Project Report (17MBAPR407)
A study on Effectiveness of Recruitment and Selection Process at OAKWOOD
PREMIER PRESTIGE
By

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Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfillment of the requirements for the award of the degree of
MASTER OF BUSINESS ADMINISTRATION
Under the guidance of

INTERNAL GUIDE	**EXTERNAL GUIDE**
Mrs. Monica M	**Mr. Shiva Prasad**
Assistant Professor	**HR Manager**
Department of MBA, AIT	**Oakwood Premier Prestige**

Department of MBA
Acharya Institute of Technology, Soldevanahalli,

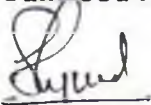**Hesaragatta Main Road, Bengaluru**

March 2019

February 16, 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Blessy B Varghese from Department of Masters in Business Administration, VTU University 2nd year MBA student, has completed her HR internship in our organization from 03rd January 2019 to 16th February 2019.

We appreciate the enthusiasm she has shown in her internship and wish her all the best for her future.

For Oakwood Premier Prestige Bangalore

Shiva Prasad
HR Manager

Prestige
GROUP

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CERTIFICATE

This is to certify that **Ms. Blessy B Varghese** bearing USN **11A17MBA10** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A Study on Effectiveness of Recruitment and Selection Process at Oakwood Premier Prestige, Bengaluru"** is prepared by her under the guidance of **Prof. Monica M** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

Signature of Internal Guide

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Signature of Principal/Dean Academics

Dr. Devarajaiah R.M.
Dean-Academics
ACHARYA INSTITUTE OF TECHNOLOGY
Bengaluru-107

DECLARATION

I, **Blessy B Varghese**, hereby declare that the Project report entitled **"A study on Effectiveness of recruitment and selection process at Oakwood Premier Prestige, Bangalore"** with reference to **"OAKWOOD PREMIER PRESTIGE"** prepared by me under the guidance of **Prof. Monica M**, faculty of M.B.A Department, Acharya Institute of Technology, Soladevanahalli, Bengaluru and external assistance by **Mr. Shiva Prasad**, HR Manager in Oakwood Premier Prestige. I also declare that this Project work is towards the partial fulfillment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi. I have undergone a summer project for a period of six weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution

Place: Bangalore
Date: 10-04-2019

Signature of the student

ACKNOWLEDGEMENT

TABLE OF CONTENT

LIST OF TABLES

LIST OF GRAPHS

EXECUTIVE SUMMARY

This study is based on the topic called "A study on effectiveness of recruitment and selection process at Oakwood Premier Prestige"; this study is conducted in a 5-star hotel, serviced apartments, in Bangalore. The survey was carried on for a length of six weeks.

This study is done by me to find out the satisfaction level of the employees in the organization. The recruitment and selection process is considered as a simple activity, but it is not because the first step to start this process is done through the determination that the positions need to be filled. Then sourcing new employees and finding right candidates for the positions available, with much ability and skills to achieve goal.

The project starts with an introduction to the company and then on the topic what it is all about with various factors involved in it. This project really provided me with an opportunity to correlate my theoretical learning into practical business situations.

Finally, this project will enable one to interpret the level of recruitment and selection process the organization follows.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION TO THE TOPIC

The project was conducted in Oakwood Premier Prestige, Bangalore to find the effectiveness of Recruitment and Selection Process of the employees in the Hotel. The project was undertaken for a period of 6 weeks. This project indicates the satisfaction among the employees with regard to recruitment and selection process.

Every organization needs manpower to carry out their different business activities systematically and efficiently and for this choosing the suitable person for doing a fair job is essential. Human resource department can be called as the asset of an organization, they play a key role, and they help in achieving the objective of a firm. In turn, to bring the business into progress, the human resource management needs to enroll those with specific skills, qualifications and experiences that are a mandate to the management. By doing so, they need to maintain the requirements in the current as well as forthcoming. Selection consists of a number of tasks, it is a decision making process. In selection method choosing the right qualified candidate is important as to reduce the cost of training. Organizations main objective is to employ and pick skilled candidates who are capable of enhancing its future growth and results.

The internship proves to be a key to provide a practical exposure and experience to learn as a student or recent graduate. It is a proven way to gain related knowledge, experience and skills while establishing real time connections in the field. It also gives an opportunity to learn more about management profession. This internship course is also a wonderful opportunity to prepare for a more competitive work environment. The internship teaches that working life is very challenging as it requires great efforts, commitment and abilities to build better professional ethics.

1.2 INDUSTRY PROFILE:

Hospitality industry is expanding globally with newest technological inventions, as well as changing the pattern of lifestyle and leisure period. To get hold of the newest market segments the industry is keeping pace with ideas, dynamism, variety and innovation that is taking over the old ones and evolving every day.

Hospitality refers to the relationship between a guest and a host, it is the act of being friendly, hospitable and welcoming the guests or visitors. Thus, this industry refers to institutions that offer hospitality to guests or visitors. Such institutions "offer shelter and food to people away from their homes".

Growth of Indian Hospitality Industry:

The splendid overall growth in the hotel sector which resulted in massive investment to it and gave a string of hotels of new Indian and foreign hotel made their presence on Indian landscape. The increase in the tourism has driven the growth of hotels in India. The government of India earlier had launched a campaign which was called "incredible India", this campaign gave a strong impact on the tourist arrivals in India. However, this cannot be considered as the only benefit, the major reason that can be boon in the hotel industry is the growth in information technology and related services.

Indian hotels are experimenting continuously to carry the competition from domestic and international chains. The Indian hotel chains have expanded from being exclusive to super deluxe chains to assisting the middle and lower budget markets as well. Thus, Indian hotels have moved forward to be competitive, innovative and extremely guest focused and has been affluent in establishing their place in global markets.

In terms of digital tools, India has become most digitally-advanced vacationer nation where the tools are being using for planning, appointment and live through a excursion. To make India a global tourism hub the government of India has taken several initiatives for example 'project mausam' below which they had preferred to initiate cross cultural associations and economic ties, the government also instigated e-tourist visa for 161 nations that can double the tourist inflow to India. The hospitality business in India is advancing mostly due to the development in tourism and travel. Hotel sector is bound to grow due to the rise in tourism with going up foreign- domestic tourists.

Foreign Hotel chains in India:

India is continuously upgrading the environment for promoting hospitality and tourism sector through economic reforms. This has resulted in international hotel chains lining up to India because of abundant opportunities available in this sector for foreign investors.

The government of India has taken several initiatives to make this sector more profitable and attractive. One of the reasons for growth of hotel industry in India has been globalization which is well-defined as the method of cost-effective integration of the whole world over the removal of barriers to unrestricted trade and capital flexibility, through the flow of knowledge and information.

Foreign hotel chains in India are very competitive and use sharp marketing tactics to make a way in Indian hospitality market. The foreign hotels are reshaping themselves to make them suitable to Indian market. The hotels are operating in unique Indian marketing environment which has its own opportunities to provide to the industry owing to huge gap in different hotel segments.

1.3 COMPANY PROFILE:

Background of the Company

Oakwood was established in 1960, by the founders Howard Ruby and Bob Franks who started their business in real estate; by dealing with small residences in California which was called as R&B Enterprises. By 1965, investor Ed Broida joined Ruby and Franks, functioning as R&B Realty Group, shortly became one of the foremost makers of apartments in the United States. In the same year 1965, they launched their apartment complex in Torrance named the South Bay Club; and gave a phrase "Live where the fun is". This was the main furnished apartments for singles and it became so popular that they went on to build thousands of parts in other properties.

Howard Ruby inaugurated the Oakwood Apartments brand in the year 1969, by featuring furnished apartments that catered to a broader audience, they recommenced their property management under the similar tag as R&B Realty Group, but their constructions were branded Oakwood. The idea of corporate housing was brought into picture in the year 1991 and for the first time extended-stay business travelers had a capacious substitute to a classic hotel room, with complete full-sized kitchens, quality equipments, home services and house wares, and also on-site amenities.

Oakwood Worldwide offers Insurance Housing Solutions, it was launched in 2013, and the premier capital for insurance experts and super cede policyholders looking for housing support with the excessive levels of dependability and customer service. In 2017, Mapletree Group acquires Oakwood to speed up global expansion. Its customer support grew to include more than eighty percent of the Fortune Global 500, in addition to others requiring extended stay housing, counting government and military, professional sports and leisure travelers. Oakwood has expanded its portfolio globally, in locations like Canada, Thailand, China, Korea, Philippines, Japan, India and the UK.

Company Overview:

Oakwood Asia Pacific manipulates a high-quality portfolio of 39 Oakwood branded properties, with its existence in all 50 United States and more than 95 countries, with continuing progresses in strategic places across the region. Throughout India, Oakwood Serviced Apartment is located in Bangalore, Hyderabad and Pune. In Bangalore, Oakwood Premier Prestige was opened on 10th October 2008. Headquarter of Oakwood Worldwide is situated in Los Angeles, California. Workforces of employees are around 125 employees.

1.4 PROMOTERS, VISION, MISSION AND CORE VALUES

1.4.1 PROMOTERS:

Table no. 1.1 showing promoters of Oakwood Worldwide (Asia) senior management

Name	Designation
Dean Schreiber	Managing Director
Martin Fluck	Director Operations North Asia
Dennis Wong	Vice President Operations Performance Management
Paul Stocker	Vice President Sales, Marketing & Revenue Management
Susan Chia	Vice President Human Resource
Bill Low	Vice President Finance
Sherman Ho	Vice President Development
Chan Weng Leong	Vice President Technical Services
Michelle Low	General Manager Sales

Table no. 1.2 Oakwood Premier Prestige Bangalore Management Committee

Name	Designation
Michael Price	Director of Operations South & Southeast Asia
Lemuel Herbert	Area General Manager
H Subramaniam	Financial Controller
Tessa De Jong	Director of Sales & Marketing
Beenu Pandey	Manager-Human Resource
Arpita Chauhan	Asst Training Manager
Gopala Krishna S	Manager-Finance
Vishnu Chauhan	Chief Engineer
B P Pemmaiah	Security Manager
Ashutosh Nerlekar	Executive Chef
Rajsree Gopal	Executive Housekeeper
Sujith Kumar	Revenue Manager
Srinath Nagaraj	Purchase Manager

1.4.2 VISION

To be the most trusted name in temporary living solutions globally.

1.4.3 MISSION

To provide, our guests a consistent and effortless experience so that they will enjoy a safe and comfortable place to live when they are away from home.

1.4.4 CORE VALUES

- Associates
- Innovation
- Customer Service
- Fiscal Responsibility
- Operational Excellence
- Reputation

1.5 PRODUCT/SERVICES PROFILE

The Oakwood brand in Asia offers five products:

- Oakwood Premier
- Oakwood Apartments
- Oakwood Residence
- Oakwood Studios
- Oakwood Suites

As every tourist has their exceptional needs; they have designed each product for a diverse lifestyle.

Oakwood Premier accommodates sophisticated travelers who look for lavishness and style, uniting admirable apartments with the all facilities and services of luxury hotels and giving a sense of home

Oakwood Apartments caters to independent travelers and located in the heart of the city. It provides with sophisticated and functional accommodation for the travelers.

Oakwood Residence arouses a residential vibe; offering a spacious and elegant apartment that captures all the coziness of home and giving all kind of facilities for relocating families.

Catering to global wanderers, their newest product Oakwood Studios adds a new aspect to urban city stays; these kinds of properties are perfect for those with lively lifestyle.

Oakwood Suites offers comfort and private space with discreet service; it is set in an absolute environment for seasoned travelers and senior executives.

1.6 AREA OF OPERATION

Oakwood in Asia Pacific has 39 Oakwood branded properties which is being operated in almost 21 cities covering the 10 countries of Asia, with continuing developments in sites across the region. The 10 countries are Australia, Indonesia, Malaysia, Vietnam, China, Japan, Singapore, India, Korea and Thailand.

1.7 INFRASTRUCTURAL FACILITIES

Oakwood Premier Prestige was opened on 10th October 2008, and is situated in Bangalore.

Total number of floors – 12

Total number of rooms - 139

Number of apartments on each floor, to the 3rd - 7th floor there are 17 apartments; 8th – 9th floor there are 23 apartments; 10th floor there is 10 apartments.

The other facilities: soul city is a multi cuisine restaurant located on the main lobby level

Swimming pool is located on the 13th floor

Genesis Business Services located on the 12th floor; facilities included are workstations, meeting room, internet broadband access

Oasis Fitness Centre located on the 12th floor; facilities included are Cardio vascular equipment like treadmill, trainer, static rowing, cross train and upright bike, strength equipment like chest/shoulder/leg press, lat pull down, leg extension, seated rows, smith machine, abductors and abductions.

Yoga room/ spa-angsana located on 12th floor

There are other facilities like customer service, housing keeping service and laundry service, security and safety.

1.8 SWOT ANALYSIS
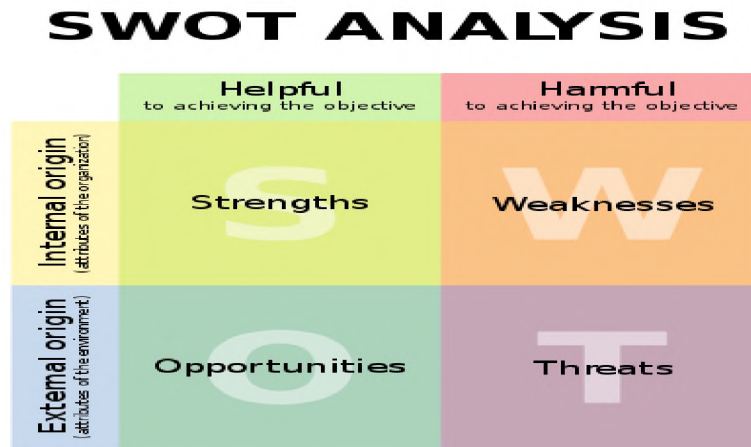
STRENGHTS:

- Their brand presence across the world.
- Having a quality service.
- Customer loyalty programs.
- Situated at the midst of the city.
- Focus on business class customers or premium travelers.

WEAKNESS:

- Unequal growth across segments.
- High cost of maintenances.

OPPORTUNITIES:

- Expansion of their brand in other major cities.

THREATS:

- Economic slowdown.
- Facing competition from other brands.

1.9 COMPETITORS

JW Marriott:

Established: 1984

Headquarters: Paris, France, Bethesda, Maryland, United States

Number of locations: 83 worldwide

Vivanta by taj:

Established: 2010

Type: private

Number of locations: 22 hotels in 19 destinations

Oberoi:

Type: public

Established: 1934

Headquarter: Delhi

Number of locations: 33 worldwide

1.10 FUTURE PROSPECTS:

- Being one of the global leaders in furnished and serviced apartments, Oakwood Worldwide is planning to grow its portfolio in other major country of its Asia property. Oakwood offers full range of products each product designed to serve to a different lifestyle; they are expanding the portfolio of Oakwood apartments properties in major cities of India.
- The growth of Oakwood in Asia Pacific has forecasted to be 5.6% in 2019, trying to make an impact on supply and demand, including: corporate travel buyers facing challenges to secure rooms at preferred properties with preferred rates; increase in prices with air travel to be 3.2% higher, hotels to cost 5.1% more and ground transportation up 0.5%.

1.11 FINANCIAL STATEMENT:

Balance sheet as at March 31, 2018

	March 31, 2018 (crores)	March 31, 2017 (crores)
Assets		
Non-current assets		
Property and equipment	2,467.80	2,249.45
Construction material	65.42	127.89
Intangible assets	32.29	38.15
Investment	3,870.02	2,864.01
Loan	5.36	36.75

Other financial assets	54.82	57.50
Advance income tax (net)	122.60	64.94
Other assets	276.11	247.53
	6,894.42	**5,686.22**
Current assets		
Inventory	52.48	48.57
Investments	331.46	64.13
Accounts receivable	256.82	212.73
Cash and cash equivalents	129.05	22.63
Loans	25.65	51.67
Other financial assets	123.35	120.42
Other assets	47.49	37.04
	966.30	**557.19**
Total	**7,860.72**	**6,243.41**
Equity		
Equity share capital	128.95	99.83
Other equity	4,265.12	2,558.26
Total equity	**4,394.07**	**2,658.09**
Liabilities		
Non-current liabilities		
Borrowing	1,743.77	1,483.53
Other financial liabilities	252.54	262.52
Provisions	57.80	47.79
Deferred tax liabilities (net)	358.82	291.84
	2,412.93	**2,085.68**
Current liabilities		
Borrowings		6.32
Accounts payables	127.06	157.17
Other financial liabilities	355.72	862.06
Provisions	138.25	85.92
Other current liabilities	196.56	226.41
	817.59	**1,337.88**
Total	**7,624.59**	**6,081.65**

Statement of profit and loss for the year ended March 31, 2018

	March 31, 2018 (crores)	March 31, 2017 (crores)
Income		
Revenue	2,574.75	2,412.46
Other income	64.93	58.11
Total	**2,639.68**	**2,470.57**
Expenses		
Food and beverages	212.65	218.90

Employee benefit expenses	648.65	632.23
Finances cost	128.89	197.76
Depreciation and amortization expenses	140.34	151.31
Other expenses	1,162.76	1,027.65
Total	**2,293.29**	**2,227.85**
Profit before tax	**346.39**	**242.72**
Exceptional items	(32.19)	33.51
Profit before tax	**314.2**	**276.23**
Tax		
Current tax	115.64	111.19
Deferred tax	10.14	7.67
Total	**125.78**	**118.86**
Profit after tax	**188.42**	**157.37**

1.10.1 ANALYSIS OF FINANCIAL STATEMENT:

Current ratio:

Current ratio=current asset/current liabilities

2.1 Table showing the current ratio.

Year	Current asset	Current liabilities	Current ratio
2017	557.19	1337.88	0.41
2018	966.3	817.59	1.18

2.1 Graph showing the current ratio
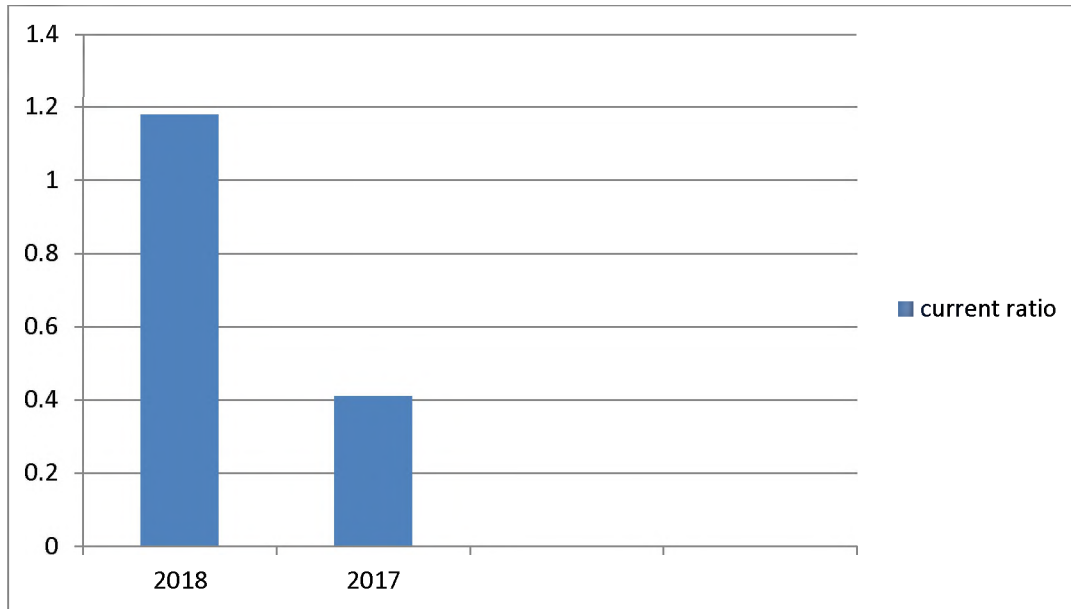
Interpretation: A higher current ratio is a guarantee that the firm will have an sufficient fund to pay current liability; in the year 2017 current ratio is 0.41 which is less than compared to 2018.

Net profit ratio:

Net profit ratio=net profit/net sales * 100

2.2 Table showing the net profit ratio.

Year	Net profit	Net sales	Net profit ratio
2017	157,37	2470.57	6.36
2018	188.42	2639.68	7.13

2.2 Graph showing the net profit ratio
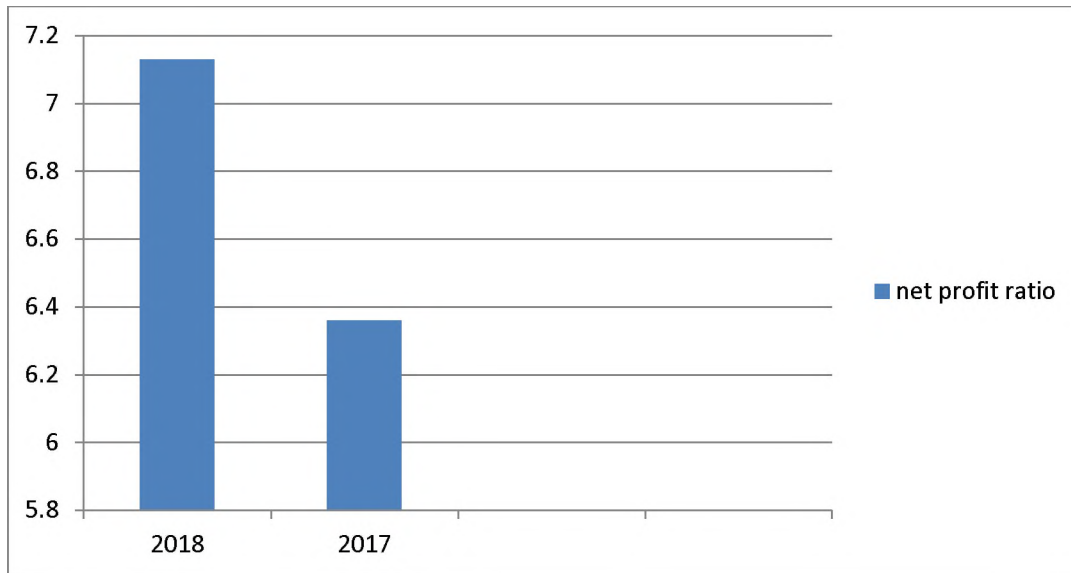
Interpretation: The net profit depicts that the firm has good profits. It indicates operational efficiency of the business leads to healthy financial needs.

CHAPTER 2

CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORETICAL BACKGROUND

Objective

The main objective of recruitment is in finding and attracting capable applicants for employment.

Need for recruitment and selection

This policy makes sure that it performs transparency and fair way in hiring process and helps the members involving, to follow the right process. Every organization has certain criteria to follow this process but having an effective recruitment and selection policy provides consistency in it. A fair recruitment policy should be convincing to the candidates they should be able to trust the firm in hiring process. A commitment to such a policy guarantees the applicants a fair and secure treatment while hiring.

Importance of recruitment and selection practices:

- Stimulate and give confidence to more number of candidates to apply for the job.
- It is a process which connects the managers and the staffs.
- Evaluating applicant's capability in order to get high productivity.
- Making it easier to reduce the number of under qualified applicants.
- Deciding the present and the future requirements of the firm.
- Strengthen the effectiveness or success rate of the individual and the firm.

Sources of Recruitment:

Internal sources

Internal sources of hiring where the organization hires the candidates or employees within the organization. It motivates the employee to work more efficiently and effectively to attain the ambition of the organization. Vacancy is being informed to the employees in the organization. It is being informed to the employees through emails, notices, circular, word of mouth, etc. organization uses this practice to motivate the skilled employees to reduce turnover, to reduce cost.

Internal recruitment includes:

- Promotion/transfer
- Job posting
- Employee referral

1. **Promotion or transfer:**
   Promotion is a way of filling openings internally i.e. by utilizing the number of staffs their mastery in work. Transfer is a way of putting an employee from one department to a different within the organization and giving equal range of pay.
2. **Job posting:**
   A method of posting list of open positions inside the firm so that current staffs who wish to work in diverse functional areas could submit an application for it. It helps in giving a chance to the employees to reach new heights inside the organization rather looking for an opportunity outside. It reliefs the organization in a way to retain its qualified employees.
3. **Employee Referrals:**
   An internal source of method where the current employees are being motivated, recognized and rewarded for recruiting the people known to them it can be friends or family whom they believe that they can be suitable for the specific position. Boon of this method are as follows:
   - Standard aspirants
   - Cost could be saved
   - Fastest recruitment cycle
   - Rewards given to existing employees

On the contrast an organization should make sure that neither nepotism or favoritism happens, and that such features do not encroach into the recruitment process.

Advantages of internal sources of recruitment:

- Internal source of hiring help the employee to work more efficiently and effectively.
- An internal source even helps the organization to motivate the employee.
- It helps to decrease worker turnover.
- It helps to reduce cost.
- It helps in maximizing job security and job satisfaction.

Disadvantages of internal sources of recruitment:

- It creates conflicts between employees in the organization.
- It enables to enter the fresh blood in the organization that is more skilled.
- The new ideas cannot be enabled in the organization.

External sources

External sources of hiring include hiring the candidate from outer the group. This helps the organization to hire more skilled and more efficient candidate. It is being informed to the candidate by media, journal, newspaper, advertisement, job portals, job fairs, etc.

External recruitment includes:

- Advertisements
- Campus
- Employee exchange
- Walk-ins

1. **Campus recruitment:**
   It is a method where companies visit several of the reputed institutions in an aim to employ fresh able and smart students. It has become a general action for colleges to appoint a placement coordinator who deals with companies and assists in designing the complete campus recruitment system.
2. **Advertisements:**
   This type of source can be set up in many locations like notice boards, newspaper and must comprise of some main information relating to the job such as job title, pay package, location, etc. A business choosing to promote may be influenced by the price of advertising and the exposure required i.e. how faraway individuals will think of applying for the career.
3. **Walk-ins:**
   This is also one of the most common forms of external recruitment where candidates show-up casually and there may be no match with the openings available. They are reasonably low-cost, and candidates may be filed and processed, each and every time vacancies occur.
4. **Employment exchange:**
   It refers to an organization of the central or state government which matches employers to employees, they collect information for the employers, the job seekers register themselves and they get notified about the job vacancies that matches their desired profile. And the employers appoint persons who are seeking for jobs through this exchange program.

Advantages of external sources of recruitment:

- Organization will get more number of skilled and qualified employees.
- New ideas and new strategies can be implemented in the organization.
- More number of profitability will be there.

Disadvantages of external sources of recruitment:

- The employee in the organization gets demotivated.
- More number of existing employee turnover.
- Conflicts between employees and less coordination.

SELECTION

Selection is a process of choosing individuals with required education and capabilities to fill careers in the organization. As depending on the administration practices and the range of operation, the hotels apply different techniques in recruitment as well as selection.

Selection procedure at Oakwood Hotel:

1. Primarily short listing of the CVs is done. After that the individuals who have been shortlisted on the basis of their CVs/resumes and are given a call for the interview.
2. Selection depends on the suitability of qualifications and skills required. If the applicant has all the requirements required for the hotel and experience as per the job obligation then he/she is called for the interview.

INTERVIEW:

A steady course of action is followed in the interviews.

1. The aspirant in the first step will be interviewed by the HR manager of Oakwood Hotel, the interview questions are undecided i.e. unstructured, and the HR manager will ask persistent questions to screen out the worthiness and potentiality of the aspirant. After taking interviews from all the aspirants he prepares a list of the competent candidates who are shortlisted for the second round.
2. In the next step, the shortlisted applicants are called for the second time to perform the prearranged interview which may be conducted by head of the specific section or it can also be a panel interview.
3. In such interviews, the knowledge of the candidates is checked by asking questions which are linked to the job. And also the behavior of the candidate is checked that how he/she is performing. This helps them to review the behavior, attitude, and the least pressure that could be handled by the individual.

COMMON SELECTION PROCESS:

- *Selection process for administrative department*

Pre-placement presentation:

A short introduction about the organization and its sorts is shared with the candidates by the manager. It also contains an update in favor to the job specification and the presents opportunities.

Group discussion

A subject or matter has to be told to the group present for the discussion after being selected in the first step, their thoughts and perceptions are judged or may form an opinion by the panel or representative of the hotel.

Preliminary interview:

An initial screening interview of the individual is conducted to examine the individual's skill level in his area of interest besides having interpersonal expertness.

Final interview:

The ultimate step of the interview consists of review with the panel members or GM; this may include discussions concerning the compensation and any additional queries about the job.

Offer letter:

And finally the individual is offered with a job offer letter that concludes the selection process.

- *Selection process for housekeeping department*

Pre-placement presentation:

A short introduction about the organization and its sorts is shared with the candidates by the manager. It also contains an update in favor to the job profile and the prospects available.

Preliminary interview

An initial screening interview of the individual is conducted to examine the individual's skill level in his area of interest besides having interpersonal expertness.

GM interview

The ultimate step of the interview consists of review with the panel members or GM; this may include discussions concerning the compensation and any additional queries about the job.

Offer letter

And finally the individual is offered with a job offer letter that concludes the selection process.

- *Selection process for chef*

Pre-placement presentation

A short introduction about the organization and its sorts is shared with the candidates by the manager. It also contains an update in favor to the job profile and the prospects available.

Personal interview

The individual's traits, potentials, weakness etc are evaluated in this particular round this involves an official round with HR manager.

Food trial

The candidates are made to prepare dishes and based on a range of constraints the dishes are evaluated and disqualified by proficient jury.

GM interview

The ultimate step of the interview consists of review with the panel members or GM; this may include discussions concerning the compensation and any additional queries about the job.

Offer letter

And finally the individual is offered with a job offer letter that concludes the selection process.

2.2 LITERATURE REVIEW

Author/Researcher	Title of the article/study	Objectives & outcome	Gaps Identified

Francis c. Anyim, Joy Onyinyechi Ekwoaba, Ideh, Dumebi Anthony (2012)	The role of human resource planning in recruitment and selection process	To aim at making HR planning effective.	HR planners should perform every personnel function and should conduct training and development programs.
Anderson & Cunningham Snell, (2001)	Recruitment and selection: applicant perspectives and outcomes	To understand the applicants perspective towards selection process.	Took enough time in studying number of individual research papers.
Muhammad anosh, naqvi hamad, aman batool (2014)	Impact of recruitment and selection of HR department practices	To analyze in what ways to increase and improve HR planning and development.	Facing difficulty in finding ways to improve skills and knowledge related to HRM.
Pramila Rao (2010)	A resource based analysis of recruitment and selection practices of Indian software companies: A case study approach	To identify staffing practices or methods adopted by software companies.	Due to limited space of conducting research could not analyze the methods in detail.
Subhash C. Kundu, Desh Rattan, Ved Pal Sheera, Neha Gahlawat (2015)	Recruitment and selection techniques used in corporate sector: A comparative study of Indian and multinational companies	To identify the variations in adoption of recruitment practices between Indian and multinational companies.	The chosen sample in the study was small.
Aradhana khandekar and anuradha sharma (2005)	Organizational learning in Indian organizations: a strategic HRM perspective	To study the role of organizational learning and strategic human resource management in sustainable competitive advantage.	Taking large samples from middle and small scale industries could have strengthen the study

Alexandra-parasevi chytiri, Fragkiskos filippaios, leonidas chytiris (2018)	Hotel recruitment and selection practices: the case of the greek hotel industry	To examine the recruiting and selecting methods used in the hotel as well as their effectiveness	Due to small number of samples comparisons cannot be made between Greek and foreign hotels.
Rekha maitra and anuroopa mahajan (2012)	Strategic selection and staffing of human resource in hotel industry of india	To understand the impact of strategic selection over attrition	Due to limited time could not perform all selection methods.
Sow hup chan and oi mei kuok (2011)	A study of human resources and recruitment, selection and retention issues in the hospitality and tourism industry in macau	To examine hiring managers attitude regarding selection methods	Limited research was made to establish relationship between managers' attitude and selection methods.
Arun sherkar (2015)	A study on use of e-resources in recruitment and selection process in 5 star hotels	To explore the several e-resources existing to assist the recruitment and selection practice in hotels	In this study negative impacts of e-recruitment are not covered.
Anne Dickinson and Elizabeth M. ineson (1993)	The selection of quality operative staff in the hotel sector	To examine the use of selection techniques	In this method only bio-data was considered to be collected.
Ms. G. Karthiga, R. karthi, P. Balaishwarya (2015)	Recruitment and selection process	To identify area of problem and focus on improving recruitment and selection policy	Negative aspect to the study was not being collected due to employees fear.

Joy o ekwoaba, ugochukwu. U. ikeije, ndubuisi ufoma (2015)	Impact of recruitment and selection criteria on organizational performance	To analyze the result of recruitment and selection criteria on perform	The questionnaire was not appropriately designed to identify the proficiency of candidate and match them to the job.
Syamala devi bhoganadam, Dr. Dasaraju Srinivasa Rao(2014)	A study of recruitment and selection process of sai global yarntex	To evaluate the reasonable level of employees in regard to recruitment and selection	Data given by the respondents were biased.
Dr. Dilip Aher, Ghanshayam D. Giri (2018)	Recruitment and selection process with special reference to manufacturing industries	To understand the problems related to the recruitment and selection method	No fixed timeline for the activities were made.
Dr. Yogita Gupta (2016)	Literature review on E-recruitment: A step towards paperless HR	To identify how e-recruitment helps HR department	Negative aspect of the study were not spoken.
Asik Kamran, Jawad Dawood and Saad Bin Hilal (2015)	Analysis of the recruitment and selection process	To know the problems relating to the recruitment methods	The responses for the questionnaire lacked the knowledge of good judgment
Elizabeth M. Ineson, Simon H.P. Brown (1992)	The use of biodata for hotel employee selection	Aims to improve employee selection in a large hotel group	Limited data was collected for the study.

Dr. Sneha Mankikar (2012)	A critical study on recruitment and selection with reference to HR consulting firms	To observe the effect of factors affecting recruitment and selection.	Limited sample of size to find the overall factors.
Samreen Uzair, Afsheen Majeed and Sidra Shakeel (2017)	Recruitment, selection policies and procedure	To observe the worth of recruitment and selection procedure and policies in the organization	Only benefits were spoken in the study.

CHAPTER 3

RESEARCH DESIGN

3.1 STATEMENT OF THE PROBLEM:

This study is based on the key problem faced by the HR department of an organization in regards to satisfy the level of expectation from the employees in recruitment and selection methods.

3.2 NEED FOR THE STUDY
- To rise the value of dissimilar source for all kinds of job in an organization.
- To discover general practices that organization use to recruit and select employees.
- To make sure that all recruitment actions put in to company goals.
- To define which R&S practices are most active in real.

3.3 OBJECTIVES OF THE STUDY
- To analyze and understand the usefulness of recruitment process and identify various areas where there can be scope for improvement.
- To assess the effectiveness of recruitment and selection in terms of recruiters' skills and the process adopted for selection.
- To know the satisfactory level of internal source of recruitment.
- To provide valuable suggestions and recommendation in order to strengthen the present recruitment and selection procedures at Oakwood

3.4 SCOPE OF THE STUDY
The study is confined to study the effectiveness of recruitment and selection process followed at Oakwood Premier Prestige. The scope of the study extends to identifying the various strategies of R&S process. It helps in understanding how satisfied and how much effective the employees feel towards the recruitment and selection process carried out in their hotel. The study is limited to the employees of Oakwood Premier Prestige, Bangalore.

3.5 RESEARCH METHODOLOGY

The sort of research used in this study is "Descriptive Research". It is a research dealing with finding facts with an adequate interpretation and is concerned with telling the characteristics of the sample.

DATA COLLECTION

Primary data: the data is basically acquired from the employees through survey by way of questionnaire and observation.

Secondary data: the data are collected from internet, journal, article, magazines and yearly report of the hotel.

Sampling technique: random sampling method is used.

Research tool: a structured questionnaire is used as a tool for obtaining the data from respondents.

Sample size: the sampling size undertaken for this study is 50, and the entire population size of the hotel is 125 employees.

3.6 HYPOTHESIS FRAMEWORK:

- **Null hypothesis:** there is no significant association between the internal hiring and motivation of the employees.
- **Alternative hypothesis:** there is significant association between the internal hiring and motivation of the employees.

3.7 LIMITATIONS OF THE STUDY

- The study could be prepared only with restricted number of samples.
- A main drawback as the majority of them were too busy during their working hours, the survey was conducted on the time fixed by them.
- Time limit was the main drawback of the study, because of this, in depth study of the area was not possible.
- The correctness of the study is based on the information given by the respondents.
- There is a probability for biasness in the information given by the employees.

3.8 CHAPTER SCHEME

Chapter 1: Introduction

In this chapter there is an introduction about topic, industry profile, company profile, vision, mission, competitor's information, financial statement, swot analysis, promoters.

Chapter 2: Conceptual background and Literature review

In this chapter there is theoretical background of the study related to topic and 20 literature review are there of different authors.

Chapter 3: Research Design

In this there is a statement of the problem, need for the study, objective, scope, hypothesis framework, limitations.

Chapter 4: Data interpretation and Data analysis

In this chapter there is data analysis, interpretation and statistical tool.

Chapter 5: Summary of findings, conclusion and suggestion.

In this chapter there is a finding of the project, conclusion and suggestion.

CHATER 4

ANALYSIS AND INTERPRETATION

4.1 DATA

4.1 Table showing gender wise distribution of respondents.

Gender	Number of Respondents	Percentage (%)
Male	39	78
Female	11	22
Total	50	100

Analysis: From the above observation it is clear that 78% of the employees are male in the hotel whereas 22 % of the employees are female.

4.1 Graph showing gender wise distribution of respondents.
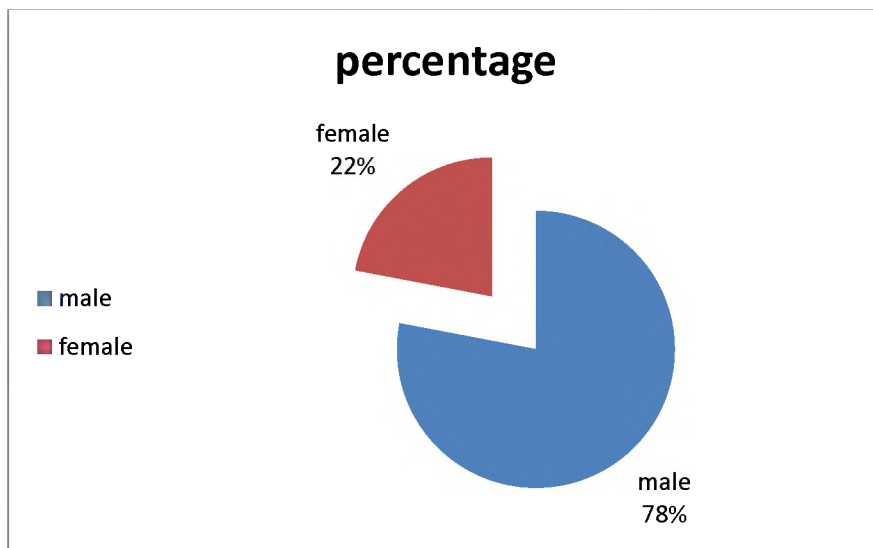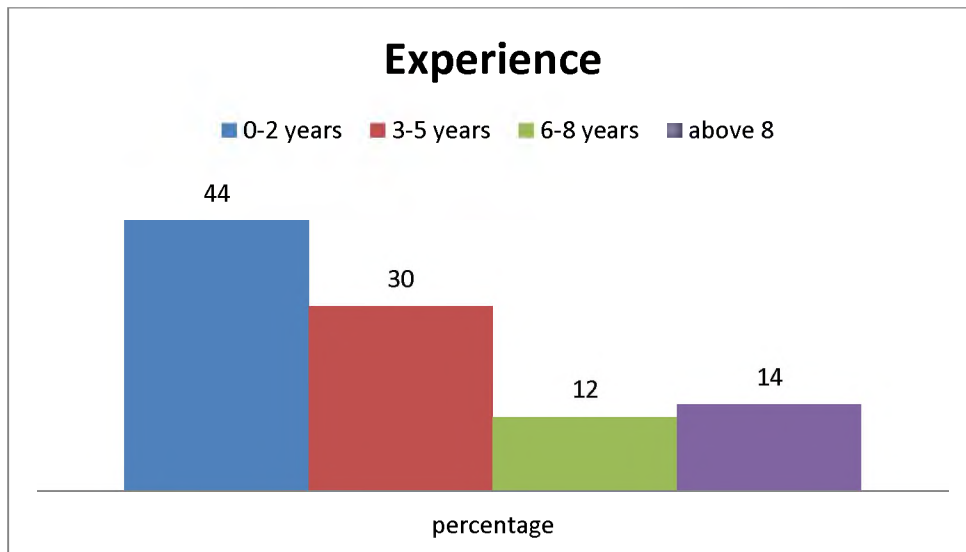

Interpretation: From the above chart it can be interpreted that male employees are more in number compared to female employees because they are found only in admin department and housekeeping whereas male employees work in technical department as well as admin department.

4.2 Table showing experience of the respondents.

Experience	Number of Respondents	Percentage (%)
0-2 years	22	44
3-5 years	15	30
6-8 years	6	12
above 8 years	7	14
Total	50	100

Analysis: From the above observation it can be said that 44% of the staffs are newly joined the hotel, whereas 30% of the employees have joined the hotel 2 years before. And the rest have been working for more than 5 years.

**4.2 Graph showing experience of the respondents.**

Interpretation: From the above chart it can be interpreted that the highest percentage is for 0-2 years because most of them are newly joined and some are doing apprenticeship for a period of one year. However, rest of the staffs who are being working earlier for more than 5 years are transferred from other brands of the Oakwood.

4.3 Table showing opinion given in prioritizing the internal source.

Components	Number of Respondents	Percentage (%)
Job posting	8	16
Employee referral	22	44
Internal promotion	11	22
transfer	9	18
Total	50	100

Analysis: From the above observation it is clear that 44% of the employees agree that employee referral is given priority as well as 22% of the employees agree that promotion is also given much priority compared to the other internal source.

4.3 Graph showing opinion given in prioritizing the internal source.
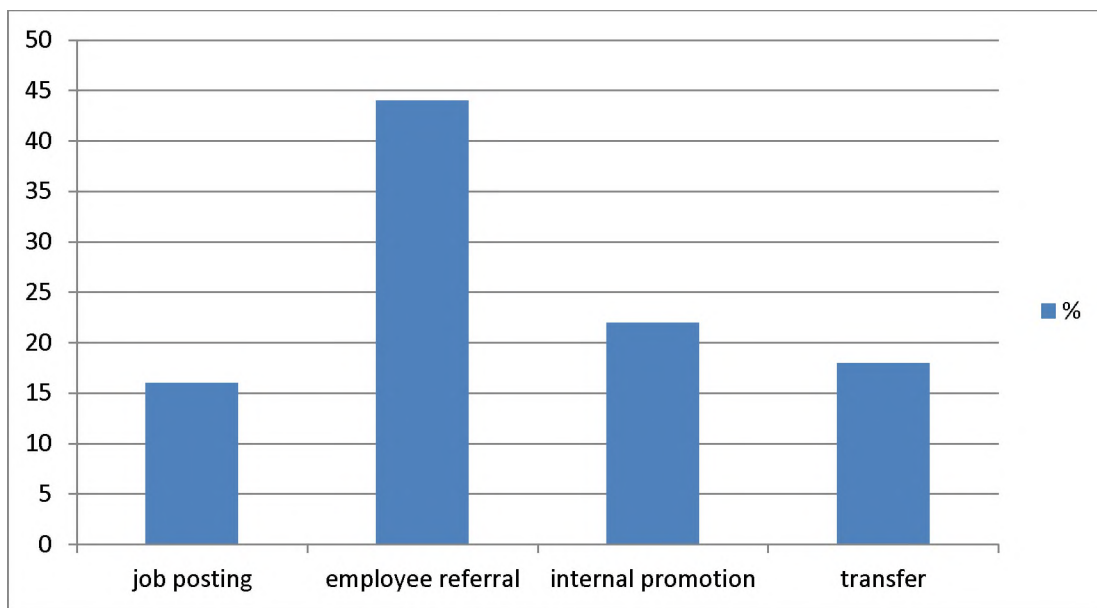
Interpretation: From the above chart it can be interpreted that employee referral is given more priority than any other internal source of recruitment. This is because to reduce the cost and time, and encourage the employee to select candidate for the hotel. This also shows that company trusts the employees.

4.4 Table showing the satisfaction level of recruitment and selection process.

Satisfaction level	Number of Respondents	Percentage (%)
Highly satisfied	6	12
Satisfied	13	26
No opinion	10	20
Dissatisfied	21	42
Highly dissatisfied	0	0
Total	50	100

Analysis: From the above observation it can be said that 42% of the employees are dissatisfied and 26% of the employees satisfied, 20% of the employees have no opinion over the recruitment and selection process of the hotel.

4.4 Graph showing the satisfaction level of recruitment and selection process.
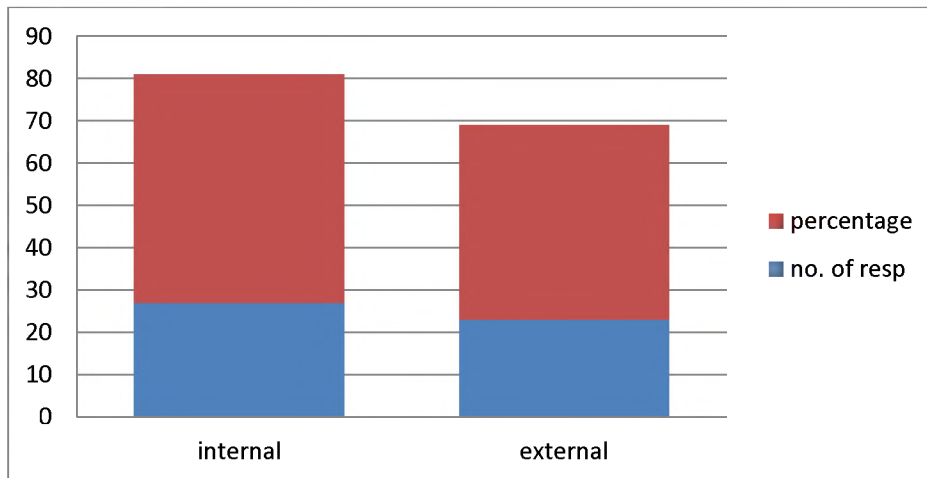

Interpretation: From the above chart it can be interpreted that most of the employees are dissatisfied with recruitment and selection process of the hotel because there is no use of online job portals, the job specification is not clearly explained and there is bias in decision making process.

4.5 Table showing the source of recruitment relied more on.

Components	Number of Respondents	Percentage (%)
Internal	27	54
External	23	46
Total	50	100

Analysis: From the above observation it is clear that 54% of the employees state, internal source of recruitment is more relied on compared to external source of recruitment.

4.5 Graph showing the source of recruitment relied on.
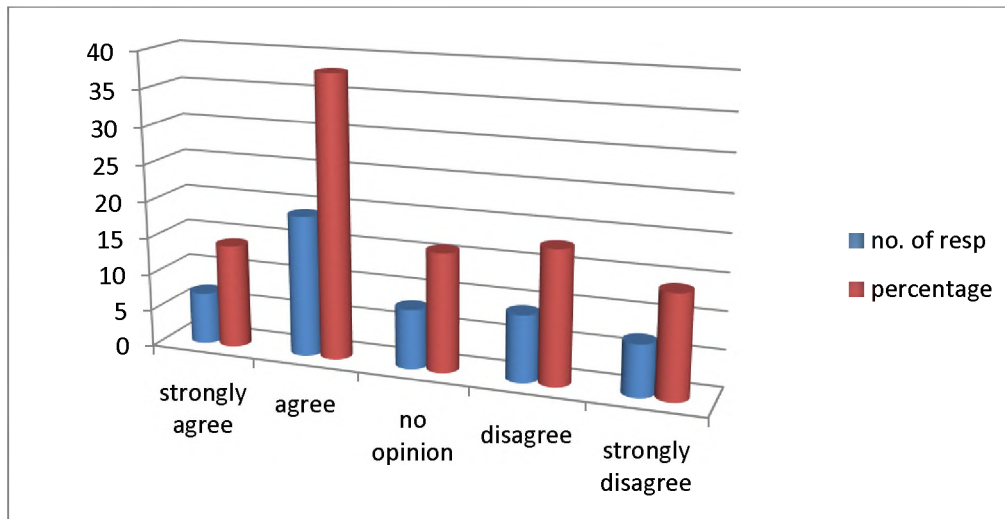

Interpretation: From the chart it can be interpreted that 54% of the employees agree that internal source of recruitment is given more preference, as morale of the current employees can be improved and it is used as a technique of motivation as well as cost for the recruitment process can be minimized.

4.6 Table showing whether changes required in source of recruitment.

Satisfaction level	Number of Respondents	Percentage (%)
Strongly agree	7	14
Agree	19	38
No opinion	8	16
Disagree	9	18
Strongly disagree	7	14
Total	50	100

Analysis: From the above observation it is clear that 38% of the employees agree that there is some changes required in the source of recruitment, 16% employees have no opinion to it and 18% of the employees disagree to it.

**4.6 Graph showing whether changes required in source of recruitment.**

Interpretation: From the chart it can be interpreted that most of the employees agree for some changes in recruitment and selection process because the HR department is giving more importance to internal source than external. If the hotel gives as much importance to external they can bring in new candidates with potential skills and ability.

4.7 Table showing the sources used for searching best talent.

Components	Number of respondents	Percentage (%)
College placements	18	36
Technical institutes	8	16
Consultancies	15	30
Other	9	18
Total	50	100

Analysis: From the above observation it can be said that 36% of the search is done through college placements, 30% through consultancies and 16% is done through technical institutions.

**4.7 Graph showing the sources used for searching best talent.**
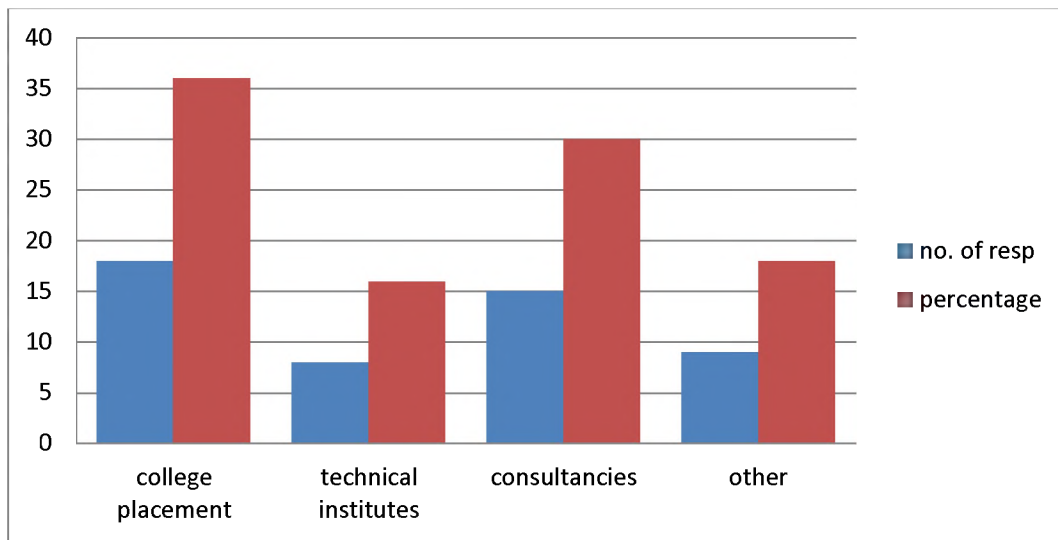
Interpretation: From the chart it can be interpreted that most of the recruitment is done in colleges. Because college students are a source of fresh knowledge and skills, they have a different perspective and ways of dealing with issues, they are quick learners, and they are easily adaptable.

4.8 Table showing whether referred candidates prefer more.

Components	Number of respondents	Percentage (%)
To an extent	0	0
To some extent	12	24
Moderate	15	30
To a greater extent	23	46
Total	50	100

Analysis: From the above observation it is clear that 46% of the employees state that referred candidates are preferred more and 24% of the employees say that only to some extent referred candidates are given preference.

**4.8 Graph showing whether referred candidates prefer more.**
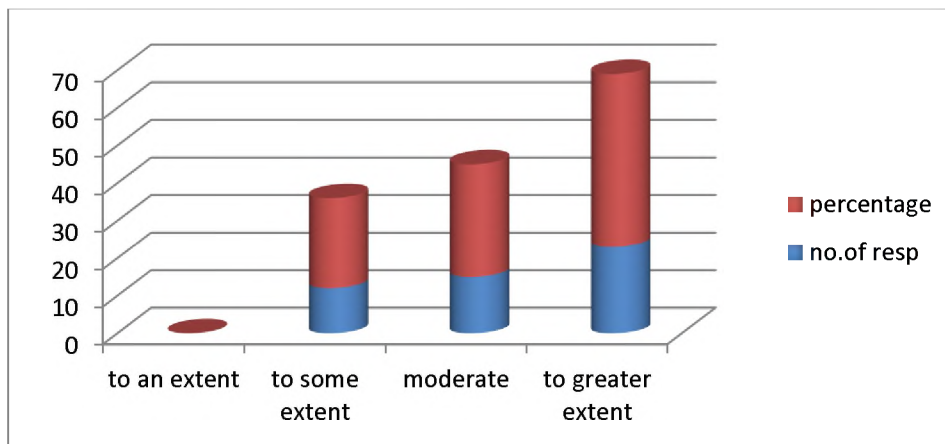
Interpretation: From the chart it can be interpreted that the hotel prefers referred candidates more because it takes less time in hiring, there will be decrease in cost while hiring and there is also a benefit to the current employee who refers a candidate as he will be given rewards.

4.9 Table showing the rate of selection policy by the respondents.

Satisfaction level	Number of respondents	Percentage (%)
Good	19	38
Average	23	46
Poor	8	16
Total	50	100

Analysis: From the above analysis it is clear that 46% of the employee's rate selection policy as average, 38% employees rate it as good and 16% of the employees rate it as poor.

**4.9 Graph showing the rate of selection policy by the respondents.**
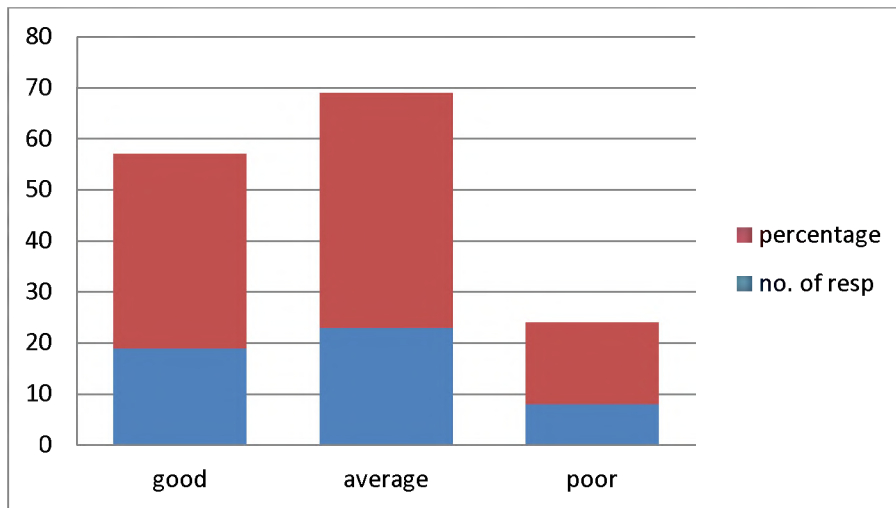
Interpretation: From the chart it can be interpreted that employees are not that satisfied with the selection policy because sometimes they prefer referred candidates and lose the right candidate who is suitable for that position. And the selection methods are not fully followed.

4.10 Table showing whether internal hiring motivates the employee.

Components	Number of respondents	Percentage (%)
To an extent	0	0
To some extent	5	10
Moderate	13	26
To a greater extent	32	64
Total	50	100

Analysis: From the above analysis it is clear that 64% of the employees agree that internal hiring has motivated them and 26% of the employees say that internal hiring has motivated them moderately.

**4.10 Graph showing whether internal hiring motivates the employee.**
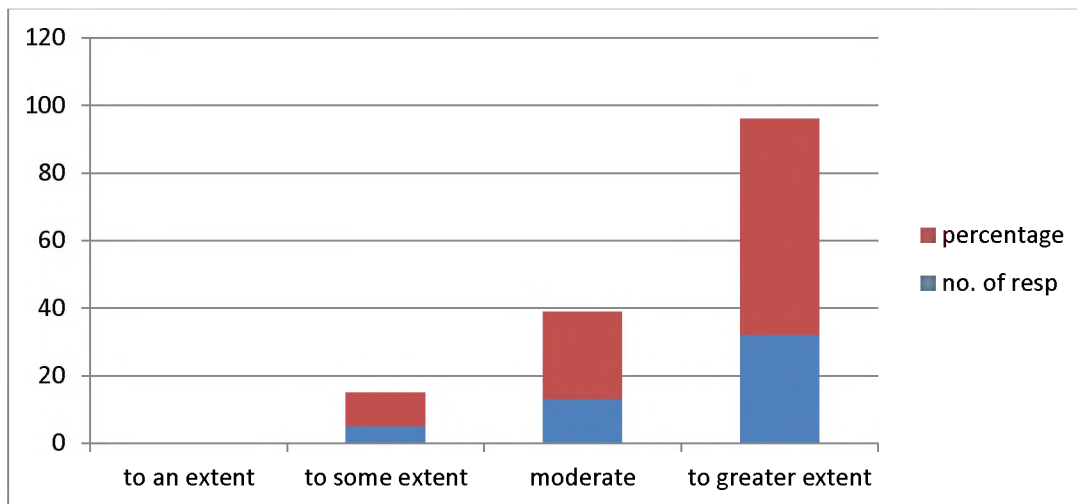
Interpretation: From the chart it can be interpreted that most of the employees agree that internal hiring has motivated them to a greater extent. Some of the employees were promoted to good position; they were given rewards and recognition. The employees who referred candidates were given Rs. 1000 as incentives.

4.11 Table showing the time taken to respond to the application.

Time taken	Number of respondents	Percentage (%)
Less than 5 days	6	12
5-15 days	23	46
More than 15 days	21	42
Total	50	100

Analysis: From the above observation it is clear that 46% of the employees say that the time taken to respond to their application is between 5 to 15 days and 42% of the employees say that they take more than 15 days of time to respond.

**4.11 Graph showing the time taken to respond to the application.**
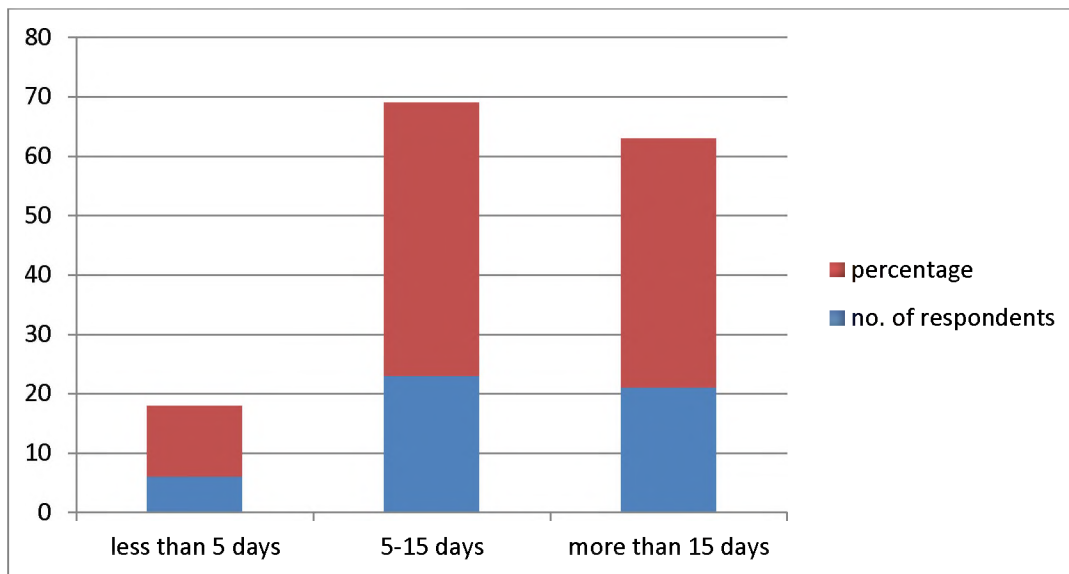
Interpretation: From the chart it can be interpreted that the candidates who had applied for the position, their application was reviewed between 5-15 days of period because the position must have been active or they were short listing other candidates.

4.12 Table showing the number of respondents' awareness on video resumes.

Components	Number of respondents	Percentage (%)
No	43	86
Yes	7	14
Total	50	100

Analysis: From the above analysis it is clear that 86% of the employees are not aware of the video resume and 14% of the employees are aware of it.

4.12 Graph showing the number of respondents' awareness on video resume.
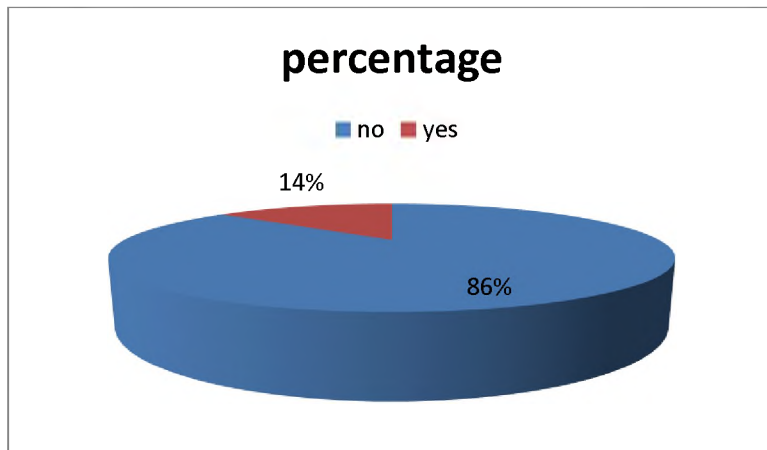
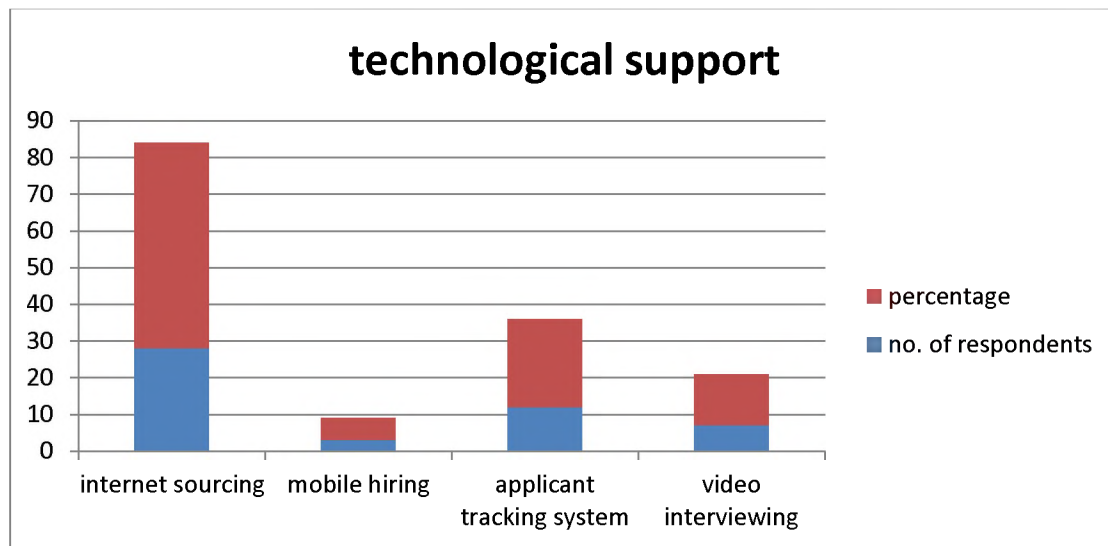**Interpretation:** From the graph it can be interpreted that 86%of the employees are not aware of the video resume system. Most of the employees are not aware of video resume because they are used to the traditional paper form resumes as they think they can provide enough information about them in the paper form. And also, the HR department follows reviewing paper format resumes than video resume.

4.13 Table showing the advance tools and techniques in hiring.

Components	Number of respondents	Percentage (%)
Internet sourcing	28	56
Mobile hiring	3	6
Applicant tracking system	12	24
Video interviewing	7	14
Total	50	100

Analysis: From the above observation it is clear that 56% of the people say that internet sourcing could be advance tool and technique which can enhance the success rate of hiring. Whereas 24% say that applicant tracking system can be advance tool and technique.

4.13 Graph showing the advance tools and techniques in hiring.
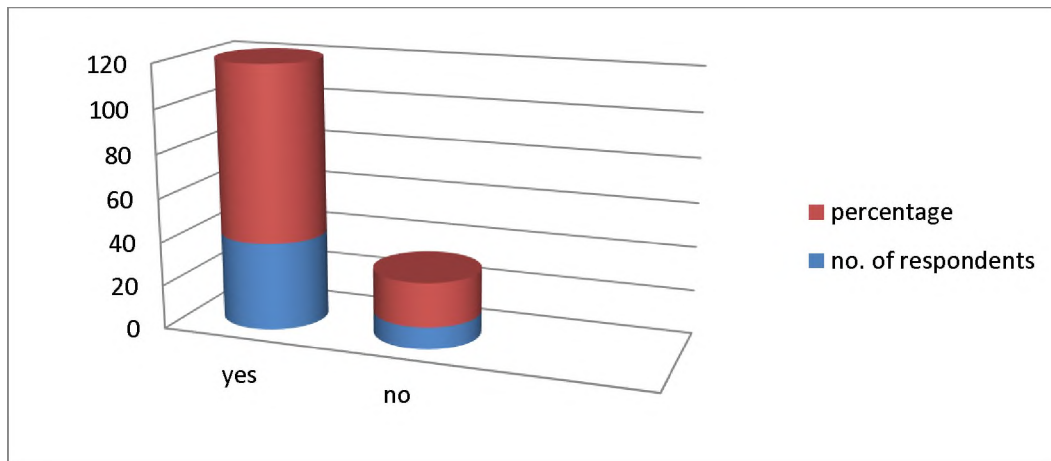

Interpretation: From the above chart it can be interpreted that mainly internet sourcing helps to get the best and enthusiastic candidate in the company. However video conferencing, applicant tracking system, mobile hiring can be used to hire but this tools will not be that much helpful to get the success to hire the right candidate.

4.14 Table showing whether Oakwood conduct medical examination or not.

Medical examination	Number of respondents	Percentage (%)
Yes	40	80
No	10	20
Total	50	100

Analysis: From the above analysis it is clear that 80% of the employees say medical examination is conducted whereas 20% of them say it is not conducted.

**4.14 Graph showing whether Oakwood conduct medical examination or not.**

Interpretation: From the graph it can be interpreted that the hotel conducts a medical examination so that they can hire an employee who can work efficiently in housekeeping, technical and other departments of the hotel.

4.15 Table showing the satisfaction level of orientation program.

Satisfaction level	Number of respondents	Percentage (%)
Highly satisfied	5	10
Satisfied	16	32
No opinion	15	30
Dissatisfied	7	14
Highly dissatisfied	7	14
Total	50	100

Analysis: From the above analysis it is clear that 32% of the employees say that they were satisfied with the orientation program conducted. And 30% of the employees have no opinion towards the orientation program conducted.

**4.15 Graph showing the satisfaction level of orientation program.**
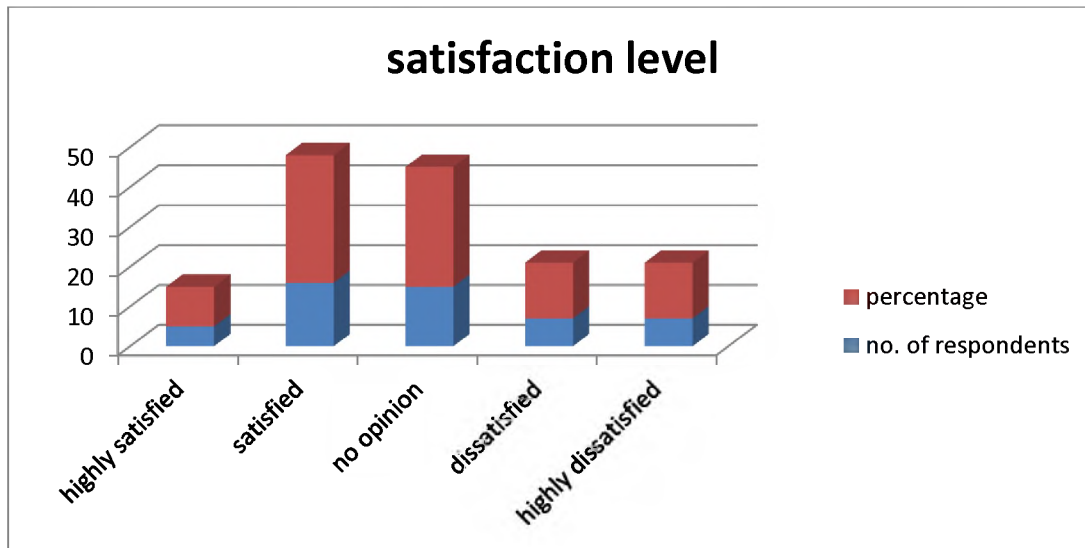
Interpretation: From the chart it can be interpreted that the newly joined employees were satisfied with the orientation program conducted by the hotel. They were introduced to their co-workers; they had a tour inside of the hotel.

4.16 Table showing the genre of interview conducted by Oakwood.

Components	Number of respondents	Percentage (%)
Direct	15	30
Group panel	26	52
Stress	9	18
Computerized	0	0
Total	50	100

Analysis: From the above analysis it is clear that 52% of the employees say they faced group panel method while 30% of them faced direct method.

**4.16 Graph showing the genre of interview conducted by Oakwood.**
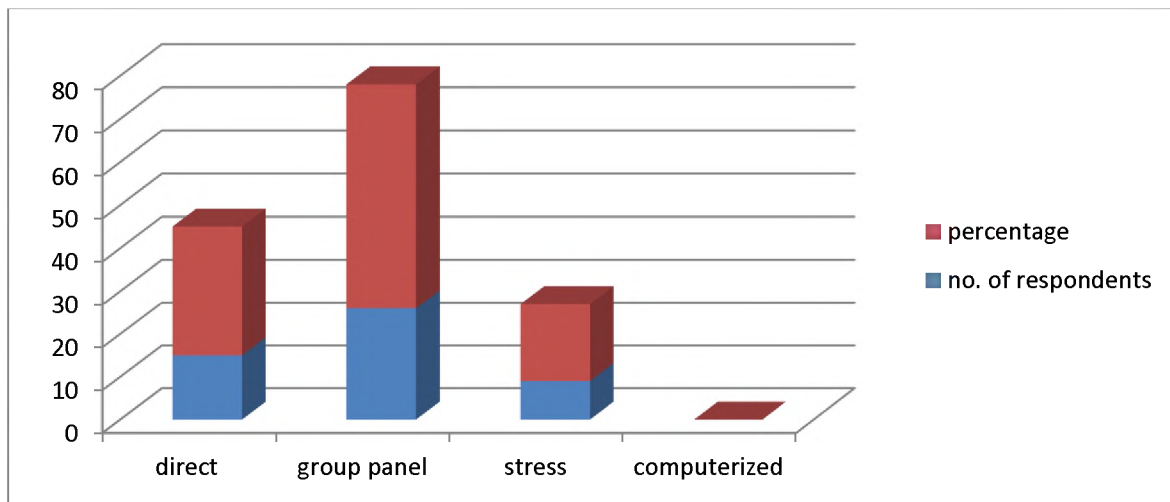
Interpretation: From the graph it can be interpreted that the hotel follows mostly group panel method for the interview round where the general manager, HR manager and the departmental head conducts the interview. This is because they want to check the competency level and they follow some tests as well to check the candidates' ability.

4.17 Table showing whether references given by candidates are verified.

Components	Number of respondents	Percentage (%)
Always	16	32
Often	20	40
Seldom	14	28
Total	50	100

Analysis: From the above analysis it is clear that 40% of the employees say that candidate's reference is checked often while 32% of them say that they verify the references always.

4.17 Graph showing whether references given by candidates are verified.
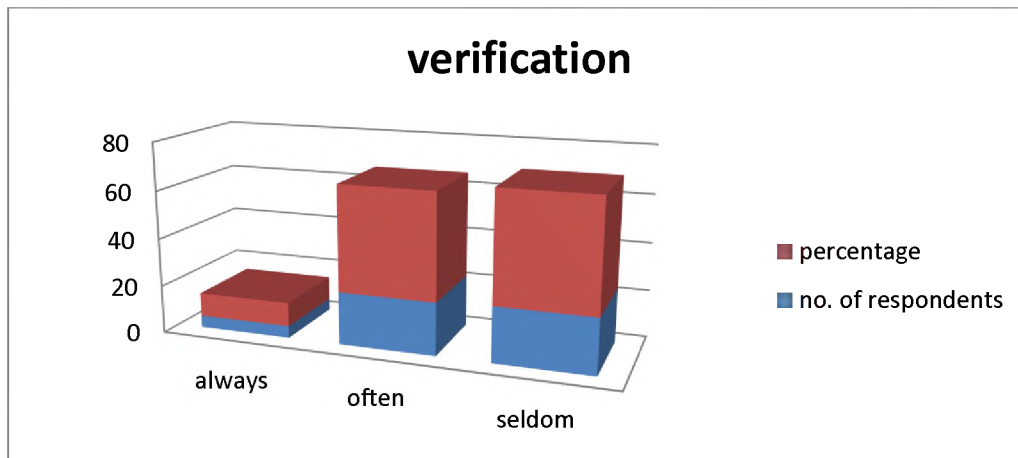
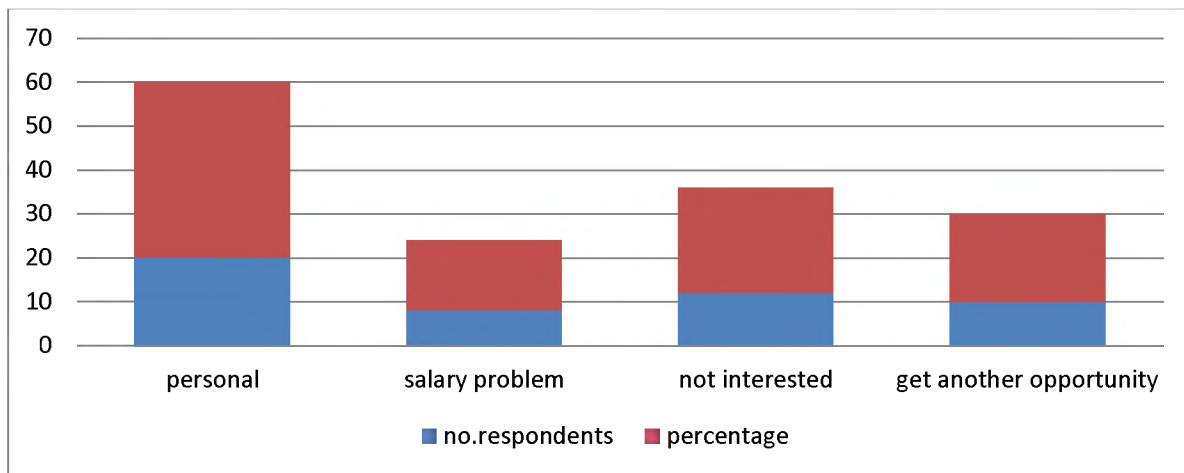**Interpretation:** From the graph it can be interpreted that the hotel very often verifies the references given by the candidates. If the candidates have come through referrals they don't check as they trust their employees. References of the candidates should be verified so as to be in safer side that the hotel should not hire an illegal employee for the job which can lead to the loss of the hotel.

4.18 Table showing reason for candidate not joining after selection.

Reason	Number of respondents	Percentage (%)
Personal	20	40
Salary problem	8	16
Not interested	12	24
Get another opportunity	10	20
Total	50	100

Analysis: From the above observation it is clear that 40%of the employees say mainly because candidates does not want to join due to personal issues and some of the employees say 24% of the candidates were not interested or might have got another opportunity.

4.18 Graph showing reason candidate not joining after selection.
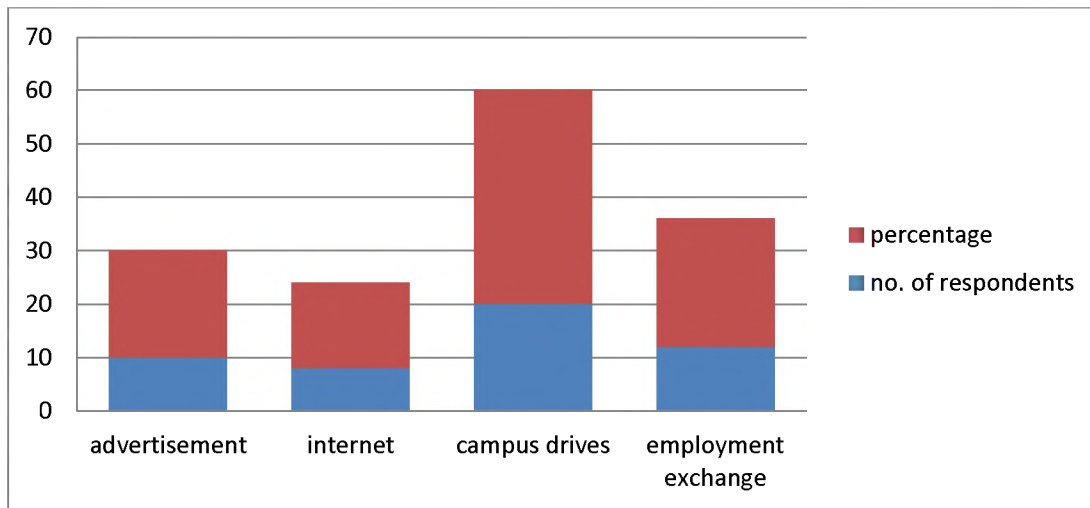

Interpretation: From the above graph it can be interpreted that some of the candidates do not join due to personal issue. At the same time other candidate are not satisfied with the salary being offered or they might get another opportunity.

4.19 Table showing external sources used for recruitment in Oakwood.

Components	Number of respondents	Percentage (%)
Advertisement	10	20
Internet	8	16
Campus drives	20	40
Employment exchange	12	24
Total	50	100

Analysis: From the above observation it is clear that 40% of the employees say campus recruitment is used more as external source compared to others while 24% of them say employee exchange is used for recruitment.

4.19 Graph showing external sources used for recruitment in Oakwood.

Interpretation: From the graph it can be interpreted that 40% of the employees were recruited in through campus drives as they prefer fresh knowledge and skills, those candidates are quick learner. And 24% were recruited through employment exchange for the position of security guards, housekeeping department.

4.20 Table showing contract signed by the employees while joining the organization.

Components	Number of respondents	Percentage (%)
Yes	40	80
No	10	20
Total	50	100

Analysis: From the above analysis it is clear that 80% of the employees have signed the contract while the 20% have not signed any contract.

4.20 Graph showing time taken for higher level recruitment from job requisition form till the final letter.
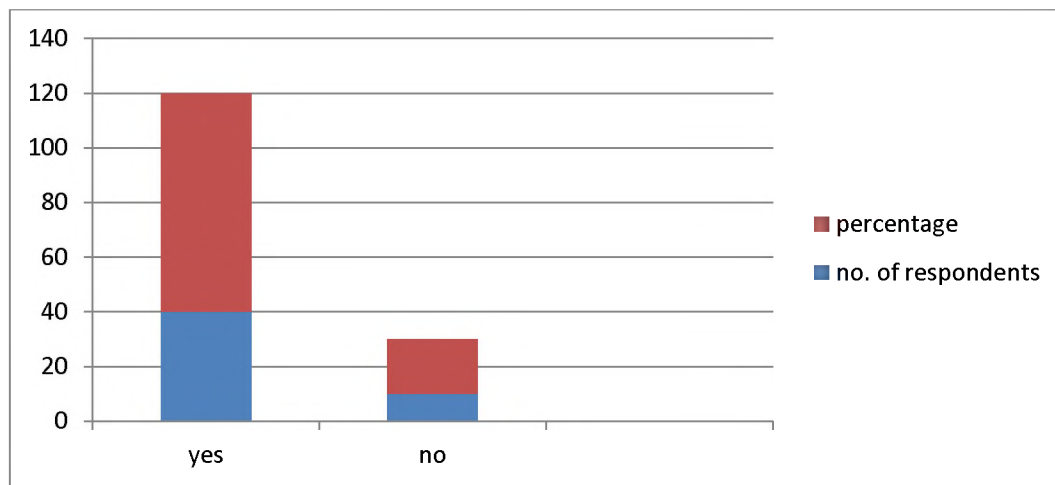
Interpretation: From the graph it can be interpreted that 80% of the employees have signed the bond while joining the organization. Employees have to submit their photocopied certificates with the contract and they cannot leave the organization before the completion of one year.

Hypothesis:

The Internal Hiring leads to motivation amongst the employees at workplace.

One-Sample Test

	Test Value = 0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Internal Hiring leads to Motivation	17.473	49	.000	2.700	2.39	3.01

Interpretation:

The above table shows the result of One Sample T Test, which has the significant value 0.00 which is less than 0.01. It means Internal Hiring helps people to showcase their competence, when opportunities are given for Internal Employees, they feel motivated to perform. Instead of looking for external candidates, OAKWOOD can give opportunity to Internal Employees, as it is a kind of Motivation for them to progress in their career.

CHAPTER 5

SUMMARY OF FINDINGS, CONCLUSION AND SUGGESTIONS

5.1 FINDINGS:

- Employee referral is given more priority than any other internal sources.
- Majority of the staffs are dissatisfied with the current recruitment and selection process because there is no use of online job portals and there is bias in decision making process.
- Internal source of recruitment is given more importance, as they believe that by doing so they can reduce the cost and time taken in hiring a candidate.
- Employees agree for some changes in the recruitment and selection process so that the management can bring in new talents with potential skills.
- The hotel mostly source candidates through campus because students are a source of fresh knowledge and quick learners.
- It has been found that referred candidates are preferred more because it takes less time in hiring and it also benefits the existing employees as they will be rewarded.
- The workers are dissatisfied with the selection process because they think that there is a chance of biasness while making decision.
- Most of the employees agree that internal hiring gives them motivation because they are being paid with incentives and there is an opportunity to get promoted into higher position.
- Majority of the employees have no knowledge about video resume because they are used to the traditional paper form resume.
- The technological support mostly used for the recruitment process is telephone.
- The employees are satisfied with induction program conducted by the hotel.
- Mostly used interview method is the group panel.
- It is found that the hotel rarely verifies the references mentioned by the candidates.
- Advertisements are not frequently used for the recruitment process whereas campus placements and employment exchange are frequently used.
- It is found that some of the candidates after being selected does not join due to there personal problems or not being satisfied with the salary offer.
- Most of the employees after joining the hotel have signed an agreement so that they do not leave the firm in between.

5.2 CONCLUSION

From the beginning to the end this project attempts to study the effectiveness of recruitment and selection process at Oakwood premier prestige. The objective that has laid down prior for this study has been concluded so far.

Recruitment and selection process plays a critical part in any organization. It is a method of attracting the candidate to apply for the specific job and select them through various selection methods. The right procedure of hiring and selecting the pool of candidates increase the productivity and lead to overall success in the organization.

In every organization effective hiring and selecting is must. After deciding total number and kinds or types of personnel required for job, the human resource department proceeds to start with identification of various sources of hiring and various methods followed in selection and finds the suitable candidates who are fit for the work. In this study, it is identified that the company needs some changes in its recruitment and selection process.

5.3 SUGGESTION

- The company can use technological support in hiring such as video conferencing.
- Company can focus on external recruitment sources in order to find suitable candidates who have better skills and ability.
- The company should source candidates through online job portals than preferring employee referral.
- Company should take the feedback from the employees.
- The company should verify the references given by the candidates.

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WEBSITES:

- https://www.oakwoodasia.com
- https://www.oakwoodasia.com>india

ANNEXURE

QUESTIONNAIRE ON THE EFFECTIVENESS OF RECRUITMENT AND SELECTION PROCESS

1. Name:

2. Gender: male ☐ female ☐

3. Designation:

4. Years of work experience:
    a. 0-2 years
    b. 3-5 years
    c. 6-8 years
    d. Above 8 years

5. Which internal source of recruitment is given more priority in your hotel
    a. Job posting
    b. Employee referral
    c. Internal promotion
    d. Transfer

6. What do you think about the recruitment and selection process in your hotel
    a. Highly satisfied
    b. satisfied
    c. No opinion
    d. Dissatisfied
    e. Highly dissatisfied

7. Which source of recruitment is relied upon when immediate requirement arises
    a. Internal
    b. External

8. Do you think the present source of recruitment requires any changes
    a. Strongly agree
    b. Agree
    c. Neither
    d. Strongly disagree
    e. Disagree

9. How do you practice searching best talent from the below options.
    a. College placement cell
    b. Technical institutes
    c. Placement consultancies
    d. Other

10. Do you think at Oakwood referred candidates are preferred more
    a. To an extent
    b. To some extent
    c. Moderate
    d. To a greater extent

11. How do you rate the selection policy of the hotel
    a. Good
    b. Average
    c. Poor

12. Is internal hiring helps in motivating the employee
    a. To an extent
    b. To some extent
    c. Moderate
    d. To a greater extent

13. How much time did the company take to respond to your application
    a. Less than 5 days
    b. 5-15 days
    c. More than 15 days

14. Are you aware of the concept of video resume, if yes, then do you use it
    a. No
    b. Yes

15. Have your company taken any technological tools and techniques while hiring
    a. Telephone
    b. Video conferencing
    c. Online support
    d. Other

16. Does Oakwood conduct medical examination?
   a. yes
   b. no

17. Are you satisfied with the orientation program in your organization
   a. Highly satisfied
   b. Satisfied
   c. No opinion
   d. Dissatisfied
   e. Highly dissatisfied

18. Which type of interview methods does your company usually follows
   a. Direct
   b. Group panel
   c. Stress
   d. Computerized

19. Does your hotel verify the references given by the candidate?
   a. Always
   b. Often
   c. Seldom

20. What kind of external sources were used for recruitment in oakwood.
   a. advertisement
   b. internet
   c. employee exchange
   d. campus drives

21. What is the reason behind candidate not joining after being selected.
   a. Personal
   b. Salary problem
   c. Not interested
   d. Get another opportunity

22. Did employees sign any contract while joining the organization?
   a. Yes
   b. no

ACHARYA INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MBA

PROJECT (17MBAPR407) -WEEKLY REPORT

NAME OF THE STUDENT: *BLESSY B VARGHESE*

INTERNAL GUIDE: *Prof. MONICA M*

USN: *1IA17MBA10*

COMPANY NAME: *OAKWOOD PREMIER PRESTIGE*

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3rd Jan 2019 – 9th Jan 2019	Industry Profile and Company Profile		
10th Jan 2019 – 17th Jan 2019	Preparation of Research instrument for data collection		
18th Jan 2019 – 25th Jan 2019	Data collection		
26th Jan 2019 – 2nd Feb 2019	Analysis and finalization of report		
3rd Feb 2019 – 9th Feb 2019	Findings and Suggestions		
10th Feb 2019 – 16th Feb 2019	Conclusion and Final Report		

Company Seal

College Seal

HOD Signature

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