A study on parameters analysed by HR during shortlisting and selection of freshers in the Pune region.

Dr. Radha Jerry Louis

Neville Wadia Institute of Management Studies and Research, Pune

Email : [dograradha8@gmail.com](mailto:dograradha8@gmail.com)

**Abstract** : In the challenging scenario when thousands of students graduate every year from various academic institutions and are ready to join the workforce, it is prominent that they are aware of the fact that they would be evaluated on various parameters by the human resource professionals during interviews. In this study the intention is to understand the expectations of the Industry and capture the inputs of the HR professionals on skills expected from freshers. To do so the author prepared a structured questionnaire and circulated in various organizations and analysed the responses to conclude. It was found that 1) Communication skills and people management skills top the list in the preference 2) Confidence and Decision making are the important parameters that the respondents believe are essential to be successful leader. 3) Clean and neat appearance during interview and communicating in a clear and effective way are important to a great extent.

Keywords : academic institutions, workforce, parameters, expectations, inputs.

**Objectives of the study :**

To study the parameters analysed by HR during shortlisting and selection of freshers in the Pune region.

To understand the preference and the skills expected in freshers.

**Literature review :**

In a article written by Mujeeb Shah for Naukri.com advocates the need for much more than just technical knowledge. In the article the proposed 10 must have soft skills are teamwork, Communication, motivation, leadership, Problem solving ability, be responsible, Decisive, Ability to adapt, Time management and conflict resolution. According to him soft skills are referred to as positive interpersonal qualities that can help maintaining a healthy relationship with the colleagues or the team members. (Shah, 2020)

In one of the prominent articles written by Ahemed Shamim Ansary for careercliff.com highlights the 13 key skills employers will look for in resume for fresher. The key skills are Good at communication skills – email etiquette, language skills, negotiation skills, telephone etiquettes, technical skills, excellent time management, ability to handle work pressure, A people’s person, proactive, responsible, independent, team player, positive attitude, flexible, creative, leadership – emotional intelligence. (Ansary, 2019)

In an blog by Shilpa Kulkarni on “10 essentials skills for the future of jobs for freshers” has advocated for “Written and spoken communication skills, technical writing, coding and digital skills, collaboration skills, critical thinking and problem solving, agility and adaptability, creativity and imagination, people management, negotiation skills, service orientation, emotional intelligence”. (Kulkarni, 2018)

**Methodology :**

A systematic data collection was done using Primary as well as Secondary data. The human resource personnel in the Pune region were targeted in the Corporate offices dominated areas of Kalyani Nagar, EON IT park, Kharadi, Hinjewadi, Magarpatta- Hadapsar. A structured questionnaire was floated amongst the Human resource personnel and the responses were recorded.

Target respondents : Human resource personnel

Geographical ambition : Pune region

Sample Design : Convenience Sampling method

Data collection: Through a structured questionnaire

Research Design : The objective of this research was to understand the parameters analysed by the HR personnel while hiring freshers. Selective parameters were identified and framed in the form of a questionnaire and data was collected on those parameters to conclude.

Sampling: a total of 35 HR personnel prominently from the services sector, government and others were targeted. 05 forms were rejected due to incomplete information. Finally 30 responses were studied and included in this paper.

Data : Data collected was analysed using bar charts, pie charts and suggestive responses received in a open ended question.

Tracking : questionnaire on google forms was tracked for the respondents

Reporting: tables, pie charts, conclusive statements.

**Parameters incorporated in the study:**

Appearance, Communication, Clarity in personal goals and objectives is assessed, Proactivity, Ability to motivate, Delegation of work, Confidence, Analytical skills, Decision making, Creativity, Flexibility, Honesty, Negotiation, Industry expertise, Feedback, Industry wise preferred skills.

**Data Analysis :**

1. Industry type

Interpretation : 57% of the respondents in this study are from the services industry, 37% belong to Others and only 7% are from the government sector.

1. Qualification preferred.

Interpretation: 60% of the organizations prefer post graduates to be recruited as freshers in their organizations. 40% of the organizations prefer graduates.

1. Clean and Neat appearance during interview is preferred.

Interpretation : 33% of the HR personnel agreed that clean and neat appearance during interview is preferred to a great extent. 27% of HR respondents said that clean and neat appearance during interview is preferred to a large extent. 30% of the respondents said that clean and neat appearance during interview was preferred to a moderate extent whereas 10% agreed that it is important to some extent.

1. Communicating in a clear, effective and efficient way is important.

Interpretation: 50% of the respondents were of the opinion that communicating in clear, effective and efficient way is important to a great extent. 20% agreed to the same to a large extent, 23% said that they agreed to a moderate extent. Only 7% responded saying that communicating in a clear, effective and efficient way was important to some extent.

1. Clarity in personal goals and objectives is assessed.

Interpretations: 20% of the respondents said that clarity in personal goals and objectives is assessed to a great extent, 30% said that the same is done to a large extent, 40% of the respondents said that clarity in personal goals and objectives is assessed to a moderate extent. Only 7%replied that assessment on clarity in personal goals and objectives is assessed to some extent 3% replied saying not really.

1. Rate the following parameters that you believe are essential to be a successful leader.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Parameters | Not really | To some extent | To a moderate extent | To a large extent | To a great extent |
| 1 | Proactivity |  | 2 | 10 | 8 | 10 |
| 2 | Ability to motivate |  | 2 | 10 | 8 | 10 |
| 3 | Delegation of work |  | 1 | 9 | 13 | 7 |
| 4 | Confidence |  | 1 | 7 | 9 | 13 |
| 5 | Analytical skills | 1 | 2 | 8 | 12 | 7 |
| 6 | Decision making |  | 1 | 7 | 6 | 16 |
| 7 | Creativity |  | 4 | 14 | 7 | 5 |
| 8 | Flexibility |  | 1 | 13 | 11 | 5 |
| 9 | Honesty | 1 | 1 | 11 | 5 | 12 |
| 10 | Negotiation | 1 | 5 | 7 | 10 | 7 |
| 11 | Industry expertise | 1 | 4 | 9 | 11 | 5 |
| 12 | Feedback | 2 | 2 | 8 | 12 | 6 |

Graphical representation of the parameters mentioned in the above table.

Interpretation : From the Overall scores on the parameters above mentioned it was noticed that all the parameters are essential to be a successful leader to a large and great extent collectively contributing to 60% of the total score. Confidence and Decision making are top ranked amongst all.

1. Rate the management skills that one should develop irrespective of the industry.

Interpretations : From the above table it is evident that communication skills are rated as top most skills followed by people management skills.

1. Which are the most important skills according to you preferred in your sector?

|  |  |
| --- | --- |
| Service Sector | Others |
| People management and communication skills | Communication and diplomacy |
| Integrity | Adaptability |
| Foresight | Communication, Positive attitude, integrity |
| Motivation | Communication and Professional skills |
| Analytical skills | Honest |
| Communication skills, Commitment and honesty | People management skills |
| Convincing power and empathy | Personal development |
| Communication, Proactive, sincere, fair IQ | Delegating work ethically |
| Confidence, planning, delegation of work | Flexibility and confidence |
| Adaptive and innovative | Technical skills |
| Adaptability | Confident, communication skills |
| Communication, People management | Flexible |
| Communication skills and Working knowledge | Approachable |
| Communication skills and Technical knowledge | Creativity, communication skills |
| Accuracy and attention to detail | Planning |
| Problem solving skills | Strategy |
| Communication skills and Accountability | Communication and Organizational skills |
| Diplomatic approach | Communication and Understanding |
| Communication skills and Positive attitude | Empathy |

Interpretation: From the survey responses, it was found that 50% responses from the services sector and others have listed Communication skills as the most preferred skill. The second preferred skill is people management skill with 10% advocating for the same.

**Findings :**

1. Industries prefer post graduates more than graduates.
2. 60% of the respondents agreed that clean and neat appearance during interview is preferred to a great and large extent.
3. 70% of the respondents are of the opinion that communicating in a clear, effective and efficient way is important to a great and large extent.
4. Clarity in personal goals and objectives is assessed and is important to a moderate extent. 40% of the respondents agreed for the same.
5. A list of 12 parameters were asked to be rated in a scale of 1-5 ( 1 - lowest and 5 - high). Confidence parameter scored the highest and Decision making with the second highest.
6. Communication skills are rated as top most skills followed by people management skills.
7. An open ended response was collected for the most important skill preferred in the respondent's sector and 50% responses from the services and other sector have rated communication skills as the most preferred skill. The second preference has been given to people management skills.

**Conclusion :**

It is concluded that the sector considered in the study has shown preference for Communication skills and People management skills as the most important skills. Confidence and decision making are the essential parameters to be a successful leader. Clean and neat appearance during interview and communicating in clear, effective and efficient way is preferred.

**Scope for further research:**

Only services sector and others have been covered in this study. Specific sector wise study can be conducted to identify the skills preferred in that sector. The study is limited to Pune region. Further research can be conducted by exploring different geographies.

# References

Ansary, A. S. (2019). 13 Key Skills Employers will Look for in Resume for Fresher. *Career Cliff.com* .

Kulkarni, S. (2018). 10 Essential job skills for the future of jobs for freshers .

Shah, M. ( 2020, August 20). 10 must have soft skills for a fresher to find a perfect job . *Naukri.com* .