

# “Recruitment And Selection Process In Tata Motors Limited”

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## ABSTRACT

My project is titled "Recruitment and Selection Process at Tata Motors Ltd," and it focuses on the hiring practices at Tata Motors. Tata now has the largest share of the four-wheel vehicle market in India. There are many new businesses entering the Indian market today, guaranteeing fierce competition. With the advent of new manufacturers, consumers now have more options than ever when shopping for a car. Factors like as price, mileage, reliability, and ease of maintenance and repair all factor into consumers' final decisions.

## INTRODUCTION

Recruiting is the process of sourcing, evaluating, and selecting new employees to fill open and future positions within a business. Managers are limited in their options for finding new employees by factors including the public's perception of the company, internal regulations, the allure of the position, union and government mandates, and available funds.

Choosing a car might leave the average buyer bewildered and stumped for quite some time. I understood the predicament and resolved to tackle it head-on by meeting the needs of The Tata Motors in this regard.

Internal searches, ads, employee recommendations, employment agencies, educational institutions, professional groups, and casual or unsolicited applications are all common places to find new hires. It seems that in reality, hiring strategies change depending on the degree and complexity of the position being filled.

Profile of a Business

## Functional Domains

Tata Motors manufactures a wide variety of vehicles, including automobiles, SUVs, and minivans, as well as light, medium, and heavy-duty trucks. In India, seven out of every ten trucks and buses are made by the respected Tata brand.

## Industrial Vehicles Department

There are around 130 different kinds of commercial vehicles, buses, etc. available from this manufacturer, ranging in weight from two to forty tons.

## Research Aims

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To better understand the "Recruitment and selection process at Tata Motors," that is the primary goal of this paper. The study's secondary goals consist of the following key objectives: -

- One goal is to investigate how the hiring procedure represents the company as a whole.
- The second objective is to fill open positions with qualified workers.
- Third, to learn about the diverse media (print, digital, or a combination thereof), institutions of higher education, public displays, etc.
- Fourth, learn about the company culture and choose the best approach to conducting interviews so you can hire the most qualified candidates.
- For the purpose of interpersonal research.

### **APPROACHES TO RESEARCH**

The goal of the methodology section is to detail the steps used to conduct the study. Everything from how samples will be selected to what data will be collected and how it will be analyzed falls under this category.

Fifteen Tata Motors respondents were selected at random from the whole pool of possible responses. For this, we used a statistical sampling approach to choose our sample. Here, potential new hires are interviewed by picking names out of a hat. The data I gathered came from surveys carried out by a representative sample of the company's workforce.

The secondary resources I used were the books I included in my bibliography and online research on the firm.

### **Primary Information**

The appropriate respondents will be given a questionnaire consisting of both closed- and open-ended questions, designed to reflect the nature of the research.

### **Indirect Evidence**

Company literature: any accessible literature on the company's profile, recruiting and selection methods, job descriptions (Tata Motors), department-wise breakdown of personnel strength, and organizational structure.

### **LITERATURE REVIEW**

Marketing and management literature has explored service sector customer loyalty. Consumers' reluctance to switch brands may provide businesses a long-term benefit (Keaveney, 1995; Gremler and Brown, 1996). Customer satisfaction has been the most crucial factor in maintaining business connections in recent years (Newman and Werbel, 1973; ; LaBarbera and Mazursky, Teel, 1983; Bitner, 1990; Fornell, Fornell, 1994; Dick 1994; Oliver, 1996). Due to expectations, satisfied clients are more inclined to recommend a business. Service ratings and customer loyalty are not highly correlated. Bloemer and Kasper (1995) show that consumer elaboration may mediate the satisfaction-loyalty connection.

Oliva et al. (1992) also claim that service satisfaction and loyalty have a non-linear connection, with loyalty rising fast over a specific threshold. Loyalty is also steady below that threshold. We explore the interaction effects of value attainment and happy mood on customer loyalty across customer satisfaction levels. As prior research on work experience and intention to quit suggests, value attainment, job satisfaction, and emotions give a more complete view of the phenomenological experience of work and its impact on

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employee loyalty (George, 1991; ; George a, Jones, 1996). Heskett et al. say consumer and staff satisfaction are linked (1994).

### DATA ANALYSIS

The following pages explain recruitment and selection tools.

The HR department's Questionnaire response represents current organizational practice regarding recruiting and selection sources.

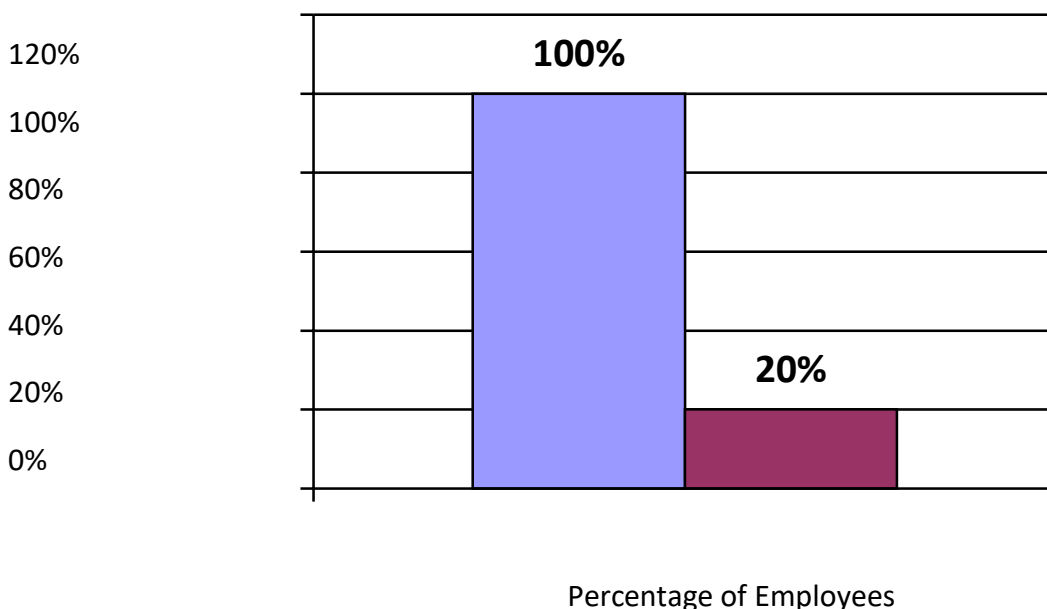
- The sample's questionnaire answers reflect these other departments' views on the legitimacy and effectiveness of various recruitment/selection methods (specific to these Departments)
- The analysis includes any suggestions/recommendations from the non-HR Departments (creating the sample for administering the Questionnaire) about any recruiting source and/or selection mechanism the organization should use beyond usual procedure (specific to these Departments)

### INTERPRETATION:

When losing productivity and having to replace employees is the result of hiring the wrong people, the answer is yes.

The majority of workers (90) believe that the hiring process has an impact on productivity, while just 10% disagree.

DOES THE COMPANY RECRUIT EMPLOYEES INTERNALLY ?



### FINDINGS

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1. Ninety percent of workers believe that the hiring process has an impact on productivity, while just ten percent disagree.
2. In a survey of workers, 100% stated they were hired from inside.
3. 75% of workers think the organization has a suitable recruiting and selection process, while 25% think it's not.
4. Employees are split on whether or not their employer publishes job requirements before hiring a candidate: 65% believe the economy does so, while 35% say it does not.
5. The whole staff agreed that references were checked throughout the hiring process (100 percent).
6. When asked what they think is the most important component of the hiring process, 70% of workers choose the written exam, while 30% believe it is not.
7. Employees report a 70% prevalence of the direct interview approach and a 30% prevalence of the GD interview at their workplace.
8. Just 55% of students at TATA MOTORS' campus locations are preferred, while 45% are not.
9. TATA Motors Inc. is known for hiring workers from out of state.
10. Over 30% of people don't agree with TATA MOTORS, whereas 45% are dead set in their support for the company.
11. All staffing decisions are predicated on historical productivity statistics.
12. The company's vision accounts for no more than 80% of the work.

### **CONCLUSION**

### **REQUIREMENT**

Whenever you go, you'll find that "necessity is the mother of invention." The primary goal of the research was to identify the factors that underlie the selection and recruitment procedure.

In response to my inquiry, Tata Motors informed me that the company's Expansion program is a primary factor in the aforementioned process. There are also very few opportunities to fill a retirement vacancy or fill a replacement position.

**SOURCES:** - The success of every business is tied to the efforts of its employees, whose output must be not only stable but also continually enhanced. All of this is possible with a well-executed Recruiting and Selection plan in place.

Methods: Aptitude tests, personality tests, and group discussions are just a few of the tests that may be used in the selection and recruiting processes. It's common knowledge that in today's fast-paced business environment, the greatest challenge a company has is retaining its most talented workers. In this respect, recruitment is crucial. Nonetheless, it must be understood that there are weaknesses in any system. Each method has advantages and disadvantages, and they may all be altered at any moment.

TATA MOTORS has a sophisticated Selection System to help its workers advance in their careers. As a result, workers at the organization are given opportunities for advancement, training, and professional development.

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## LIMITATIONS

**To be more specific, the report only covers Tata Motors' activities in Delhi.**

- The study is limited to HR's higher echelons (out of which samples of the respondents are also members of the Recruitment & Selection committee). To distribute surveys and perform staff interviews, the study will restrict participants to typical managerial roles.

Unfortunately, the lack of cooperation from Trade Unions inside the companies I worked for prevented me from gaining a full grasp of industrial relations.

My research and observations would have been more fruitful if they had been conducted across many departments, which is the second restriction I face.

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