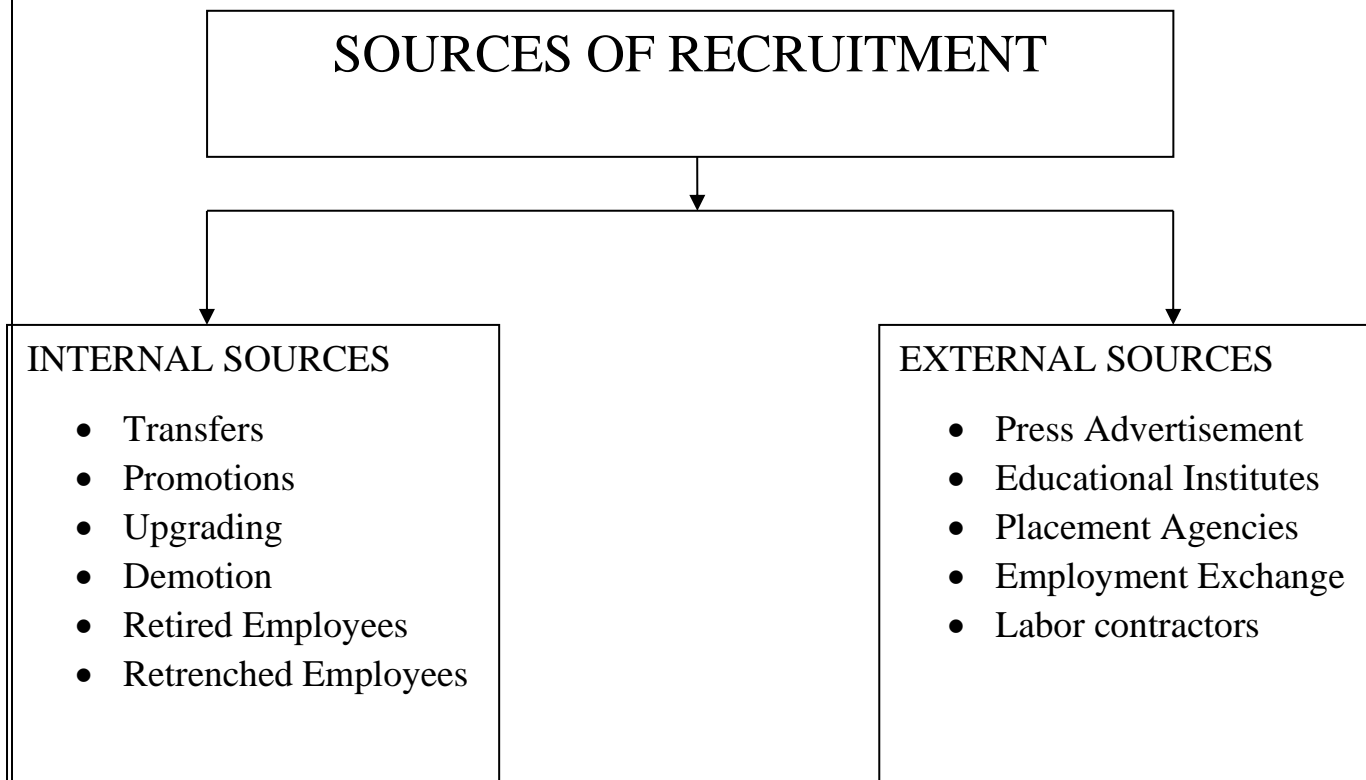


Every organization has the option of choosing the candidates for its recruitment process from two kinds of sources:

- Internal Sources
- External Sources

The sources within the organization itself to fill a position are known as the **INTERNAL SOURCES** of recruitment.

Recruiting candidates from all other sources are known as **EXTERNAL SOURCES** of recruitment.



Once the recruiting effort has developed a pool of candidates, the next step in the HRM process is to determine who is best qualified for the job. This step is called the selection process. The enterprise decides whether to make job offer and how

attractive the offer should be. The job candidate decides whether the enterprise and the job offer fits his or her needs and personal goals. The process also seeks to predict which applicants will be successful if hired. Success, in this case, means performing well on the criteria the enterprise uses to evaluate employees.

## **SELECTION-CONCEPT**

It is the process of differentiating between applicants in order to identify and hire those with a greater likelihood of success in a job.

Once the recruiting effort has developed a pool of candidate, the next step in the HRM process is to determine who is best qualified for the job. This step is called the selection process. The enterprise decides whether to make a job offer and how attractive the job offer should be. The candidate decides whether the enterprise and the job offer fit his or his needs and personal goals. The process also seeks to predict which applicants will be successful if hired. Success, in this case, means performing well on the criteria the enterprise uses to evaluate employees.

### **Selection Process:**

Selection is a long process, commencing from the preliminary interview of the applicants and ending with the contract of employment.

The following is the selection process:

1. Preliminary Interview
2. Selection Tests

3. Employment Interview
4. Reference and Background Analysis
5. Selection Decision
6. Physical Examination
7. Job Offer
8. Employment Contract
9. Evaluation

### **Outcomes of the Selection Decision:**

Correct selection decisions are those where the candidate was predicted to be successful in advance and prove to be successful on the job. At times the applicant is predicted to be unsuccessful and as, expected, performs unsatisfactory after getting selected. While in the first case, the worker is successfully accepted; in the later the worker is successfully rejected.

Errors arise when we reject a candidate who would have performed successfully on the job. This is termed as reject error. In certain situations, a worker is accepted ultimately and performs unsatisfactorily. This is called accept error.

## **BACKGROUND OF THE STUDY**

Better recruitment and selection strategies result in improved organizational outcomes. With reference to this context, the research paper entitled Recruitment and Selection has been prepared to put a light on Recruitment and Selection process of Pantaloons. The main objective is to identify general practices that organization uses to recruit and select employees and, to determine how the recruitment and selection practices affect organizational outcomes at Retail Industry, In Pantaloons, Patia. Successful recruitment and selection practices are key components at the entry point of human resources in any organization. The main objective of this paper is to identify general practices that organization uses to recruit and select employees. The study also focusses its attention to determine how the recruitment and selection practices affect the organizational outcomes and provide some suggestions that can help. Data analysis has been done with statistical tools like tables, pie charts.

## **OBJECTIVES OF THE STUDY**

- 1) The primary objective of the study is to analyse the process of Recruitment and Selection in the industries.
- 2) To observe the procedure to select the candidates from internal as well as from external sources in the industries.
- 3) To study the employee satisfactory level with the existing recruitment policy in the industry.

## **SCOPE OF THE STUDY**

The scope of Recruitment and Selection is very wide and it consists of a variety of operations. Resources are considered as most important asset to any organization. Hence, hiring right resources is the most important aspect of Recruitment. Every company has its own pattern of recruitment as per their recruitment policies and procedures.

The scope of Recruitment and Selection includes the following operations

- Dealing with the excess or shortage of resources
- Preparing the Recruitment policy for different categories of employees
- Analysing the recruitment policies, processes, and procedures of the organization
- Identifying the areas, where there could be a scope of improvement
- Streamlining the hiring process with suitable recommendations
- Choosing the best suitable process of recruitment for effective hiring of resources

Any organization wants its future to be in good and safe hands. Hence, hiring the right resource is a very important task for any organization.

# CHAPTER II:

- Company Profile
- Industry Analysis

## COMPANY'S PROFILE



ABFRL is part of a leading Indian conglomerate, Aditya Birla Group. Spanning a retail space of 8.4 million sq. (as on March 31, 2021), Aditya Birla Fashion and Retail Limited (ABFRL) is India's fashion powerhouse with an elegant bouquet of leading fashion brands and retail formats.

ABFRL brings together the learnings and businesses of two renowned Indian fashion icons, Madura Fashion & Lifestyle and Pantaloons creating a synergistic core that will act as the nucleus of the future fashion businesses of the Aditya Birla Group.

As a fashion conglomerate, ABFRL has a strong network of 3,212 brand stores across the country. It is present across 31,000 multi-brand outlets and 6,800+ point of sales in department stores across India.

It has a repertoire of leading brands such as Louis Philippe, Van Heusen, Allen Solly and Peter England established for over 25 years. Pantaloons is one of India's largest fast fashion store brands. The Company also holds exclusive online and offline rights to the India network of California-based fast fashion brand Forever 21. The International Brands portfolio includes - The Collective, India's largest multi-brand retailer of international brands, Simon Carter and select mono-brands such as American Eagle, Ralph Lauren, Hackett London, Ted Baker and Fred Perry. Van Heusen Innerwear, Athleisure and Active wear is establishing itself as India's most innovative and fashionable brand. Apart from Jaypore and Shantanu & Nikhil, the Company closed two additional strategic investments with

Sabyasachi and Tarun Tahiliani, expanding its horizon in branded ethnic wear business.

### VISION:

To passionately satisfy Indian consumer needs in fashion, style and values, across wearing occasions in Apparel and Accessories through strong brands and high-quality consumer experience with the ultimate purpose of delivering superior value to all our stakeholders. Pantaloons India in association with the future group shall deliver every time., everywhere & everything for every consumer of India in a profitable way. Pantaloons India shares the belief that the potential stakeholders and customers shall be provided by executing and creating future development in leading consumption space to the economic development.

### MISSION:

Sharing the vision and belief that customer and stakeholders shall be served only by creating and executing future scenarios in the consumption space leading to economic development. To be the trendsetters in evolving delivery formats, creating retail reality. To infuse Indian brands with confidence and renewed ambition.

### VALUES:

- Integrity: Acting and taking decisions in a manner that is fair and honest. Following the higher standards of professionalism and being recognized for doing so. Integrity not only financial and intellectual integrity, but encompasses all other forms are generally understood.
- Commitment: On the foundation of integrity, doing all that is needed to deliver value to all stakeholders. In the process, being accountable for the actions and decisions, those of the team and those in the part of the organization for which are responsible.
- Passion: An energetic, intuitive zeal that arises from emotional engagement with the organization that makes work joyful and inspires each one to give their best. A voluntary, spontaneous and relentless pursuit of goals and objectives with the highest level of energy and enthusiasm.
- Seamlessness: Thinking and working together across functional groups, hierarchies, businesses and geographies. Leveraging diverse competencies

and perspectives to garner the benefits of synergy while promoting organizational unity through sharing and collaborative effort.

- Speed: Responding to internal and external customers with a sense of urgency. Continuously striving to finish before deadlines and choosing the best rhythm to optimize organizational efficiencies.

## **INDUSTRY ANALYSIS**

Aditya Birla Group is one of India's largest conglomerates and also claims to be the most international of the country's major corporations. The company acts as a holding company for more than 72 manufacturing and services subsidiaries throughout India, and in Thailand, Indonesia, the Philippines, Malaysia, Australia, China, Egypt, and Canada. Aditya Birla's major subsidiaries include Grasim, the world's leading producer of viscose staple fibre, and a manufacturer of rayon grade pulp, cement, sponge iron, textiles, and chemicals; Hindalco, a leading producer of aluminium and copper; UltraTech Cement, which produces Portland cement and related products; Aditya Birla Nuvu, which manufactures clothing, textiles, and carbon black and is India's second largest producer of viscose filament yarn; Indo Gulf, a fertilizer producer; Birla NGK Insulators (a joint venture with NGK of Japan), which is the world's leading producer of insulators; and Idea Cellular Ltd., a mobile service provider jointly owned with fellow Indian conglomerate Tata Industries. The company also produces software and provides IT services, and operates a number of financial products subsidiaries. The company's Birla Sun Life Insurance Co. is the second largest private sector insurance company in India, and its Birla Sun Life Asset Management Co. is the country's fourth largest assets manager. In other areas, the company claims to be the world's eighth largest producer of cement and the world's fourth largest producer of carbon black. These operations combine to generate revenues of nearly \$7.6 billion per year. The company is led by Kumar Mangalam Birla, son of Aditya Birla.

## **Indian Financial Dynasty in the 19th Century:**

The Aditya Birla Group was founded in the 1960s by Aditya Birla, who started building his business empire at the age of 24. By then, however, the Birla family had been one of India's most prominent industrial and financial families for nearly a century. The origins of the Birla family fortunes lay in the second half of the 19th century, when in 1870 Seth Shiv Narayan Birla launched a cotton- and jute-trading business in the town of Pilani, in Rajasthan, India. Despite the British occupation, and the attempt to establish monopolies by the British trading companies, Birla succeeded in building the family's first fortune.

The family's interest in textiles and rayon in particular led it to acquire another branch, Indian Rayon Corporation, in 1966. That company had been founded just a decade earlier, and in 1963 had expanded with the construction of its own viscose filament yarn factory in Veraval. As part of the Birla family holdings, Indian Rayon, which later evolved into the Birla group's largest sub conglomerate, Aditya Birla Nuvo, developed diversified operations, including the production of garments, textiles, carbon black, and insulators. The company also entered cement production, launching its own factory in 1985.

## **Principal Subsidiaries:**

Aditya Birla Chemicals (Thailand) Ltd.; Aditya Birla Nuvo Ltd.; Alexandria Carbon Black Company S.A.E. (Egypt); Alexandria Fibre Company S.A.E. (Egypt); AV Cell Inc. (Canada); AV Nackawic Inc. (Canada); Birla Mineral Resources Pty. Ltd. (Australia); Birla Mt. Gordon Pty. Ltd. (Australia); Century Textiles; Grasim Industries Limited; Hindalco Industries Limited; Indo Gulf Fertilisers Limited; Indo Phil Textile Mills (Philippines); Indo Thai Synthetics; Liaoning Birla Carbon Co. Ltd. (China); Pan Century Edible Oils (Malaysia); PSI

Data Systems Limited; PT Elegant Textile Industry (Indonesia); PT Indo Bharat Rayon (Indonesia); PT Sunrise Bhumi (Indonesia); Thai Acrylic Fibre; Thai Carbon Black; Thai Peroxide; Thai Rayon; Trans Works Information Services Ltd.

## **CHAPTER III:**

- Competitor Analysis

## **COMPETITOR ANALYSIS**

### **GLOBUS:**

The Mumbai based Rajan Raheja Group launched its first globus department store in January 1998 at Indore and since then it has become a strong chain with a presence in 14 cities. Apart from the Globus department stores, the chain also runs a second retail format with Globus 2, the factory outlet format. Globus' flagship store was launched in Mumbai in November 2001. The department store chain's customer loyalty program is called the Globus Privilege Club card program. In 2004, the chain had seven outlets in five cities with a total space of 1,39,658 sq.ft by 2005 their retail presence had reached 8 cities and 12 stores and a total retail space of 1,94,610 sq.ft. Today the chain runs 20 outlets in 14 cities with a total retail space of 2,90,000 sq.ft. Retail expansion plan include having 30 outlets by 2007, 100 by 2008, and taking it to 120 by 2010 with a total retail space of 12,40,000 sq.ft. The chain's instore labels apparel labels, Globus and F21, contribute about 35% towards total retail sales. Frequent consumer promotions during peak sales Periods like traditional festive seasons bring 25-30 percent increase in average sales.

### **LIFESTYLE:**

The Dubai based Landmark Group's department store chain, lifestyle, started operations in India in 1998. It currently operates 19 Lifestyle departmental stores in 9 different cities with a total retail space of 7,45,711 sq.ft. In 2004 the chain had 7 stores in 5 cities with a total retail space of 2,68,436 sq.ft, which grew to 10 stores in the same 5 cities with an increased retail space of 3,41,587 sq.ft. By 2010 they plan to have 41 stores in 16 cities with a combined retail space of 19,33,931 sq.ft. The average store size of a Lifestyle department store is 46,000 sq.ft, the largest of them being the Chennai store with an area of 75,000 sq.ft. Lifestyle now plans to majorly expand into the tier II cities in the country. Ginger, Baby doll and JRS Active are the three major private labels of Lifestyle, besides segment specific brands like 2xtremz for women and juniors for infants. Three private labels contribute approximately towards 10% to the total revenue. Its customer loyalty program is called The Inner Circle, which contributes 40% to total sales. Each of the stores has a coffee island managed by Qwiky's. lifestyle International has announced investments to the tune of Rs. 400cr. In the next five years to fund its expansion in India. This includes plans to bring in its concept stores into the country, including the Max Hypermarkets and Lifestyle Centers. The Max chain of value stores and Home Centers have already been launched. Landmark is also working on a Lifestyle Centre.

### SHOPPERS'STOP:

Shoppers' Stop Ltd. From the K Raheja Group, opened its first Shoppers' Stop department store in Mumbai in 1991; and over the last 16 years has established itself as the largest player in the department store category in India. From 16 stores in 9 cities with an area of 7,52,848 sq.ft, the chain today operates 26 outlets in 12 cities with a total retail space of 15,07,126 sq.ft, with plans to have

34 stores by 2007. By 2021 Shoppers' Stop plans to already have 50 outlets in 20 cities across a total retail space of 36,26,899 sq.ft. Shoppers' Stop was the first retailer in the country to have bar-coded garments, Co-branded credit card; and Retail ERP Shoppers' Stop, unlike Pantaloons and Westside where the chunks of sales are driven by private labels, houses a large number of external brands. The chain is today the largest retailer for popular brands. The launch of Buzz (the designer pret wear section) and Kasba by Raghavendra Rathore were some new additions. Shoppers' Stop customer loyalty program, First Citizen's Club has approximately 4,40,000 members, who contribute over 50% of the total sales. Shoppers' Stop, which has tied up with Mothercare, the global brand for infants and children, will be opening 40 Mothercare outlets over the next 5 years.

# **CHAPTER IV:**

- **Recruitment and Selection Policies**

## **RECRUITMENT AND SELECTION POLICIES**

**SCOPE & OBJECTIVES:** Keeping in the view the existing and expansion needs as well as to meet the competition Pantaloons needs well qualified, and talented personnel in various discipline of Retail business Viz, Merchandizing, sales, supply chain, Warehousing, HR and Finance & A/c's, General Management etc. in view of that it has been considered desirable to induct fresh entrants as ET's/MT's so as to mould and develop them as per organization need and to frame guidelines to Recruit, Select and provide effective Training to new entrants, so as to ensure that each one of them shoulders appropriate responsibility and produce desired results.

**TITLE & APPLICABILITY:** This scheme shall be called as ET/MT scheme which interlaid include CA's, MBA's, ICWA, Engineers, IT Professionals and Commerce discipline candidates and shall come into force.

**TRAINING AND STIPEND:** Candidate recruited as trainee shall undergo six-month training. Their job specifications and level shall be as stated here under:

**Management Trainee:** Minimum qualifications: MBAs from 'A' & 'B' class Management Institutes IT Engineers Fresh CA's

**Training Duration:** Total 6 months unless extended by another 3 months, in no case training period shall exceed for more than 9 months.

### **Training Schedule:**

**First Fortnight-** General Overview and theoretical training/visits etc. including organizational setup, orientation and exposures to organizational Rules and Regulations.

**Next 2 ½ months-** On the job training in various Departments on rotational basis so as to know all the functions of the organization.

**Next 3 months-** On the job/ under study/ Training in the parent Department, to be trained in detailed working and in-depth studies & working of that department, where he or she has to be placed initially.

**Age:** The age limit of the trainee shall not be above 25 years of age at the time of selection.

**Review:** Progress of each trainee shall be reviewed by a committee consisting of Guru/Supervisor/HOD/Trainer and a HR representative every quarter.

**Recruitment:** Recruitment of MTs/ETs shall be done on a continuous basis. However, campus recruitment shall be for this level of personnel. To impart effective training recruitment of MTs and ETs shall be done twice a year, keeping into view the manpower requirement of the organization. During recruitment specific emphasis shall be laid on the overall personality, IQ, EQ and performance in the exam starting from Board School Exams onwards and his or her potential to meet organizational needs & challenges and to fit in organizational culture. Candidates to be recruited shall be evaluated through written Test, Group Discussions and Interviews by the expert committee, candidates selected for recruitment shall be physically fit and mentally alert and each trainee shall have to qualify in medical standards as laid down by the company.

**Service Agreement:** As company incurs a substantial cost on training the personnel, all Trainees, shall have to execute a service agreement with the company for minimum period of two years after the completion of scheduled training period.

**Progress Report:** Each trainee shall submit a Monthly Report to Training Manager about his Training work, difficulties and suggestions made. As stated in Para 4 and in order to keep a watch on the progress of each trainee there shall be a Quarterly Assessment by the concerned Guru/Supervisor and Training officer about the learning and progress of the trainee. Every quarter each trainee shall undergo Performance Review so as to assess his learning and get back feedback about his adjustment in organization and if needed counseling session shall be held with trainee. Each shall undergo a written test upon completion of Training and only trainees who have got consistently a “Good” rating shall be withdrawn from the training scheme and be placed in appropriate Level/Grade.

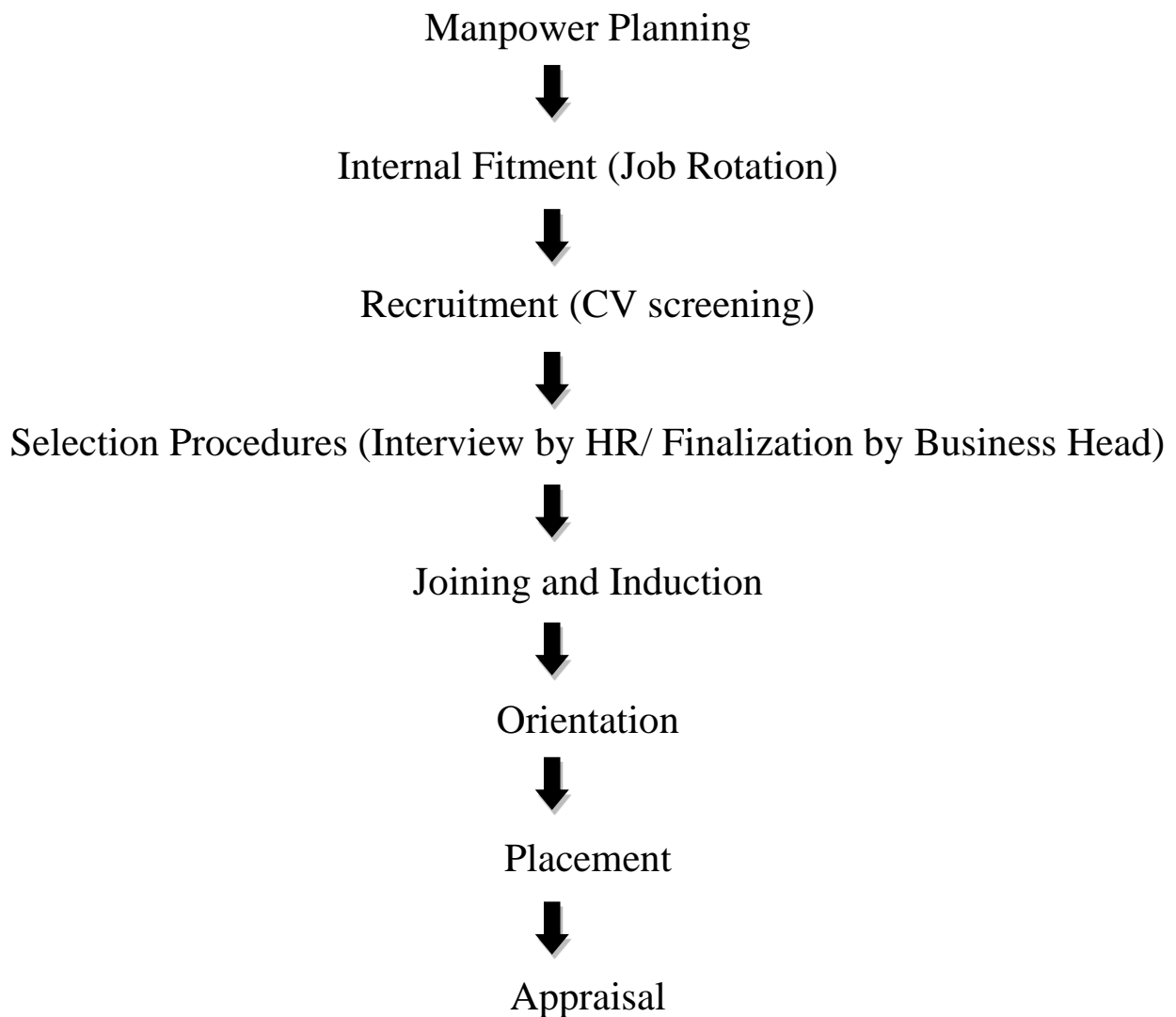
**Training Module:** Training module for each trade shall be announced and circulated by the training department from time to time.

**Implementation of Training Scheme:** Training scheme shall be coordinated by Training Manager/HR Department and shall be reviewed periodically on need basis.

**Placement of Trainee upon Withdrawal from Training:** Each person upon successful completion of training shall be placed in the company’s Executive cadre and in regular pay scale as per the service agreement/Company pay structure.

**Service Conditions:** All trainees engaged in Executive cadre shall be governed by the Service Rules of the company and terms and conditions laid down in their letter of appointment and service agreement which they shall be required to be executive at the time of joining the company.

FLOW CHART FOR  
RECRUITMENT AND SELECTION IN PANTALOONS



# CHAPTER V:

- Actual Work Done

## **ACTUAL WORK DONE**

- Manage the background process while maintaining the applicant tracking system (ICIMS).
- Maintain and manage all confidential documents including offer letters, I9 documentation, vendor and equity agreements.
- Integrate efforts on actions and programs where joint OPM functional effort are necessary to accomplish recruitment and enhance organizational effectiveness.
- Assist school site personnel with computerize absence management system (SubFinder).
- Review unpaid and military leave of absence request forms for accuracy and completion.
- Ensure the completion of all new hire paperwork and entry into HRIS, timekeeping, and e-Verify systems.
- Source candidates using resume databases, networking, internet job boards, cold calling, media advertising, and employee referrals.
- Create job postings and utilize job boards, social media, direct sourcing, and internet mining to locate qualify candidates.
- Disseminate and communicate EEO information throughout organization.
- Administer employment applications and record EEO forms.
- Submit pertinent payroll information to ADP administration.
- Help implement a new HRIS PeopleSoft system leading to significant improvements in time-to-hire.
- Work with HRIS systems to ensure accuracy and coordinate personal information to upper management.
- Perform property payroll processing and reconciliation, including ensuring vacation and PTO are accurately accruing.

Complete all tasks relate to projects, which involve writing detail documents reviewing and editing PowerPoint presentations

# CHAPTER VI:

- Research Methodology

## **RESEARCH METHODOLOGY**

This section includes the research methods, their rationale, validity, reliability, sample size, alternatives and limitations faced during primary research.

- To know about the various needs of staff and what they want from their jobs.
- To discuss what steps to do take managers to motivate their staffs and fulfill their needs.
- To gauge the impact of staff motivation o employee productivity.

## **ANALYSIS AND INTERPRETATION**

I have taken 20 PT employees as my Sample Size.

### **1. Does your company follow formal recruitment process?**



From the above diagram it is quite clear that employees of Pantaloons (88%) are satisfied by the recruitment and selection procedure followed by the company. However, there can be some changes introduced in the procedure which are suggested by the employees to improve the recruitment and selection policy of the company.

## 2. When does your company hires new employees?



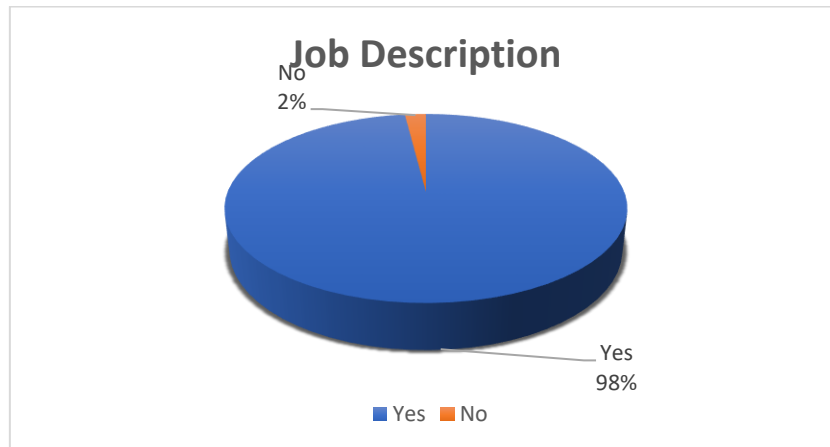
From the above diagram we can see that there were mix responses from the employees regarding the above-mentioned question. 74% said that the company is hiring employees annually as well as according to the company's needs but 22% of my sample size believes company hires according to the need of the organization and 4% says that Pantaloons employees on yearly basis.

## 3. According to you, 3 rounds of interview in Pantaloons are essential for an effective recruitment process?



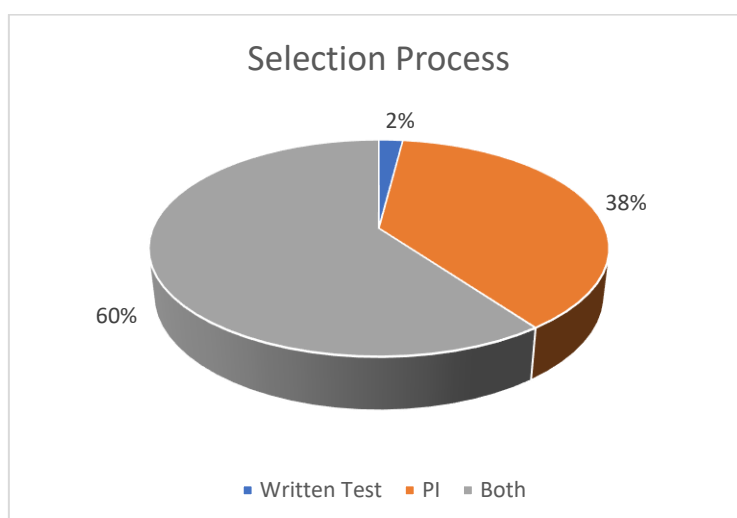
Interpretation: 62% of the departments disagree with the statement that 3 rounds are essential. It depends upon the position for which the interview is being conducted.

#### 4. Were you given same job description as discussed in the interview?



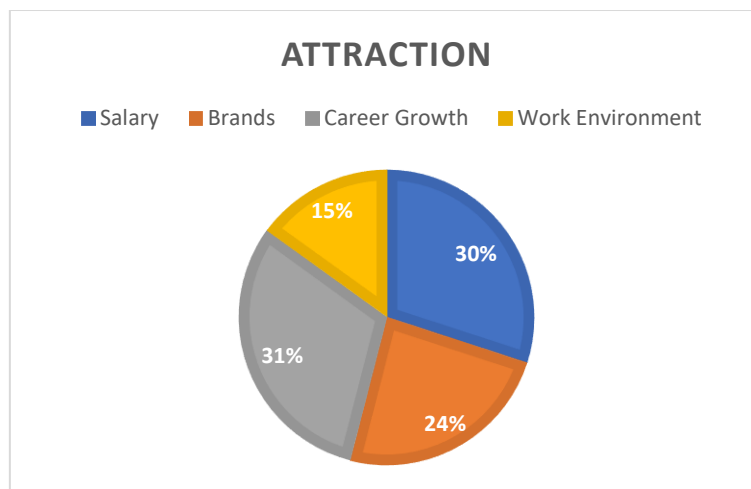
Almost all the employees got the specified jobs offered to them. This implies that the Pantaloons have the organized manpower planning and well-organized recruitment policy. From the chart it is crystal clear that the candidates get exactly the same job as described. So, from Pantaloons perspective it is a good sign for overall growth and development. There were some employees around 2% of my sample study who were against the above-mentioned point.

#### 5. What criteria do you think should be used for selection process?



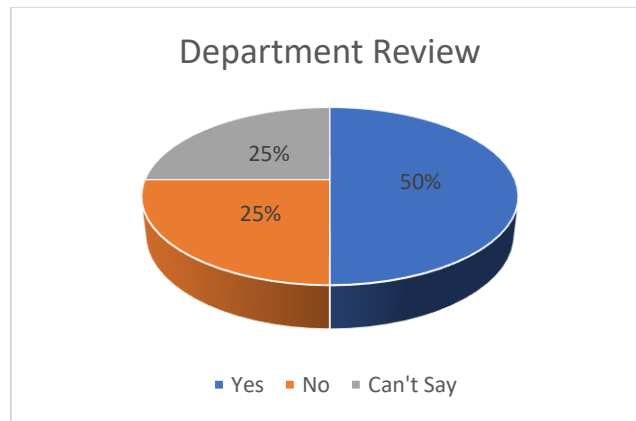
Pantaloon's practices panel interview for selecting a candidate but from the chart it is clear that 60% of employees want written test along with the interview to select a candidate. No employee is in favor of written test only and some have suggested that physical examination should be included while selecting the candidates along with the written test and interview.

**6. Which of the following factors mentioned below you think have a beneficial effect upon the abilities of Pantaloon's to attract and retain good employees?**



From the above chart it can be understood that most of the employees are inspired by the career growth and salary package of the Pantaloon's. It's clear from the chart that Brand name is also an important factor which is a motivating force for the employees of Pantaloon's. Only 15% of the employees consider working environment in Pantaloon's to be a motivating factor.

**7. According to you, is the recruitment department in your organization efficient enough?**



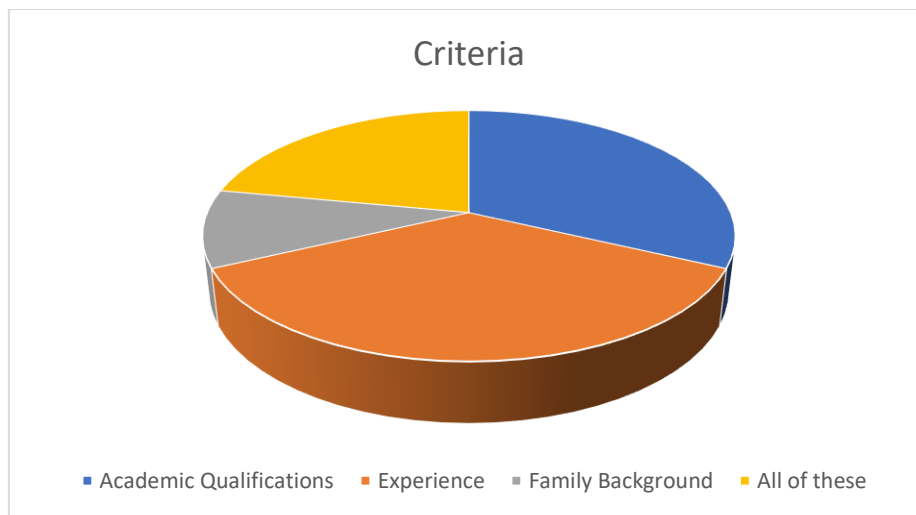
**Interpretation:** Half of the departments agree that the recruitment department is efficient enough in hiring the best talent from the pool of large people. It means they are satisfied from the persons recruited in the organization.

#### 8. Is the salary offered at the time of interview to the candidates as per the market rate?



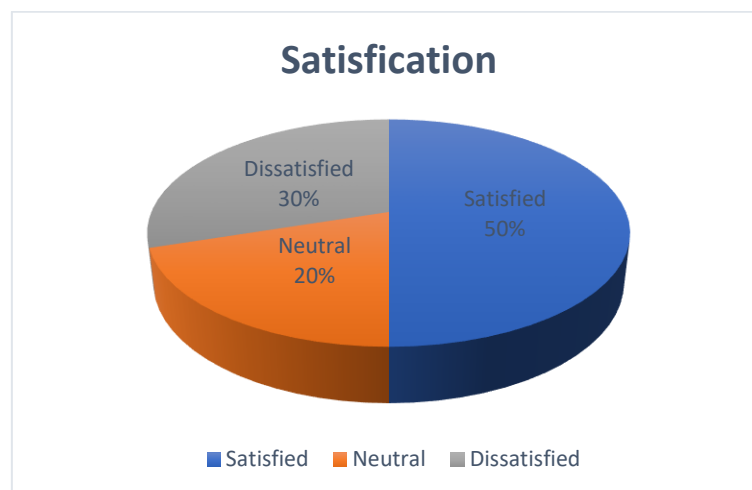
**Interpretation:** The above graph tells us that around half of the department are unaware of the salary being offered to the people at the time of joining.

#### 9. According to you, on what basis candidates should be evaluated for selection?



The above diagram clearly depicts that the employees prefer Experience as a criterion to select the candidate. Next, they consider academic qualifications should be given importance while selecting a candidate. Only 10% are in favor of family background to be used as a selection criterion by the company. 22% of the sample size in favor of all the three factors that are Academic Qualifications, Experience and Family Background.

#### 10. Are you satisfied with the overall recruitment process of your organization?



From the above figure, it is quite clear that out of my sample size, 50% are those who are satisfied with the recruitment and selection policy followed by Pantaloons. 40% of them were those who were not satisfied by the policy and

have suggested some measures to improve them. 10% were those who were not able to comment on it.

# **CONCLUSION & SUGGESTIONS**

## **CONCLUSION**

- According to my analysis Pantaloons Retail Should use Campus Placements as a source of recruitment. Company mainly focuses on internal sources which has its own limitations. By focusing on Campus Placements Company can attract qualified personnel for vacant jobs in the organization. It can facilitate the infusion of fresh blood with new ideas in to the enterprise. This will improve overall working of the enterprise.
- For the selection of the candidate for a vacancy company should first conduct written test and on the basis of the results of the test score interview should be scheduled for the selected candidate.
- According to the analysis company should evaluate the candidates on the factors (experience, qualification and family background) however greater importance should be given to the experience and then qualification should be considered.
- Company should include physical examination in the selection process. After the result of this question THE COMPANY HAS DECIDED TO INCLUDE PHYSICAL EXAMINATION in the selection process and are now getting in touch with various hospitals to enter into a contract with them. Certain changes should be made in the Recruitment and Selection process of Pantaloons such as new sources of recruitment should be entertained, written examinations should be included in selection process and physical examination should be considered as a part of Selection Process.



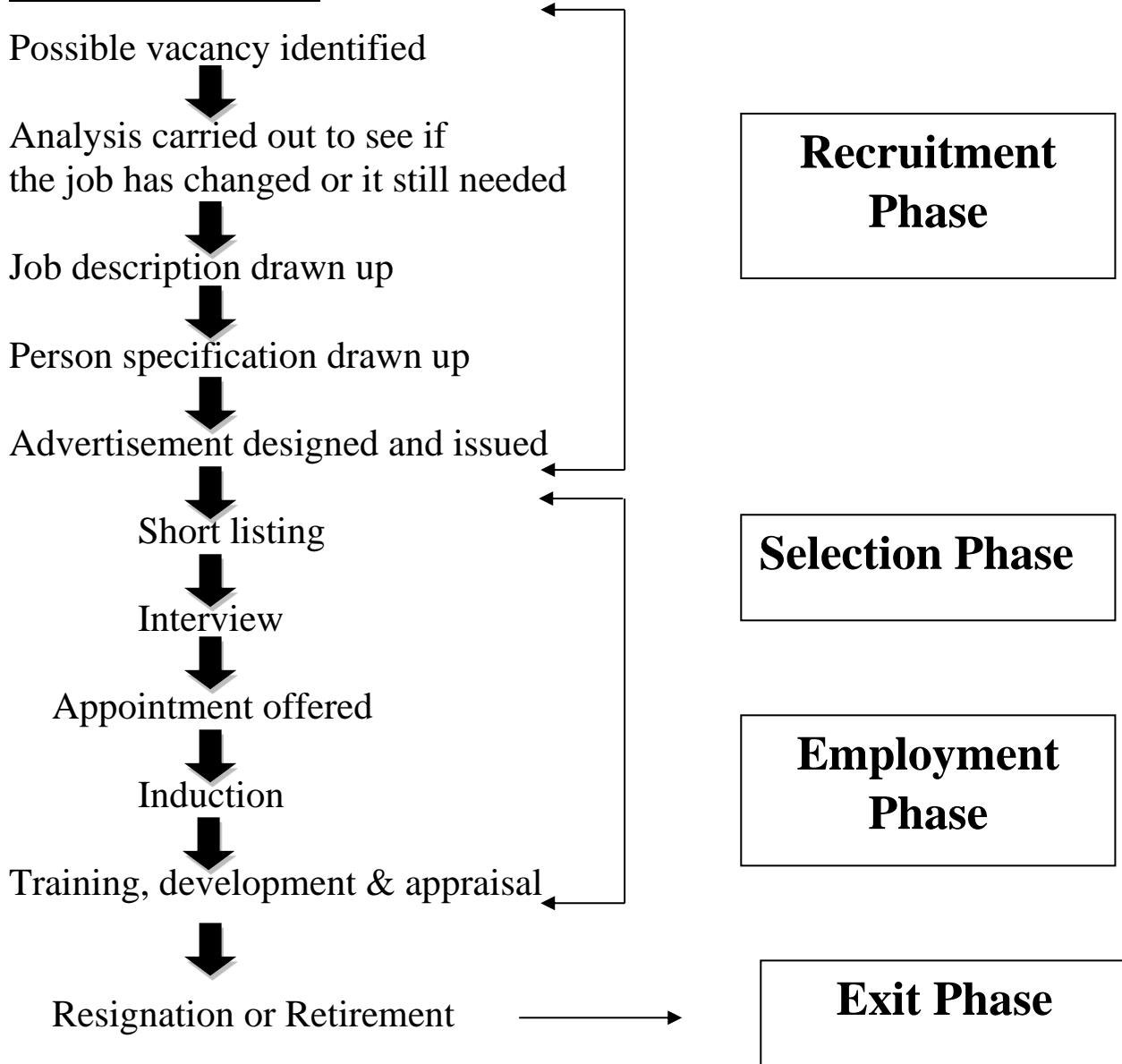
## **SUGGESTIONS**

My study of the recruitment and selection process at Pantaloons generated the following findings:

- The recruitment process at Pantaloons is in line with the recruitment policy of the company. The entire process works exactly as it should according to the policy.
- The recruitment process i.e., the activity of generating the pool of perspective employees, is similar for all entry-level positions. However, the selection process is unique for every position. The recruitment process at Pantaloons is shown in the above flow chart (Page no.).
- The human resource department maintain the blanket count of personnel in each department and is responsible for filling up vacant positions in all departments throughout the organization.
- The recruitment and selection activities are centralized and is conducted by the human resources department at Pantaloons Head Office (Saheed Nagar).
- Different sources of recruitment for every position have been tried and tested over the years at Pantaloons and at present every position has one unique source of recruitment, which is always resorted to.
- Walk-ins are always used as a source of recruitment for junior level Pantaloons has earned a good name for itself in the entire country and hence huge pool of candidates is created through this source. However, the hiring/applicants' number is very low. This is because a lot of unsuitable candidates also show up for interview. This leads to wastage of time and effort.

- Pantaloons can improve its recruitment and selection process with the advices mention below and can increase the sources of recruitment for selecting the right pool of candidates.

### **Employment Cycle**



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## **ANNEXURE**

Dear Madam/Sir,

I am a student pursuing IMBA from BIITM. As a part of my curriculum, I am doing my project in your company. Please give your views/opinions to the questions given below about the Recruitment and Selection Process in Pantaloons. The information provided by you will be kept highly confidential & will be used by me strictly for an analysis only.

- 1) Does your company follow formal recruitment process?
  - a) Yes
  - b) No
  - c) Can't say
- 2) When does your company hires new employees?
  - a) Immediate need
  - b) Yearly basis
  - c) Both
- 3) Which sources of recruitment your company should follow?
  - a) Promotions/Transfers
  - b) Consultancy
  - c) Campus Placements
  - d) References
  - e) Any other
- 4) What criteria do you think should be used for selection process?
  - a) Written test
  - b) Personal interview
  - c) Written test and personal interview
  - d) Any other

- 5) According to you, 3 rounds of interview in Pantaloons are essential for an effective recruitment process?
- a) Strongly agree
  - b) Agree
  - c) Can't say
  - d) Disagree
  - e) Strongly disagree
- 6) Were you given same job description as discussed in the interview?
- a) Yes
  - b) No
  - c) Can't say
- 7) According to you on what basis candidates should be evaluated for selection?
- a) Academic qualifications
  - b) Experiences
  - c) Family background
  - d) All three
- 8) Do you think physical examination should be included in selection process?
- a) Yes
  - b) No
  - c) Can't say
- 9) Are you satisfied with the overall recruitment and selection process of your company?
- a) Satisfied
  - b) Neutral
  - c) Dissatisfied

- 10) Which of the following factors mentioned below you think have a beneficial effect upon the ability of Pantaloons to attract and retain good employees?
- a) Salary package
  - b) Brand name
  - c) Career growth
  - d) Good working environment
- 11) According to you, the recruitment department in your organization is efficient enough or not?
- a) Strongly agree
  - b) Agree
  - c) Disagree
  - d) Strongly disagree
- 12) The salary offered at the time of interview to the candidate is as per with the market rate?
- a) Strongly agree
  - b) Agree
  - c) Disagree
  - d) Strongly disagree
- 13) Are you satisfied with the recruitment process in your organization?
- a) Agree
  - b) Disagree
  - c) Can't say

*~The End~*