PROJECT DISSERTATION REPORT

ON

A STUDY ON EMPLOYEE PERCEPTION ABOUT ONLINE RECRUITMENT PROCESS

Submitted by:

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2K21/DMBA/41

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DECLARATION

I, Charu Khurana, student of Delhi School of Management, Delhi Technological University, hereby declare that the Major Research Project on 'A Study on Employee Perception about Online Recruitment Process' submitted in partial requirements for the award of the degree of Master of Business Administration (MBA) under the guidance of Prof. Saurabh Agarwal is the original work conducted by me. I also confirm that neither I nor any other person has submitted this project report to any other institution or university for any other degree or diploma. I further declare that the information collected from various sources has been duly acknowledged in this project.

Charu Khurana

2K21/DMBA/41

CERTIFICATE

This is to certify that the project report entitled, "A Study on Employee Perception about Online Recruitment Process" by Charu Khurana is submitted to Delhi School of Management, Delhi Technological University in partial fulfilment for the requirement for the award of degree of Master of Business Administration.

Prof. Saurabh Agarwal.   **Dr. Archana Singh**

DSM   **HOD**

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At the end, I would extend my gratitude to the almighty for giving me this opportunity. The moral support of my friends and family has been great for making this report in its present form.

Charu Khurana,
2K21/DMBA/41

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The administration of an organization's human resources includes recruitment, which is crucial since it aids in locating qualified personnel to collaborate toward a shared objective. Organizational HR departments continuously strive to improve current hiring procedures in order to find, evaluate, and onboard the best candidates for their teams while attempting to cut costs, shorten the hiring process, and give candidates more flexibility to ensure their retention within the company.

The COVID epidemic is significantly affecting workplaces and the corporate world. The impact might be felt across a range of endeavors, industries, and work environments. In fact, COVID-19 has caused significant changes in the way we communicate, how we work, how we travel, and other aspects of daily life. It has also altered the fundamental ideas and procedures of hiring new employees. Throughout, it has compelled us to make accommodations and adjust to the circumstances. The world and its organizations must work no matter the circumstances. Businesses are rushing to develop unique recruiting techniques while keeping social range parameters in mind in order to meet their organizations' recruitment goals while carrying on with business as usual.

In response to the crisis, organizations began using online recruiting methods to go on with their hiring operations and include them into their work-from-home business model. Although it was necessary at the time, candidates must have confidence in the new procedure because it would effect their chances of being chosen for employment at the organizations of their dreams. This study aims to explore the perspectives of working professionals who have gone through the online recruiting process on the effective administration of online practices to analyze their ability, knowledge, and organizational fit.

With the aid of this investigation, we discovered that candidates had a generally favorable view and confidence in the online recruiting process. As a result, it may be considered a technique that organizations can continue to use long after the epidemic has ended.

INTRODUCTION

1.1 Background

1.1.1 Importance of Recruitment in an Organisation

Recruitment is important in HR management because it guarantees that potential workers are a good fit for the organization while also projecting the professionalism of the whole organization from the minute a potential employee decides to sign up with. Additionally, recruiting touts a variety of noteworthy advantages including obtaining qualified workers, assuring social fit, saving time and money, enhancing employee contentment, and ensuring a positive corporate image.

In today's dynamic world, it is imperative to find the right person for the right job. Companies depend on qualified resources, yet it may be expensive to locate them. A common recruiting process used by firms includes reviewing resumes, participating in group discussions, conducting interviews, and administering psychometric tests. Researchers have shown that businesses are changing and implementing technology. A recruitment method can reduce hiring costs without abandoning the notion of being global in social aspects. The majority of organizations should concentrate on developing an internet recruitment strategy that enables the creation of precise pre-made profiles.

During the hiring process, HR managers may successfully guarantee that they are able to hire talented employees. This indicates that companies will recruit people whose skills are a perfect fit for their current needs. Additionally, hiring gives businesses the chance to gain new skills that potential employees have that aren't already part of the workforce.

This is crucial because recruitment may assist human resource management flourish since they can guide the company in identifying skills that will be very beneficial to the entire organization. Additionally, skills needed to fill positions in teams that guarantee a group strives for high productivity levels to achieve desired outcomes as well as work effectively toward goals may be swiftly gained with an HR department conducting recruitment operations.

Through the hiring process, HR managers may effectively make sure that they can save time and money for the company. This is clear when HR managers promise that, throughout the recruiting process, they will successfully select the right individual capable of achieving organizational goals in order to avoid wasting time and resources looking for a replacement worker in the event that the hired employee falls short of expectations.

The recruiting cycle includes the following 7 steps:

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        ╭─────────────────────────╮
        │   Steps  of Recruitment │
        ╰─────────────────────────╯
                    │
        ┌─────────────────────────┐
        │ Step 1: Identify the     │
        │ hiring needs             │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 2: Prepare job      │
        │ descriptions             │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 3: Devise           │
        │ recruitment strategy     │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 4: Screen and       │
        │ shortlist candidates     │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 5: Conduct          │
        │ interviews               │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 6: Evaluate and     │
        │ make the offer           │
        └─────────────────────────┘
                    │
        ┌─────────────────────────┐
        │ Step 7: Onboard the new  │
        │ employee                 │
        └─────────────────────────┘
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Figure 1.1 Steps of recruitment

Finding the company's current hiring needs is the first step in creating a successful hiring method. Finding the type and cause of openings can be done by looking for any performance gaps, skill and proficiency issues that need to be fixed, excessive workload given to a team leading to need for new hires, or job created by an employee retiring or leaving the company. It is possible to begin an article by identifying job opportunities and defining the position, which includes detailing the specific work skills required, such as the years and types of experience required, technological aptitudes and comprehension, etc.

The next phase in the hiring process is to specify the position, tasks, and responsibilities after determining the knowledge, skill, and experience gaps that must be filled in accordance with the legislation. A detailed work summary informs you of the qualities to look for in potential candidates. It also acts as a checklist that applicants must complete before deciding whether they are qualified for the blog post and applying, producing even more qualified candidates.

The components in the following list should be included in a job description:
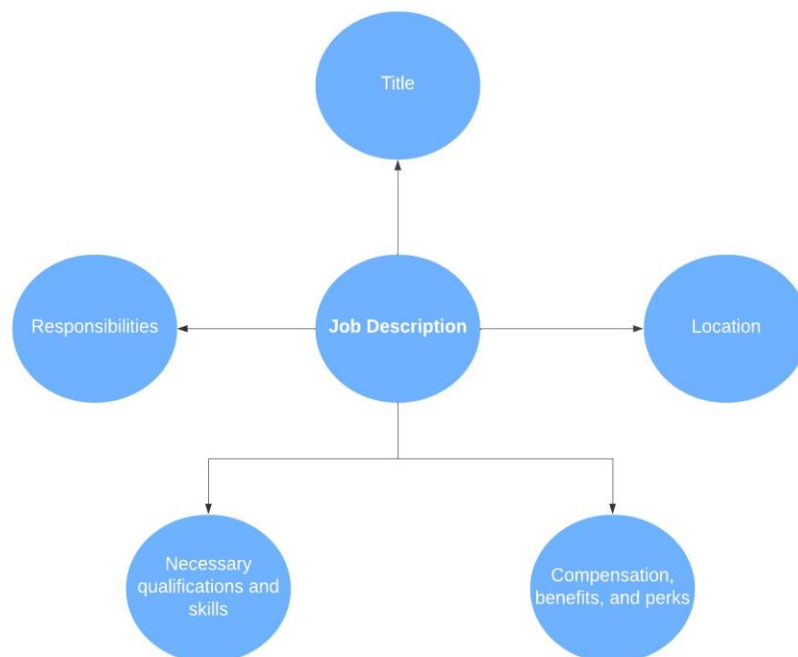
Figure 1.2 Elements of a job description

The third stage is to establish the recruitment strategy after the JD has been prepared. It's at this point that you learn exactly how to find and keep the top leads. You must determine if you can find a suitable candidate within the organization or whether you need to hire from outside. Before choosing a technique, the following considerations should be made:
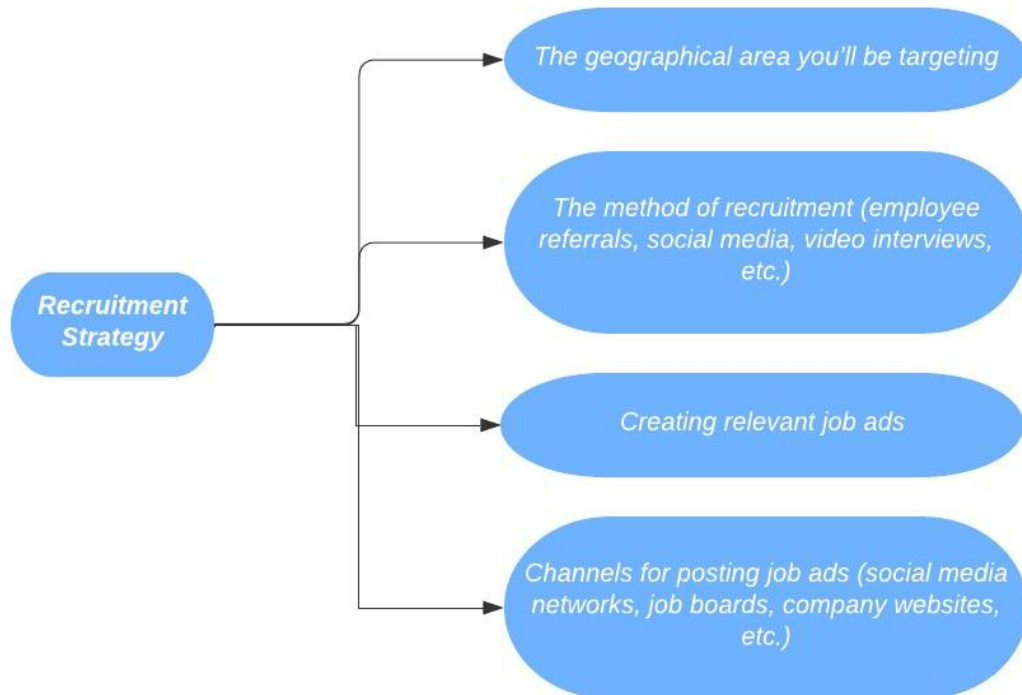
Figure 1.3 Factors considered for designing recruitment strategy

The fourth phase, applicant shortlisting, happens after the recruiting plan has been created. According to Deloitte's Human Funding Trends Record, as businesses accept the idea that finding and keeping talented employees gives them a competitive advantage, HR departments are being asked to overhaul every aspect of their operations in order to change the way businesses hire, manage, and sustain their employees. But the more things change, the more they also stay the same. Despite these modifications, the standard recruitment issues—such as how to locate, attract, screen, and choose new clients—remain. The shortlisting phase of the hiring process can occasionally be the most challenging and time-consuming.

In order to go on to the next level of your hiring process, which is often a meeting, you must select people from your candidate pool that best fit the needed as well as recommended criteria for the open req. Simply simply, create a "list" of possible clients you want to contact. Prior to speaking with and further vetting individuals in the recruiting process, shortlisting happens after sourcing (identifying and hiring people). Shortlisting and screening are frequently done at the same time. For example, after screening resumes from prospects, you shortlist the best candidates. A thorough shortlisting process comprises a variety of technical and legal considerations. The following flow chart shows how the shortlisting process worked:

Figure 1.4 Procedure of candidate shortlisting

Step 1: Establish the standards for shortlist.

These are the minimal requirements for the position, along with the minimum degree that the shortlisted candidate must possess. These elements must be related to on-the-job effectiveness and should ideally be mentioned in the job summary.

Finding the right balance between standards that are high enough to assure excellent high quality candidates development and not too onerous that you are excluding many qualified people is necessary when developing the suitable criteria.

- The criteria for the shortlist should be based on the qualities and traits of high performers who are currently employed in the feature.
- Own judgment or gut instinct about what managers feel is necessary for success, as well as individual similarities between applicants and also employers or working with managers, should not be part of the shortlist criteria.

Essential Criteria Vs Desirable Criteria:

The difference between mandatory and desirable requirements: The requirements that an applicant must satisfy in order to be considered for the position are known as the essential criteria. Whether the potential customer is legally permitted to operate in the nation is a fundamental example of a necessary condition. These kinds of questions are sometimes referred regarded as "knockout inquiries" since either the applicant has it and can move on, or they don't and are promptly eliminated.

On the other hand, desirable criteria are those that would undoubtedly improve a person's suitability for the position. These are typically thought of as nice-to-haves. An example of a desired criterion is an expert qualification.

Step 2: Make a scorecard for shortlist.

Create a shortlist scorecard for your applicants using the above-mentioned essential and desirable requirements. This scorecard's objective is to include every prerequisite so that you may rate each candidate who has really undergone evaluation.

Make sure your criteria don't favor any kind of legally protected groups first. The key in this situation is to consistently apply your standards to all clients in an equitable and fair manner.

Figure 1.5 Purpose of Shortlist Scorecard

Step 3: Establish the size of shortlist.

It speaks to the quantity of candidates one needs select in order to make a successful recruitment. When it comes to determining how many items to include on their shortlist, most people have a certain number in mind. For instance, speaking with four to six leads before working with one.

When you need to work with thousands of people, you may shortlist any sort of candidate that meets your requirements for large volume recruitment scenarios like customer service agents.
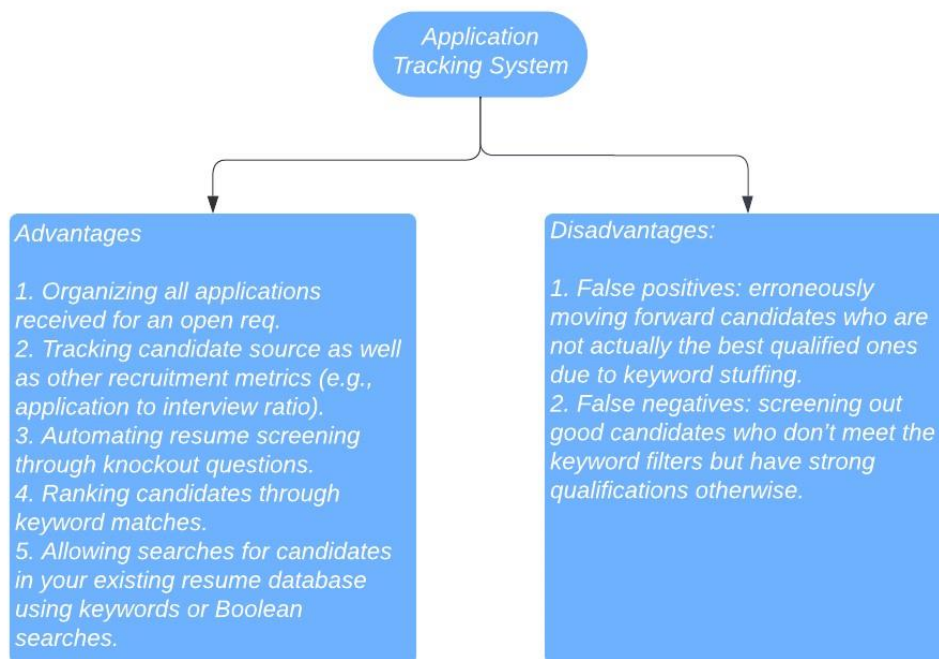
The best way to determine the size of your shortlist is to work backwards from the normal conversion rates in your own hiring process. Comparatively, the market average conversion rates for applications to interviews are 13%, for interviews to yield results are 17%, and for offers to be accepted are 89%.

Step 4: Shortlisting prospects by screening resumes.

Research indicates that 88% of applicants are not strong enough to go to an interview, and 75% of applicants are often unqualified. It is easy to understand why shortlisting is one of the most onerous aspects of recruitment when one needs to reject 75 to 88 percent of the resumes they get for an open req. Candidates were often evaluated and shortlisted by hand. A typical job posting receives 250 applications, and it might take up to 23 hours per hire only to review resumes, rate each prospect using your scorecard, and choose your final candidate shortlist.

Long ago, employers and talent acquisition experts realized this was a major problem, so they turned to technology and created the Application Tracking System (ATS). In many ways, ATS software has been a tremendous godsend. For 94% of organizations that utilize one, an ATS improved the hiring process. Traditional applicant tracking systems (ATS) were not designed to enhance how they select candidates by learning which ones were successful and which ones were unsuccessful. This means that each new requirement must reinvent the wheel, even if a similar position has already been filled. Although applicant tracking systems (ATS) are practically a need these days for recruitment and talent acquisition departments, their limited functionality is understandably frustrating.

However, innovation is once again stepping in to enable the next generation of potential candidate shortlisting, just like it did with the development of the ATS.

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                    │   Application     │
                    │  Tracking System  │
                    └──────────────────┘
          ┌──────────────┴──────────────┐
          ▼                              ▼
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Advantages	Disadvantages:
1. Organizing all applications received for an open req. 2. Tracking candidate source as well as other recruitment metrics (e.g., application to interview ratio). 3. Automating resume screening through knockout questions. 4. Ranking candidates through keyword matches. 5. Allowing searches for candidates in your existing resume database using keywords or Boolean searches.	1. False positives: erroneously moving forward candidates who are not actually the best qualified ones due to keyword stuffing. 2. False negatives: screening out good candidates who don't meet the keyword filters but have strong qualifications otherwise.

Figure 1.6 Advantages and Disadvantages of ATS

After submitting an application or responding to the job posting, your potential candidate will get in touch with you directly throughout the talking to process. So your present task is to leave a lasting impression on them about your company's viability. And now is the time when you should be most concerned with candidate experience. An essential step in the hiring process is the applicant interview. Both hiring managers and human resource specialists need to be skilled interviewers if they want to select the best prospects. A number of formal and unstructured communication techniques are introduced on this website. It examines one of the most popular interviewing techniques, including telephone prescreening, one-on-one appointments, and panel discussions, as well as the objectives and tactics of behavioral, competency-based, and situational interviewing techniques.

Federal and state regulations barring some types of questions from being asked during job interviews should be known by employers. This article offers some crucial guidelines for interviewers to go by in order to avoid charges of working with bias or discrimination, as well as examples of questions to avoid asking job prospects.

Making an offer is the sixth step we do once the interview process is over. The moment has come to contact the applicant's references. If everything is in order, you are prepared to close the sale. There is a chance that the initially supportive candidate you choose will turn down the opportunity. In that case, you ought to consent to making the offer to the second or third-best candidate.

Employee orientation is the penultimate phase of employment. At this point, you should help the new employee feel confident. This goes beyond merely showing the new employee around the office and introducing them to others. This entails helping them understand their obligations in addition to giving them the tools and instruction they need to learn. These websites go into further detail about this issue.

1.1.2 Impact of COVID19 on Employment:

The recruiting industry in the corporate sector has been greatly impacted by Covid-19. Established businesses suffered significant losses, some were forced to liquidate, terminations and discharges became the norm, the unemployment rate increased, and so on. The COVID-19 epidemic has caused unprecedented challenges for those managing processes worldwide. While workers are striving to adapt to the new task need, i.e., working from home in the middle of numerous other jobs such as school closures and cancelled/deferred tasks, organizations are worried about their employees' safety and security. New job seekers and laid-off employees are unsure if they will be able to find suitable employment given the current circumstances.

Since COVID-19's progress in December 2019, the entire planet and every part of existence have shook. Businesses closing, frequent lockdowns, horrific incidents, an increase in disease rates, among other factors, have made it difficult for people to lead regular lives. Many people have lost their jobs, and they are tired of the numerous demands and worries about how to survive in the face of grave risks. The International Labor Organization (ILO) estimates that 400 million jobs were lost globally in the second quarter of 2020, with Africa seeing 400 percent job losses in just the first three months (April–June 2020) following the start of the COVID-19 outbreak. Consequently, out of a total of 235 million tasks across the region, 110 million have been lost in the Asia-Pacific region, which is responsible for around 59 percent of job losses for permanent wage employees. The ILO reports that throughout Southeast Asia, working hours have decreased beginning in March 2020, resulting in the loss of permanent jobs. This is due to changes in working hours brought on by the COVID pandemic. Similar to Southeast Asia, Latin America has had the highest reduction in working hours, with a rate of 20%, slightly higher than Southeast Asia's rate of 18% in the second half of 2020.

The business sector has been affected by conflicts, particularly the financial aspects and also the growing harmful business issues, which have led to unimaginable job losses, income reductions, the loss of important workers and knowledgeable personnel, as well as difficulties hiring new employees, particularly foreigners. Only the United Nations expressed worries about the abrupt reduction in working hours imposed globally as a result of the strict lockdown measures put in place to combat COVID-19 (UN Information, 2021). An estimated 45 million full-time jobs were lost throughout the continent of Africa and India, and the unemployment rate in India increased from 8.74 percent in March of 2020 to 23.52 percent in April of the same year, both of which were common job losses.

Its effects on business are worrying, especially for small and also medium-sized businesses. A number of factors have been linked to rising unemployment rates, including late payments to employees, reduced working hours and absences, underutilization of the labor force, and worsening functional issues.
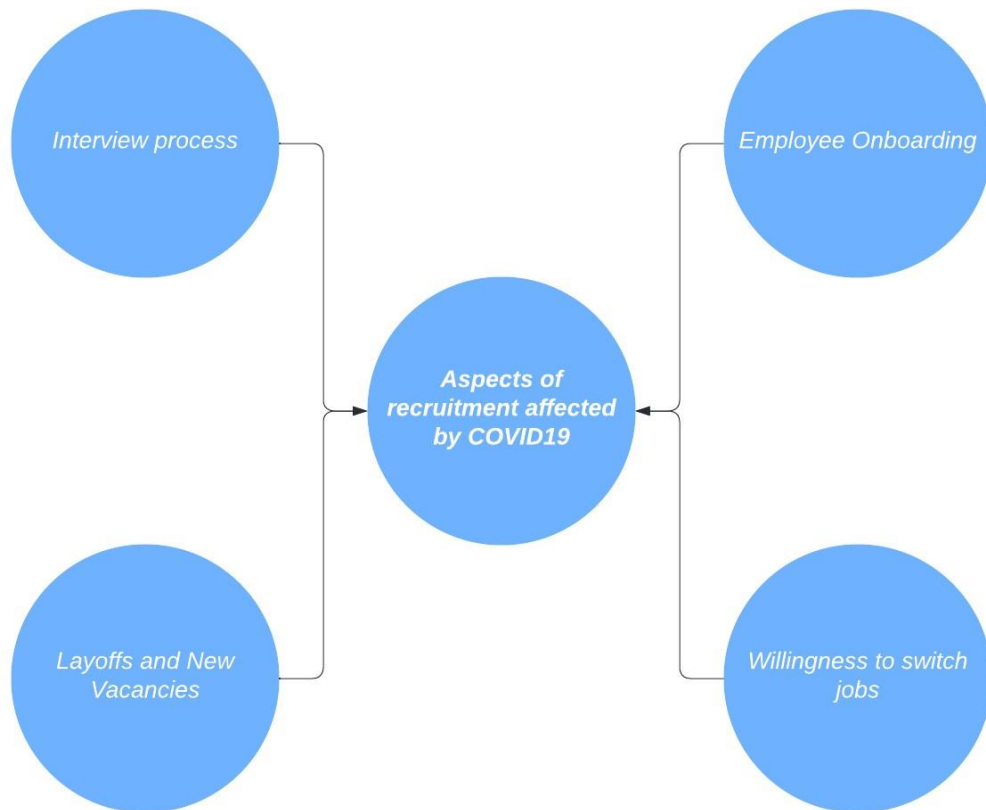
Figure 1.7 Aspects of Recruitment affected by COVID19

1. The in-person interviewing procedure was unable to occur:

Companies all around the world are developing strategies to allow their employees to work remotely from home. The recommendation is to prevent needless travel and in-person interactions. As a result, job interviews couldn't be held at the workplace.

2. A remote approach was to be used to onboard new employees:

Even if we live in fantastic times, our businesses still need to onboard new employees. It is challenging to provide a successful onboarding experience without a face-to-face meeting or a tour of the business.

Nevertheless, it is feasible.

3. A rise in discharges and a concurrent decline in openings:

The number of unemployed people increases as a result of layoffs, which is a very terrible situation. Consequently, even more individuals will find employment. When employers provide fewer available positions, candidates will undoubtedly submit more applications.

4. A decrease in the ability to convert jobs:

Candidate sourcing could become more and more challenging. An individual's propensity to change will lessen if they have a permanent contract with their current employer. People would undoubtedly prioritize security above surprise throughout the crisis. At the same time, top performers who are concerned about potential layoffs at their current job may be more open to alternative job opportunities.

1.1.3 New Age Recruitment for the new era: Online Recruitment

The term "online recruitment" is also known as "net recruitment," "E-recruitment," "web-recruitment," and many other variations. E-recruitment uses information technology to manage the recruitment process, in contrast to traditional recruiting. Breaugh and colleagues created a recruiting model that depicts the hiring process at a high level and includes the following tasks: establishing recruitment goals, devising a strategy, carrying out the recruitment activity, as well as acquiring and analyzing employment outcomes. While job searchers compete for work, recruiters defend applications (job seekers who are appropriate for available settings), which forces both teams to use information technology quickly in order to reduce some of the tension associated with recruitment activities. "For the majority of job applicants, the Internet is the hub of activity."

There are five different conceptualizations of online recruiting, each of which offers a unique perspective on this method of hiring within organizations.
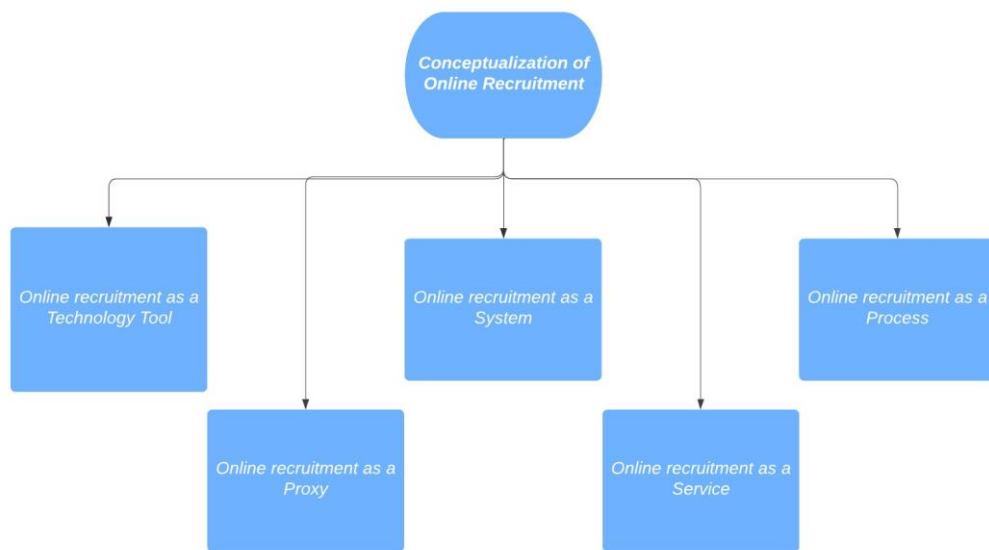
Figure 1.8 Conceptualisation of Online Recruitment

Advantages of E-Recruiting:

a. Less expensive per applicant than the standard recruiting process; broad geographic coverage, allowing for the possibility of working with candidates from all over the world.

b. Employers may find potential applicants with their CVs linked to the internet, and job seekers may actively continue exploring for their ideal firm while looking for employment. This is advantageous for both the employer and the job candidate.

c. It takes a lot less time to find a qualified applicant for the firm.

d. E-Recruiting makes the hiring process more effective and also makes it simpler to record the applicant's information by making it simple to find the best candidates for the right position by comparing the prospect's curriculum vitae with the job profile.

1.2 Problem Statement

The source of bringing the proper talent into the organization, recruitment is regarded as one of the most crucial aspects of human resource management. Every organization focuses on improving the whole hiring process in order to do it as quickly, cheaply, and effectively as feasible. The COVID19 pandemic interrupted the operations of all the organizations, and human resource management was the area that suffered the most because it was in charge of looking after every employee in the system. The human resources department looked at factors such an increase in layoffs, compensation reductions, fewer job openings, accommodations for workers' physical and emotional wellbeing, and guaranteeing enough technological assistance when switching to a work-from-home model. Because more businesses are allowing employees to work from home, the recruiting procedures have to be updated and modified to meet the demands of the environment. As a response to the crisis, every organization turned to online hiring, and the whole hiring process was built around it.

Due to the fact that both organizations and candidates are still getting used to the online recruitment process, it is important to comprehend how candidates view it in order to determine whether it aids in accurately identifying their skills and whether they have confidence in it.

1.3 Objective of the Study

This study was carried out to better understand how workers felt about the online hiring process.

1.4 Scope of Study

The goal of the study is to determine whether applicants have faith in the online application process and whether they would want to see any particular adjustments made to it. The existing literature discusses how companies want to transition to e-recruitment procedures, but very little of it discusses the perspective of the candidates, which the current study has aimed to address.

2. LITERATURE REVIEW

Working with competent personnel is crucial to a company's profitability and greater efficiency, according to **Breaugh's** article. However, in order to attract the most skilled people, a solid recruiting technique must be handled. According to this expert, there is no ideal way to employ the best people; instead, the best approach to take depends on the current situation.

E-recruitment: Towards a Ubiquitous Recruitment Process as well as Candidate Connection Management is the title of a research project filed by **Anna B. Holm**. The impact of e-recruitment on overall recruitment is the main topic of this study article. Three crucial studies for three sizable businesses in Denmark were considered between 2008 and 2010. E-Recruitment is a successful method of dealing with that is independent of time and location. A current employment website is also a crucial component of e-recruitment. The numerous recruitment processes may be carried out effectively and systematically, as well as documented. Another crucial step in the online hiring process is maintaining an active corporate website.

E-recruitment is known by several other names, including web employment, online recruiting, and web recruitment, according to **Abia, M., and Brown, I. (2020)**. E-recruitment, as opposed to traditional recruiting, manages the hiring process for the organization using software and information technology. Specifying employment objectives, planning recruitment tactics, carrying out employment duties, and evaluating recruitment output are all included in a recruiting model that represents the recruitment process. Employers compete for the best-fit candidates (applicants for jobs who are a good fit for the open positions), whereas job seekers compete for positions to be chosen. This encourages both the organization and the candidate to quickly adopt information technology to minimize some of the challenges in the recruitment efforts.

According to **Simón, C. and Esteves (2015)**, strong institutional factors may motivate businesses to use the company's recruitment site features that are based on copying and that also highlight the associates in their referral, networks, and teams. In conclusion, digital recruitment has the potential to become a crucial tool and method for business and human resources professionals in seeking and discovering top talent while reducing expenses associated with the screening of international applications. E-recruitment offers obvious advantages for every sort of organization, but it also presents a number of challenges.

The topic "Opportunities & Challenges of E- Recruitment" was presented by **Dr. Bhupendra Singh Hada and Swati Gairola**. The key benefit of this study article was that it made it easier to comprehend the idea of electronic recruitment as well as its limitations, scope, and benefits. E-Recruitment is built on the principles of poaching, social networking, and online website screening. Benefits of e-recruiting include time and cost savings, the capacity to quickly and successfully search for candidates using search terms, as well as advertising and marketing advantages. Following are a few of the challenges associated with e-recruitment: Unpersonal, inappropriate for many types of occupations, and privacy concerns.

The "Need for E-Recruitment Strategies in the Arising Circumstance" had the endorsement of **Prof. Priya Unadkat**. In order to hire competent candidates, effective E-Recruitment is essential, and that is the emphasis of this research study brief article. Data were gathered using a combination of primary and supplementary sources. It discusses the main types of e-recruitment, their benefits, new information, as well as how to predict e-recruitment's future and breadth. Several themes in recruitment include outsourcing, electronic recruiting, and also raiding.

According to **Adeosun, O. T. and OHIANI, A. S. (2020)**, organizations may use compensation, brand recognition, references, and employment security as important factors in attracting and hiring top talent. Additionally, digitalization is a crucial tactic for selecting, employing, and attracting the most qualified people. It has been demonstrated that using social networks, traditional media, online meetings, and in-person meetings may help in hiring top talent.

Gignac et al. (2021) looked at how COVID-19 affected organizational support, financial resources, and health and wellness. The results revealed that during the early phases of the COVID-19 epidemic, those with physical and mental health difficulties shown greater dread and less support than other groups. The research also emphasized the importance of workplace conditions in comprehending COVID-19, the need to look at variations in COVID-19 assumptions, and the need to understand how work influences viewpoints and can contribute to inequalities that may arise as a result of a pandemic. Furthermore, COVID-19 is not the only system for which functional circumstances are important. It calls for more in-depth study in the future and emphasizes the need of giving those with physical and mental health issues more varied employment options.

The benefits of electronic recruitment for both job seekers and businesses were examined and introduced by **Al-Zagheer, H., and S. Barakat in 2021**. Some advantages of working online include the following: lowering the costs for the firm. Since there are no middlemen involved, creating employment information online is also less expensive than promoting it in newspapers. Additionally, the recruiting process takes less time. E-recruitment supports and aids in the hiring of the most qualified applicant with the finest skills, enhancing the efficiency of the recruiting procedure and also enabling 24 hours a day, seven days a week accessibility to a significant number of online applications for both candidates and also businesses. E-recruitment has its own set of benefits and drawbacks, some of which are time-consuming, such screeing and capability verification. B. A sluggish internet connection, a lack of online accessibility, or a lack of comprehension are other defects. C. Employing just online employment tactics is not a viable option for businesses. D. In India, meeting in person is preferred to electronic communication by both the interviewer and the candidate.

In their research, **Dr. Vashisthaa, Goelb, and Dhiman** found that the Covid-19 pandemic situation has a major impact on the hiring process, affecting both the traditional hiring process and the e-recruitment process. The research claims that e-recruitment significantly affects the workforce of IT companies. Companies profit from e-recruitment in a number of ways, including time savings, reduced recruiting costs, an effective hiring process, and the freedom to pick.

3. RESEARCH METHODOLOGY

3.1 Research Design

The research design is the framework that an investigation is conducted inside. This makes it possible for the researcher to choose a research tool that is suited for the challenges of the study's issue.

The study's data were gathered using **primary research**, such as questionnaires, as well as secondary research to gather pertinent data that would enrich and support the study. Participants' information was gathered through convenience sampling.

Descriptive research design was employed in the study. **Microsoft Excel** was one of the tools utilized for data analysis.

3.2 Data Collection

The data was collected through a Google form administered amongst working professionals in the area of New Delhi.

Variables needed to conduct the study were as follows:
- a. Age
- b. Gender
- c. Qualification

A total of 72 responses were collected.

4. DATA ANALYSIS

1. Age and Gender
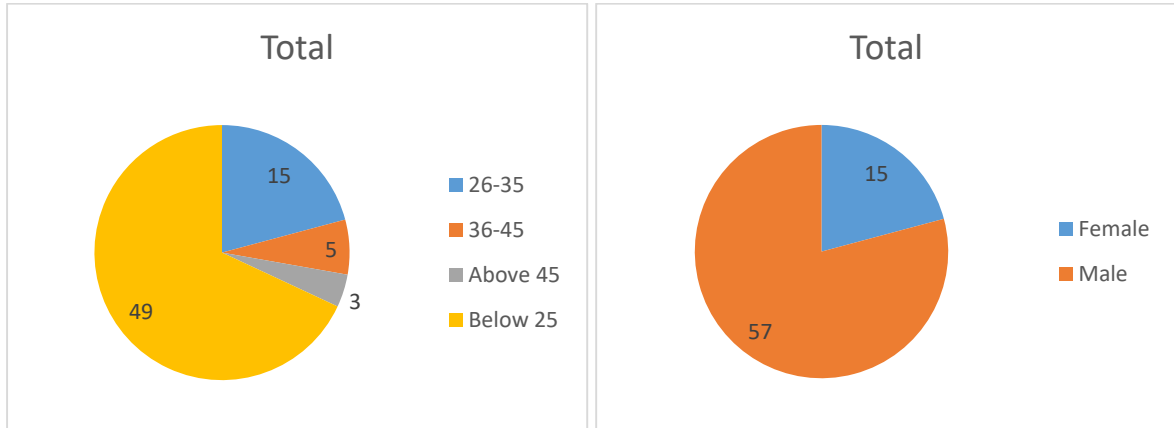
Interpretation: Most of the respondents were Male and Below 25 years in age

2. Qualification
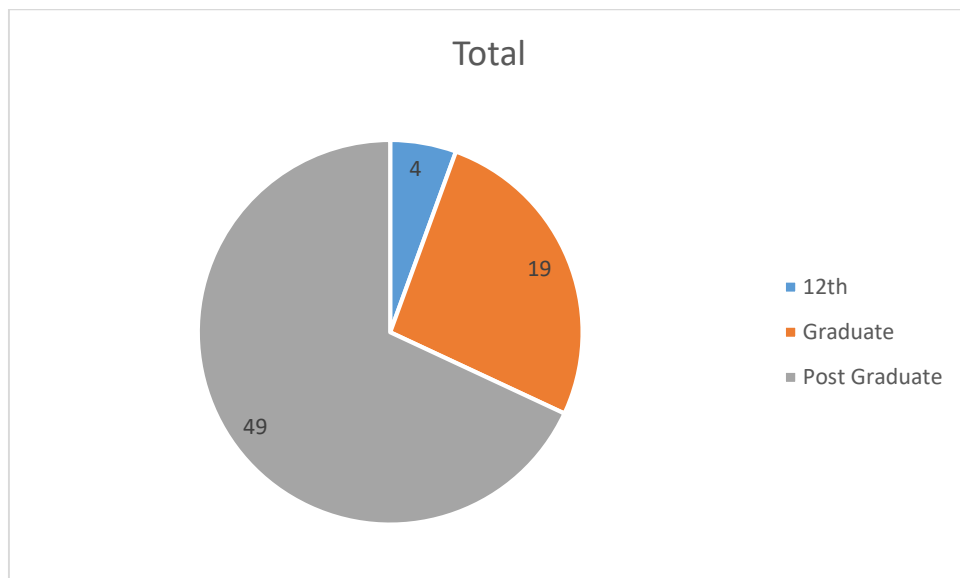
Interpretation: Most of the respondents were Post Graduates

Q1. How long have you been using online recruitment processes to find job opportunities?

Less than 6 months	40
6 months to 1 year	16
1 year to 2 years	11
More than 2 years	5
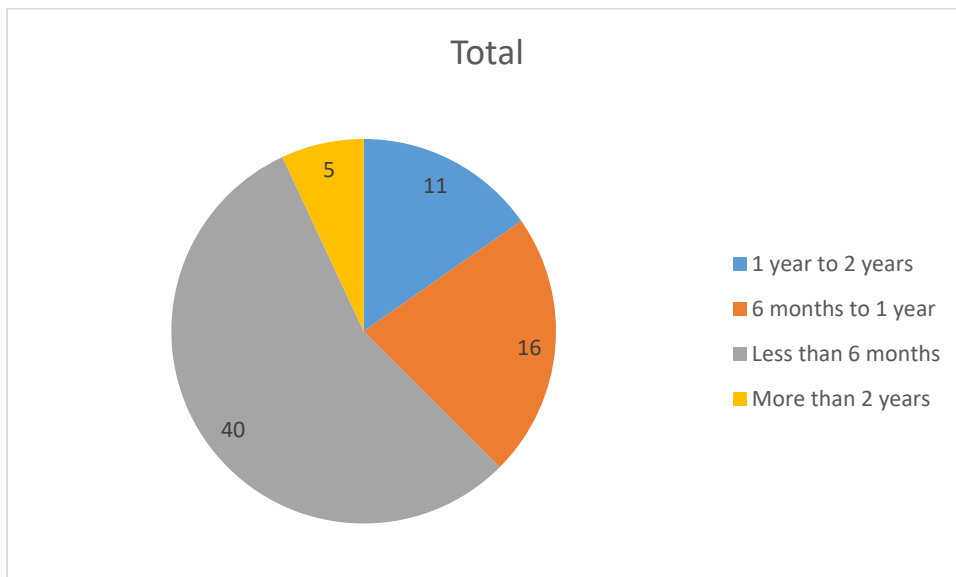
Interpretation: Out of 72 respondents, majority of people have been using online recruitment processes to find job opportunities in less than 6 months.

Q2. How often do you use online recruitment processes to look for job opportunities?

Daily	12
Weekly	33
Monthly	14
Rarely	13
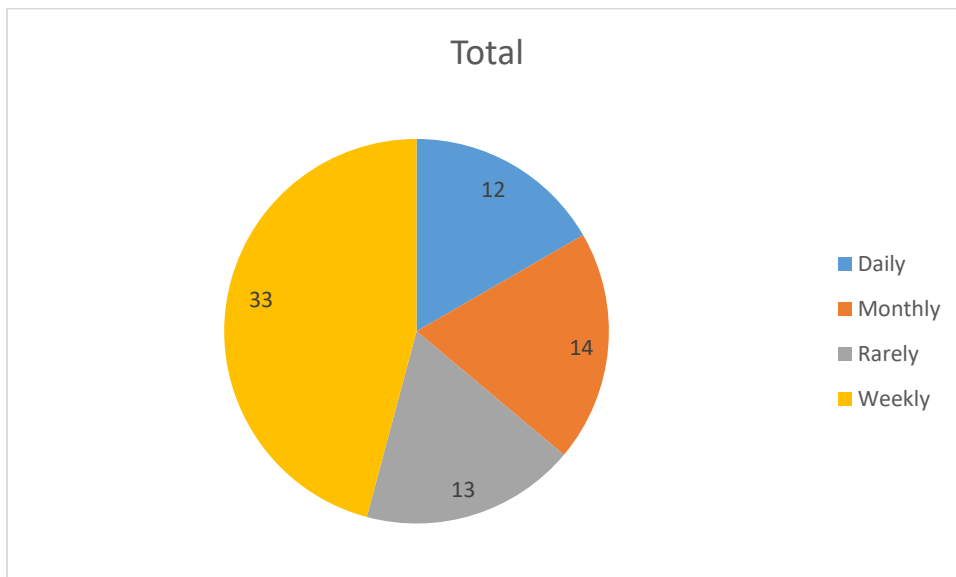
Interpretation: Out of 72 respondents, majority of people use online recruitment processes to look for job opportunities weekly.

Q3. How easy do you find it to navigate online recruitment websites or portals?

Very easy	16
Somewhat easy	45
Difficult	8
Very difficult	3
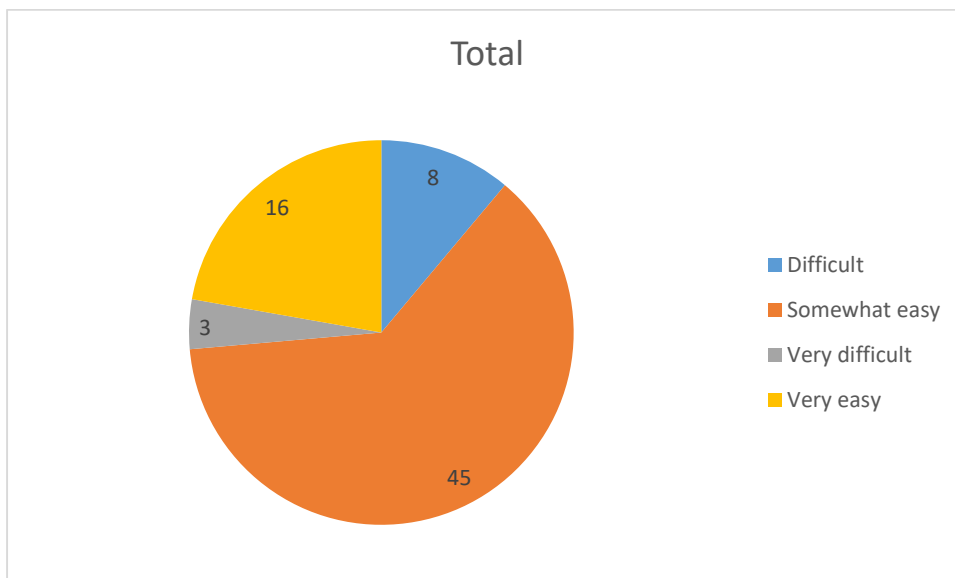
Interpretation: Out of 72 respondents, majority of people find it somewhat easy to navigate online recruitment websites or portals.

Q4. How important is the speed of response to your job applications through online recruitment?

Very important	48
Somewhat important	16
Not very important	4
Not at all important	4
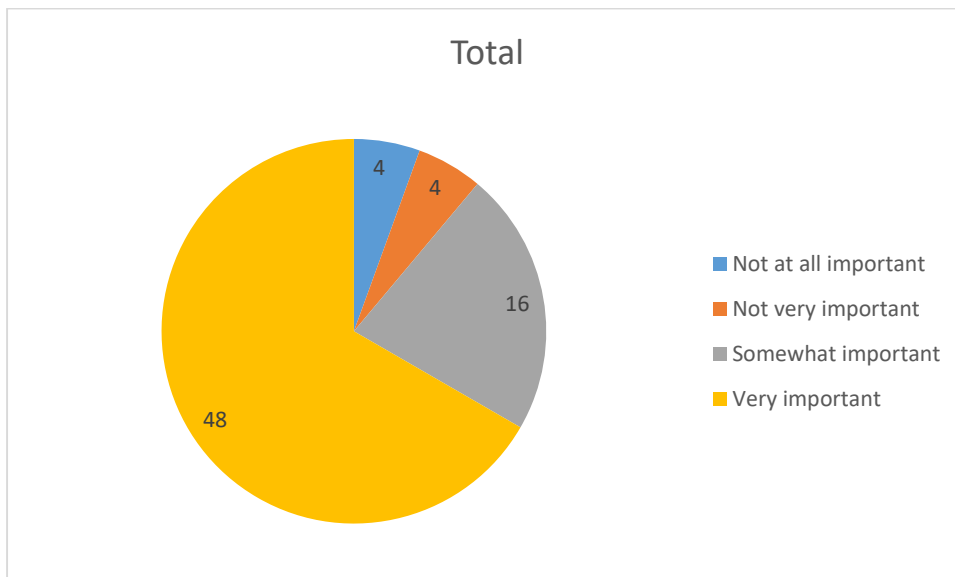
Interpretation: Out of 72 respondents, in majority of people's opinion speed of response to your job applications through online recruitment is Very Important.

Q5. How do you rate the quality of job listings on online recruitment websites or portals?

Very high quality	14
Somewhat high quality	37
Average quality	17
Poor quality	4
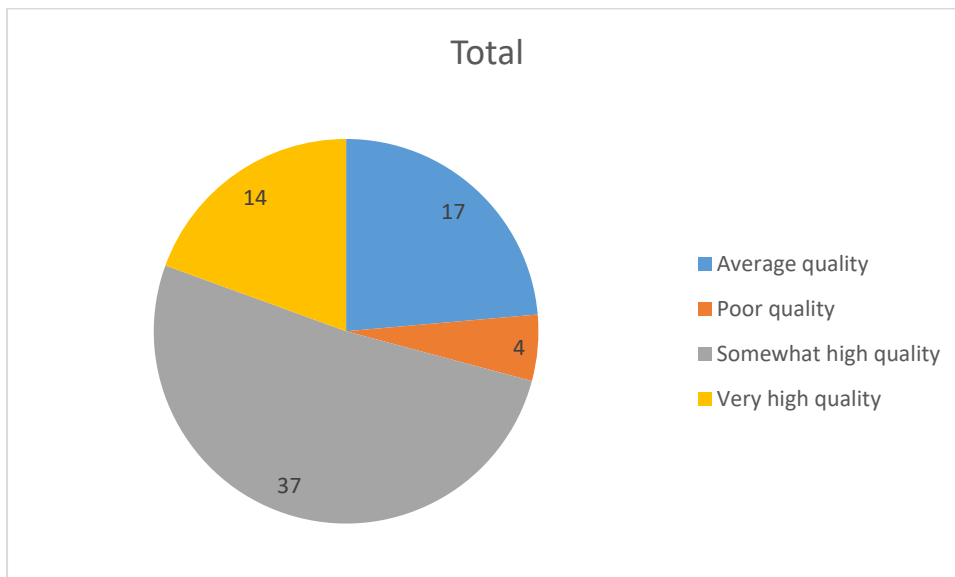
Interpretation: Out of 72 respondents, in majority of people's opinion rate the quality of job listings is somewhat high on online recruitment websites or portals.

Q6. What is the most common method you use to search for job opportunities online?

Job search engines	45
Company websites	16
Social media	7
Referral programs	4
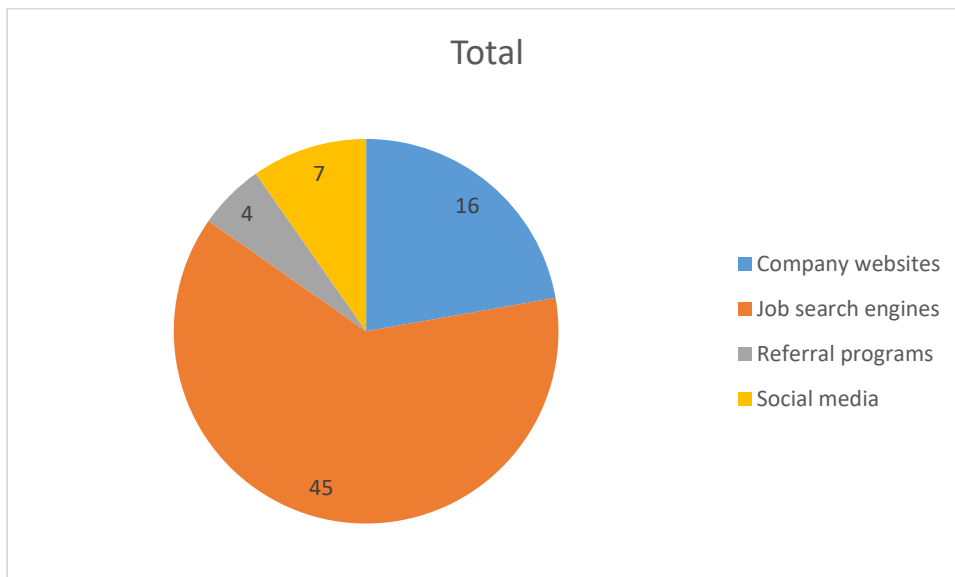
Interpretation: Out of 72 respondents, in majority of people's opinion Job Search Engines are the most common method they use to search for job opportunities online**.**

Q7. What is the primary source of dissatisfaction among employees during the online recruitment process?

Inadequate job description	7
Slow response time	21
Lack of communication	39
Incomplete application process	5
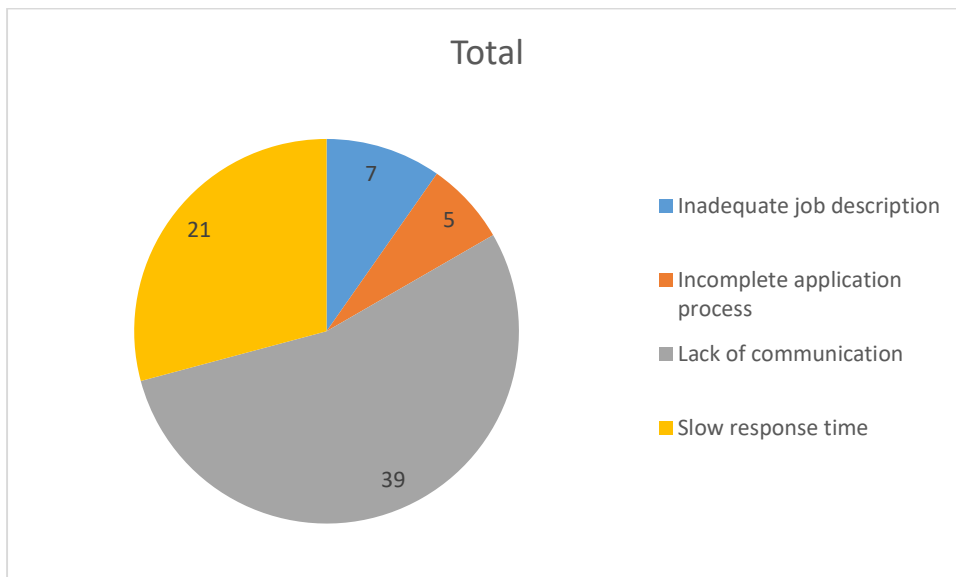
Interpretation: Out of 72 respondents, in majority of people's opinion Lack of Communication is the primary source of dissatisfaction among employees during the online recruitment process**.**

Q8. What is the most significant advantage of online recruitment processes compared to traditional methods?

Wider reach of job opportunities	8
Cost-saving	10
Time-saving	10
All of the above	44
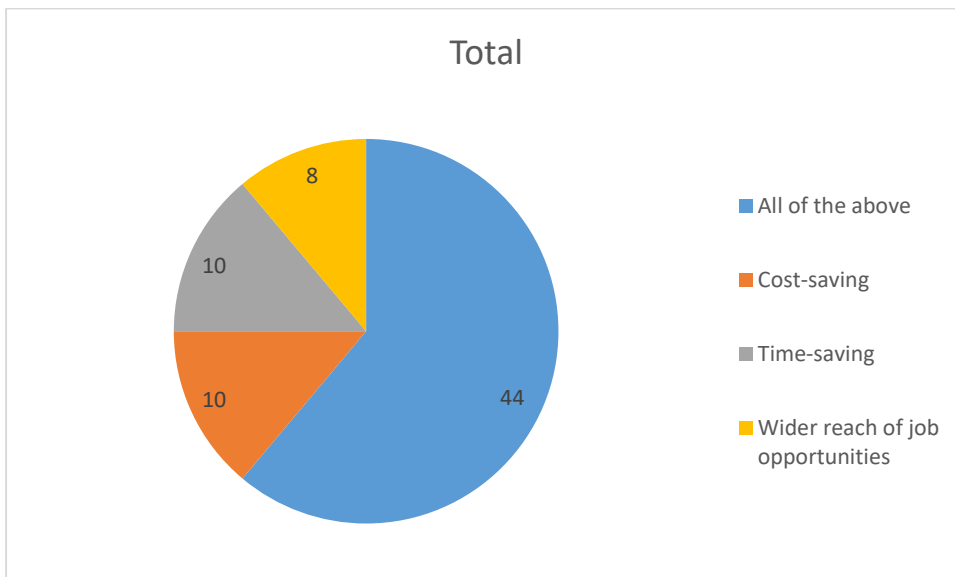
Interpretation: Out of 72 respondents, in majority of people's opinion All of the above that is Wider reach of job opportunities, Cost-Saving and Time-Saving are the most significant advantage of online recruitment processes compared to traditional methods**.**

Q9. How do you rate the overall experience of the online recruitment process compared to traditional methods?

Much better	18
Somewhat better	47
No difference	4
Worse	3
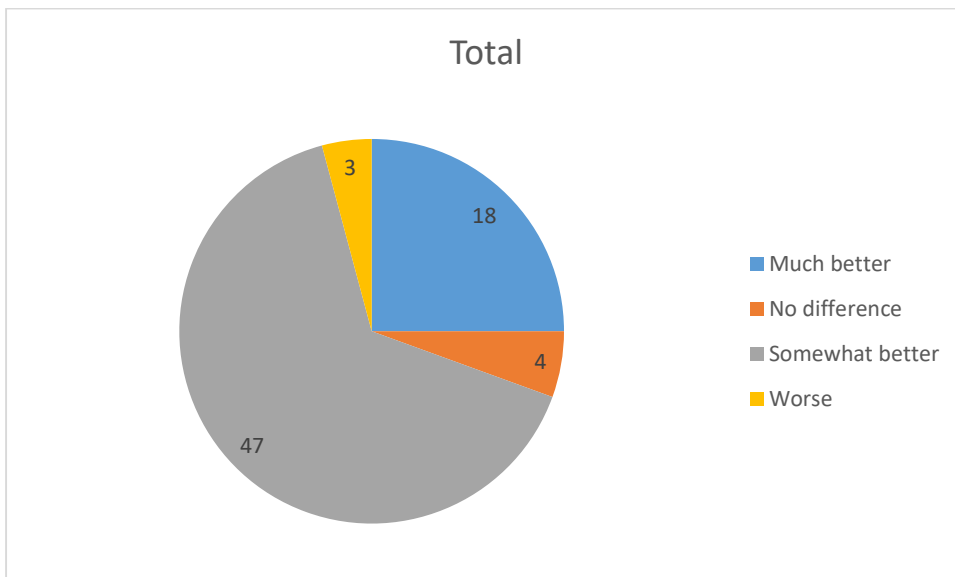
Interpretation: Out of 72 respondents, in majority of people's opinion rate the overall experience is somewhat better of the online recruitment process compared to traditional methods**.**

Q10. How important is the feedback provided by hiring managers during the online recruitment process?

Very important	47
Somewhat important	16
Not very important	5
Not at all important	4
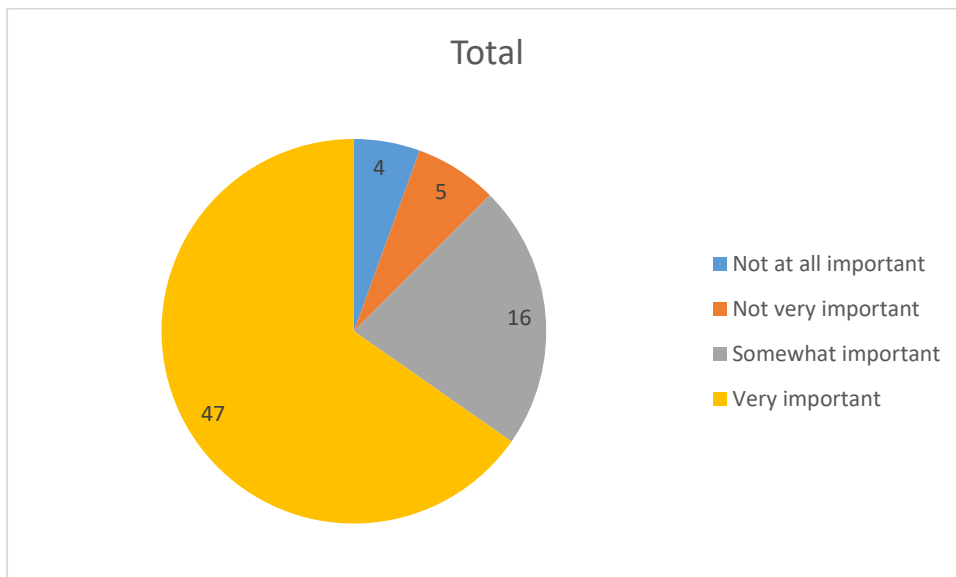
Interpretation: Out of 72 respondents, in majority of people's opinion the feedback provided by hiring managers is very important during the online recruitment process**.**

FINDINGS

Through the above analysis, it can be seen that majority of the participants Were post graduate males of Below 25 years age.

- Majority of people have been using online recruitment processes to find job opportunities in less than 6 months.

- Majority of people use online recruitment processes to look for job opportunities weekly.

- Majority of people find it somewhat easy to navigate online recruitment websites or portals.

- In majority of people's opinion speed of response to your job applications through online recruitment is Very Important.

- In majority of people's opinion rate the quality of job listings is somewhat high on online recruitment websites or portals.

- In majority of people's opinion Job Search Engines are the most common method they use to search for job opportunities online.

- In majority of people's opinion Lack of Communication is the primary source of dissatisfaction among employees during the online recruitment process.

- In majority of people's opinion All of the above that is Wider reach of job opportunities, Cost-Saving and Time-Saving are the most significant advantage of online recruitment processes compared to traditional methods.

- In majority of people's opinion rate the overall experience is somewhat better of the online recruitment process compared to traditional methods.

- In majority of people's opinion the feedback provided by hiring managers is very important during the online recruitment process.

Limitations of the study

- The major limitation to the study was limited reach of the questionnaire. The questionnaire was shared with working professionals in the area of New Delhi.
- The method will be unsuitable if the number of persons to be surveyed is very less as it will be difficult to draw logical conclusions.
- The method lacks flexibility. In case of inadequate or incomplete information the result may deviate.
- It is very difficult to check the accuracy of the information provided.

CONCLUSION AND RECOMMENDATION

Based on the findings of the study, it can be concluded that online recruitment processes are widely used by post-graduate males below 25 years of age, and they find it relatively easy to navigate online recruitment websites or portals. The majority of participants place a high value on prompt response times to job applications, and they give online recruiting site job advertisements a somewhat high quality rating. The most popular way to look for jobs online is via job search engines, and workers' main point of frustration with the online hiring process is a lack of contact. The participants rate the overall experience of the online recruitment process as somewhat better than traditional methods, with the wider reach of job opportunities, cost and time savings being considered the most significant benefits of online recruitment processes compared to traditional methods.

Though it can be recommended that to lower employee unhappiness, enhance communication throughout the online hiring process. This can include giving job candidates timely comments and updates. Especially for the younger age group that is most likely to utilize them, make sure that online recruiting portals are user-friendly and simple to browse. To make job openings more visible to prospective applicants, invest in job search engine optimization. Focus on responding quickly to job applications since most participants place a high value on it.

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ANNEXURE:

- Age
  a. Below 25
  b. 26-35
  c. 36-45
  d. Above 45

- Gender
  a. Male
  b. Female

- Qualification
  a. Post Graduate
  b. Graduate
  c. 12th
  d. 10th

Q1. How long have you been using online recruitment processes to find job opportunities?
  a. Less than 6 months
  b. 6 months to 1 year
  c. 1 year to 2 years
  d. More than 2 years

Q2. How often do you use online recruitment processes to look for job opportunities?
  a. Daily
  b. Weekly
  c. Monthly
  d. Rarely

Q3. How easy do you find it to navigate online recruitment websites or portals?

    a. Very easy

    b. Somewhat easy

    c. Difficult

    d. Very difficult

Q4. How important is the speed of response to your job applications through online recruitment?

    a. Very important

    b. Somewhat important

    c. Not very important

    d. Not at all important

Q5. How do you rate the quality of job listings on online recruitment websites or portals?

    a. Very high quality

    b. Somewhat high quality

    c. Average quality

    d. Poor quality

Q6. What is the most common method you use to search for job opportunities online?

    a. Job search engines

    b. Company websites

    c. Social media

    d. Referral programs

Q7. What is the primary source of dissatisfaction among employees during the online recruitment process?

    a. Inadequate job description

    b. Slow response time

    c. Lack of communication

    d. Incomplete application process

Q8. What is the most significant advantage of online recruitment processes compared to traditional methods?

    a. Wider reach of job opportunities

    b. Cost-saving

    c. Time-saving

    d. All of the above

Q9. How do you rate the overall experience of the online recruitment process compared to traditional methods?

    a. Much better

    b. Somewhat better

    c. No difference

    d. Worse

Q10. How important is the feedback provided by hiring managers during the online recruitment process?

    a. Very important

    b. Somewhat important

    c. Not very important

    d. Not at all important