RECRUITMENT AND SELECTION PRACTICES AT SHELTON

HOTEL PRIVATE LIMITED, Rajahmundry, ANDHRA PRADESH.

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ABSTRACT

This is a project based on recruitment and selection process that are fallowed at **HOTEL SHELTON LIMITED** which is basically a company provides hotel services and events.

Recruitment is a way of attracting a competitors who is qualified to do a job, and the choice is to identify and select suitable opportunities for that job.

Selection is an important commitment of the Department of Human Resource. While working in HR Agent Responsibility, Professional Optimization, Legal Stability, Supervision Advertising and many other areas, one of the key areas of HR is attracting and selecting reasonably, locally available opportunities.

The study is help the organization to identify the area of problem and suggest way to improve the recruitment and selection process. Convenient sampling is used in this study. The sample size of study is 100

KEY WORDS: Human Resource, Optimization, Recruitment, Selection

INTRODUCTION:

Human resource management (HRM) is the practice of strategically and consistently managing an organization's most valuable asset—its employees, who both individually and collectively collaborate to meet the company's goals. The phrase "personnel management" has been largely supplanted by the terms "human resource management" and "human resources" (HR) to describe the procedures involved in managing people in businesses. Human resource management (HRM) is the process of hiring, training, using, retaining, and rewarding employees in a way that best suits the needs of the firm and the position they hold.

Management of people (HRM) in the sense of using them to achieve a goal. It's everyone's job to make sure the human resources function is carried out effectively, but many businesses find it helpful to have a separate department whose only purpose is to handle this aspect of management.

Managing people is what Human Resource Management (HRM) is all about.

The Human Resources Management (HRM) function encompasses a wide range of activities, including but not limited to: identifying staffing needs; deciding whether to use independent contractors or employees to fill those needs; selecting, interviewing, hiring, and training the best candidates; fostering an environment where employees thrive; resolving employee performance issues; and complying with applicable laws and regulations in regards to personnel and management. Employee benefits and salary, employee records, and personnel regulations need also be managed. Small companies (both for-profit and non-profit) often have to handle these responsibilities in-house because they lack the resources to hire temporary or permanent staff.

INDUSTRY PROFILE:

Hotel industry has been playing an important role in the economic development of various countries. Almost all the developed countries and a majority of developing emerged as service economies. USA was the first economy to become a service economy. The basics intermediate demand for the development of the service sector are growth in intermediate demand from various manufacturing organizations which are in the process of unblinking and direct demand from customers. Service sector has been given important place in the Indian planning since the sixth five year plan. The hotel industry contribution to the GDP of India rose from 28.6% to 45.19% in 2020-22. However the statistics do not

reveal the true picture has the hidden service sector and services in the unorganized sector are not added to the total. There is a tremendous potential for the growth of service in the country. The major services in the country are transport and communication. Trade, hotels and restaurants, community, social and persona services and finance and real estate services.

COMPANY PROFILE:

Hotel Shelton Rajahmundry is a member of Shelton Hospitality Private Limited.

The Shelton hotels started its operations in November 2010. The first hotel of the group was started in Rajahmundry under the brand name HOTEL SHELTON RAJAMAHENDRI in 2010 and it has consolidated its position as a business class hotel by vigorously pursuing the policy of maintaining world class standards at the most affordable prices.

The quality of people and service in Hotel Shelton at Rajahmundry make it worth visiting. One can experience the tender touch of real service at Hotel Shelton Rajahmundry.

OBJECTIVESOFTHE STUDY:

➢ To study the profile of hospitality industry

➢ To understand the theoretical aspects of recruitment and selection

➢ To find out the recruitment and selection process in HOTEL SHELTON Limited

➢ To analyze the effectiveness of recruitment and selection process in HOTEL SHELTON LIMITED.

SCOPEOFTHESTUDY:

➢ The study was conducted to have an insight into the recruitment and selection process.

➢ The scope of the study was to identify various techniques used in the recruitment and selection process and how effective it is done

➢ The study can be used to recruit the right people.

LIMITATIONSOFSTUDY:

1. The research is restricted to the data given by their company representatives.
2. Only a few respondents are taken for sampling.
3. The visit of the company has been restricted because of time limitations.
4. The project length was set at just 35 days.

METHODOLOGY OF THE STUDY

4.1 MEANING OF RESEARCH

The quest is "to control objects, or to capture images' ideas to expand, manipulate, or validate data, whether that data helps theory in advance or demonstrates ingenuity." There search methodology to be followed for the next task can be clearly categorized into two stages, exploratory and descriptive.

RESEARCH METHODOLOGY

Assortment of the information is fundamental in the exploration cycle and it has both essential and auxiliary information. The data is being taken from respondents by utilizing surveys. The data got for the examination helped in delivering results and was utilized to make a proper technique for investigation.

RESEARCH PLAN

Method of contact	Personal interview, email & telephonic interview
Research instrument	Questionnaire
Research approach	Survey
Data source	Primary and secondary data
Sample size	100
Sampling technique	Simple Random technique.
Sample characteristics	Employees of SHELTON HOTEL, RAJAHMUNDRY, AP.
Study period	5 weeks

4.2 METHODOLOGY

SELECTION OF STUDY

In any organization, recruitment and selection play a critical role. In every sector, it is an important part of employee development. It is seen as a technique of attaining the best degree of efficiency from workers by giving them with the appropriate job skills. Every company goes through this procedure on a regular basis. So, to know and comprehend or assess the selection of personnel, tasks and methodologies used and process followed in analyzing the HOTEL SHELTON RAJAMUNDRY Recruitment and selection.

SOURCE OF DATA:

The data is gathered for the present study through primary and secondary source.

1. Primary Data:
The bulk of the information about the HOTEL SHELTON,RAJAMUNDRY Inter space's Human Resources Department comes from original sources. The respondents are given questionnaires, and the necessary information is acquired from their replies.

2. Secondary data:
Secondary data was gathered mostly from yearly reports, as well as records, corporate periodicals and library sources. Personal conversations with the concerned authorities are also used to acquire some information.

DATA PROCESSING:
Data from secondary and primary sources is carefully analyzed to assess performance, make relevant inferences, and draw conclusions. Questionnaires and observations are the instruments used to get the needed data.

4.3 Analysis of the data:

The information that was gotten by utilizing different viewpoints was deciphered and dissected. Straight forward percentile strategy has been utilized in this investigation for the examination of the information.

RESULTSANDDISCUSSIONS

TABLE:5.1

1. The company recruitment and selection process adhere to the current legal requirements:

Response Pattern	Remark	Percentage
Strongly Agree	20	20
Agree	64	64
Disagree	8	8
Strongly disagree	8	8
Total	100	100

Source:Data Complied from Questionnaire.

SOURCE:FromTable-5.1

As per the survey it is found the 54% of the employees are strongly agree, 25% just agree, and 21% are not agree with the statement because the employees does not follow the company norms and regulations.

TABLE:5.2

2. Trait of a person in the recruitment process as per priority:

Response Pattern	Remark	Percentage
Technical Knowledge	15	15
Communication skills	13	13
Experience	8	8

All above	64	64
Total	100	100%

Source:Data Complied from Questionnaire.

SOURCE:fromTable-5.2

The data shows that within this sample size, 15% of employee opined that technical knowledge 13% is communication skills and 8% experience and 64% of employees feel that all the above factors should be prioritized when recruiting the candidates who have applied for the job.

TABLE :5.3

3. Employee opinion on internal source is better for the Company:

Response Pattern	Remark	Percentage
Strongly agree	45	45
Agree	40	40
Disagree	9	9
Strongly disagree	6	6
Total	100	100

Source:Data Complied from Questionnaire.

SOURCE:FromTable-5.4

The results show that while 45% of workers are in agreement with the statement "Internal sources are better for the organization," 40% agree, 9% disagree, and 6% are strongly disagree. This is because the company saves money by not having to advertise for new employees and time by not having to conduct a lengthy selection process.

TABLE : 5.4

4. From those who were interviewed how many people you have chosen:

Response pattern	Remark	Percentage
Needs of the company	70	70
Talent of the candidate	16	16
Interview	14	14
Total	100	100

Source:Data Complied from Questionnaire.

SOURCE:FromTable-5.4

According to the information gathered, 70% candidates are chosen based on the needs of the company and 16% for their Talent and others are tested through best performance in the Interview.

FINDINGS

1. 79% respondents stated that the company recruitment and selection process adhere to current legal requirements whereas, 21% disagree because the employees does not follow the company norms.

2. The performance appraisal in SHELTON HOSPITALITY PVT.LTD is undertaken once in year.

3. 88% respondents stated that the company's policies are clearly stated whereas, 12% of respondents disagreed.

4. Employee turnover, retirements, new initiatives and other factors are the reasons behind hotel shelton need for recruitment.

5. 85% respondents stated that organization conducts internal source of recruitment whereas 15% respondents mention that organization utilize internal sources for recruitment.

CONCLUSION

The process of drawing prospective job applications from the pool of eligible candidates is known as recruitment. Each organization should be able to recruit sufficient number of candidates with the necessary skills and abilities to meet its objectives.

Representatives of HOTEL SHELTON are happy with current / existing recruitment and selection measures. HOTEL SHELTON is enlisting its workers mostly through consultancies which lead to high Hospitality with high facilities. Candidates are satisfied with the present selection process. The research revealed that although the vast majority of workers were content with their jobs, adjustments need to be made to accommodate the evolving nature of the recruiting process, which has a major impact on the company's operations whenever new ideas are introduced. The firm has an effective selection procedure, and its recruiting division is successfully putting individuals in open jobs across all levels of the organization.

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