

# TALENT ACQUISITION PROCEDURE OF HR PROCESS: A CASE OF HCL INFOSYSTEM PVT LTD.

<sup>1</sup>CA Vibha Singh, <sup>2</sup>Supriya Lamba Sahdev, <sup>3</sup>Resham Agarwal

<sup>1,2</sup>Asst. Professor, <sup>3</sup>BBA (Student), Amity International Business School, Amity university, Uttar Pradesh

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**Abstract:** Human Resource is an important part in every industry, company, organisation, etc. No organisation can't run without its resources, they need people to work. Right people at the right place are important in every organisation as without placing the people at the right job won't work the organisation to grow. Hiring also starts with the human asset arranging which tells about the kind of individuals the association needs. Sometimes, it doesn't mean how many are working in the organisation, it also depends on the experience, knowledge, efficiency, talent, skills and also capability that how the employee can handle the work and do it dedicatedly. Hiring is an on-going process, which is not confined at all.

As we know that some employees also leave the organisation in search of new job so that it can fulfil their needs or to get new experiences or they want to explore new location, some retire or there are many other problems which employees face, so for that an organisation needs the hiring team, which are broadly classified into two categories, i.e., Recruitment and Selection, Here, Recruitment can be a positive approach because many of the people can get selected who are capable of the job, but in case of the Selection, it is a negative approach because out of so many people, we have to neglect and find the best out of them.

The selection for the organisation can be critical because of the two reasons, i.e. work performance given to them, so are they comfortable and can give it on time or not. And secondly, the cost as the cost decided by the company or an organisation, the candidate is comfortable with it or not. So, if these factors don't happen, then we need to again start with the process.

**Keywords:** HR, Recruitment, Talent Acquisition.

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*"The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it."*

Theodore Roosevelt

## 1. INTRODUCTION

### HCL HISTORY:

HCL Infosystems Ltd was established in 1976, it is one of the lead in the Indian IT market. For over quarter of a century, there have been in the cutting edge of presenting new advancements and arrangements. HCL Infosystems Ltd, a branch of HCL is an India-based Hardware and framework Integrator with an attention on developing markets. It was foundation of the Company laid. HCL helps clients to relocate from level document based frameworks to RDBMS. There is an Initiation of utilization improvement in different sections such as materials, sugar, paper, concrete and transport. It is proclaimed as Top PC Vendor. It was the primary Indian organization to be number one in the business PC market. It is the 'Most Customer Responsive Company 2005'. It has been also the 'Best Telecom Support Services Company'. It is the first ever HCL flagship store launched in Delhi-NCR. It is rated No. 20 in the Great Place to Work Survey. It has been 'No. 1 Employer of the year' by DQ-CMR Bet Employer Survey-2011. HCL Infosystems is ranked No.1 for IT Services.

HCL Desktops is rated No.1 in the Dataquest Channels - CyberMedia Research Channel Satisfaction Survey. HCL was reputable for giving IT Solutions to National Board of Accreditation which board into eco advancement, cost sparing and straightforwardness in the accreditation procedure. HCL Infosystems was reputable for its dedication and mastery in taking CA Technologies arrangements portfolio to market, and its endeavours in driving new contracts and business open doors. The organization works under three essential fragments:

- Computer Systems and related items and administration.
- Telecommunication and Office Automation
- Internet and related Services

HCL Infosystems Ltd. is India's Premier Distribution and IT Services and Solutions Company. HCL Infosystems' has one of the biggest deals and circulation system in the nation and gives esteem added conveyance to accomplices including last mile interface and hold in advertising and advancements for Telecom, IT, Office Automation and Consumer Electronics items covering more than 15000 towns crosswise 664 regions in India. Their conveyance business has an unparalleled system that achieves more than 100,000 retail outlets, over 800 immediate and small scale wholesalers and more than 12400 Channel Partners crosswise in India.

## HCL Infosystems – On a Transformation Journey

**Harsh Chitale**  
Chief Executive Officer & Whole Time Director,  
HCL Infosystems Limited

**Revenue: USD 2.0 Bn**

Computer Systems & Other Related products

Telecommunication & Office Automation

**HCL Infosystems continues its transformation journey:**

- Awarded the contract for the Managed Service Provider (MSP) from UIDAI (Unique Identification Authority of India).
- Ranked No. 1 in IT Services Customer Survey by the prestigious DQ CMR, CSA Award.
- Jalpur Development Center received CMMI ML5 SCAMP1 Class A Certification from Software Engineering Institute (SEI), Carnegie Mellon
- HCL Infosystems part of a first of a kind make project of the Ministry of Defence, Government of India - to develop and design the Tactical Communication System.
- HCL's Repair Facility was rated as the best repair facility in the world by NOKIA with 4 1/2 star rating during Global Supplier Assessment 2012.
- HCL Learning bagged Star News National Education Award for Digischool in the category of "Best ICT Enabled Content for K12 Education" and for Digicampus in the category of "Best Technology BASED Solutions for Higher Education Institutes".

**Growth Drivers**

**Services**

**Cloud Computing**

- Public cloud for SMBs
  - Enterprise Apps - HRMS, CRM, HIS
  - Mail Collaborative suite - Enterprise class email services
  - HS - Hospital Information Systems
- Private cloud

**IT Infrastructure Services**

- Infrastructure Management Services
- Value Added Services
- Break Fix Services
- Component Repurchase Services

**Enterprise Application Services**

- ERP, CRM, BI, SCM, ECM
- Mobility Solutions
- Software as a Service
- Application Development
- Other sustenance made services

**System Integration**

- BFSI and COOP
- Defence, E-Governance & Health
- Manufacturing
- Media Entertainment
- Telecom & Utilities
- Travel, Transport and Logistics

**HCL Care**

- Pan India Service Network
- Multi-level Services - On-Site, Walk-in, Pickup & Drop, Service on Wheels, Service Camps & Remote Support, L1-L4 Repair Capability
- Seamless MIS backbone - Service Online / SAP CRM / SAP
- Centralized Supply Chain Management

**Multi-brand Distribution**

- Mobiles & accessories
- IT Distribution
- Consumer Electronics and Durables (TV, Small Appliances, Digital Cameras & Music)
- Entertainment
- Consulting

**Learning**

- Digischool and Digicampus
- Xolearn - Solution for Higher Education
- K12 content, Test prep on Dingle & Tablet
- School ERP products - School Management

**Mobility Solutions**

- B2B applications for SalesForce, Field Force automation, KYC & Hospitality etc
- Tablets for consumers & enterprises

**Emerging Markets**

- IT Hardware, IT Software
- IT Services & SI
- Security & Learning

**HCL**

(Source- <http://www.slideshare.net/nikhilmitti/study-on-hcl-27451327>)



**Quick Facts**

- **Founded** - 25 years back (12 November 1991 ) in Mumbai
- **Industry** - IT Servicing and IT consulting
- **Headquarters** - Noida, India
- **Services** - Outsourcing Services, Business Consulting and IT Services
- **Revenue** – US \$6.1 billion (2016)
- **Number of employees** - More than 1 lakhs

RoadToNaukri.com

(Source- <http://www.slideshare.net/RoadToNaukri/know-more-about-hcl-technologies>)

#### SWOT ANALYSIS:

- S** - 1. Times to time trainings are given to the employees regarding new updating  
 2. Flexible work culture
- W** – 1. Salary Issues are not as per market standards  
 2. less promotion campaigns
- O** - 1. Giving fresher's a new entry in the company  
 2. Increasing Competition
- T** - Job security

SWOT Analysis is different of every company. HCL has its own Strength, Weakness, Opportunities and Threats. If it is compared with other firms, then there can be neutral or fixed work culture. People may not be comfortable with each other. The weakness can be the strength of other firms. Some firms may not allow fresher's to enter into the company for the experience; they take the experienced people only. Job security may changes from time to time for the employees.

#### PURPOSE OF THE CASE:

To understand what employees think about the promotion techniques of the company.

## 2. ANALYSIS AND FINDINGS

HCL is currently with the project UIDAI (Unique Identification Authority of India) and it has been sign up for a period of seven years. The extent of work incorporates specialized helpdesk, bolster administrations and database organisation. There are 2 main UIDAI data centre – Hebbal and Manesar. People should be Skilled and should have a good experience in that field.

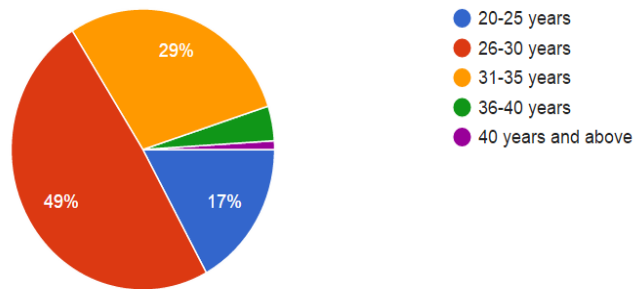
UIDAI is an administration venture organisation in New Delhi that serves as the issuing power for Aadhaar Unique Identification Numbers (UIDS) and cards. UIDAI was built up in 2009 and capabilities as a part of the Planning Commission of India. The organisation has been commanded by the administration to create, distinguish and set up the essential framework for issuing aadhaar cards. Its objective is to collect the biometric and demographic data of residents.

When HCL has all the records, then they should go through the whole system once again to see whether there's any problem which is stuck in between or not. HCL should have original as well as duplicate aadhaar cards for the safety purpose. The minor problem can lead to great mess to the company.

HCL has been doing a great job, but when there is success, then there are failures as well. To make a company in the top, then HCL needs to see the precautions and find the solution immediately.

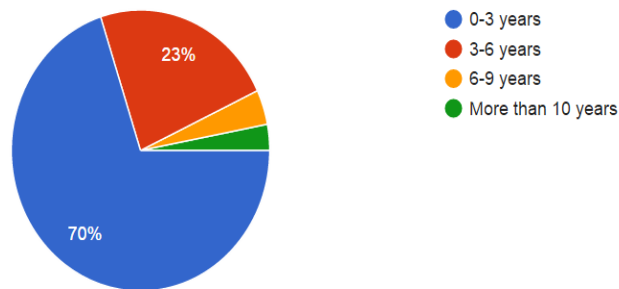
### 3. DATA ANALYSIS AND SUMMARIZATION

1. Age: (100 responses)



2. Since how many years you have been working in this organisation?

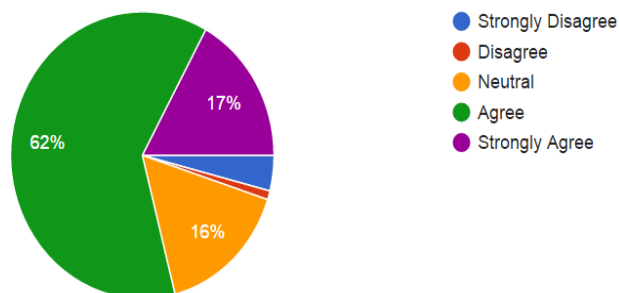
(100 responses)



Young People are more in this company as compared to the other companies. Young generation plays an important role in the company through its innovative ideas. We have 70% of the people working here.

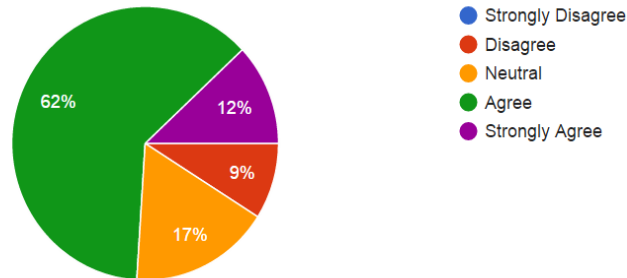
3. Do you think situation and behavioral interview questions are important to know the candidate fitment towards the organisation?

(100 responses)



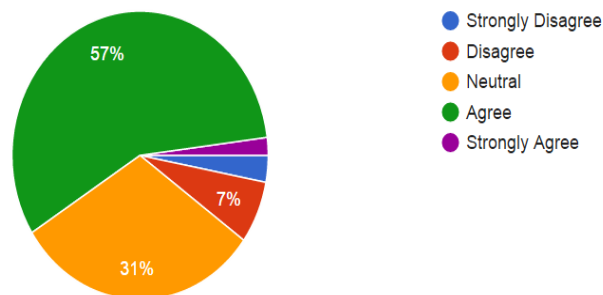
Here, 79% of the people agree that situation and behavioural interviews should be taken. But supposedly, we know that behaviour affects your work and your attitude also. But your situation can be anything, it can be good as well as worst too. But 16% of the people are being neutral also. So, judgement is not necessary too.

4. Do employee referrals play a crucial role for attracting the talent pool?  
 (100 responses)



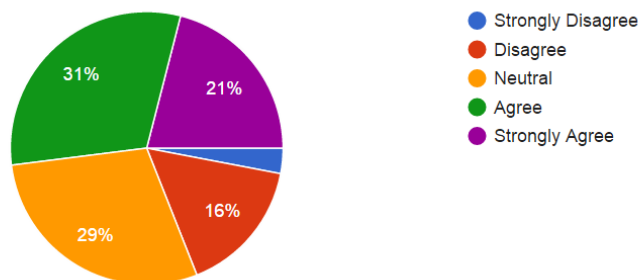
Here, 74% of the people agree to the employee referrals as it's beneficial for the people, who are already recruited or placed in the company. But 9% also says that it's not necessary to have it.

5. Do you have good overall knowledge of HR policies? (100 responses)



Thankfully, most of the people know the overall knowledge of the policies, i.e. 69%. Otherwise most of them don't remember it except starting of the few months.

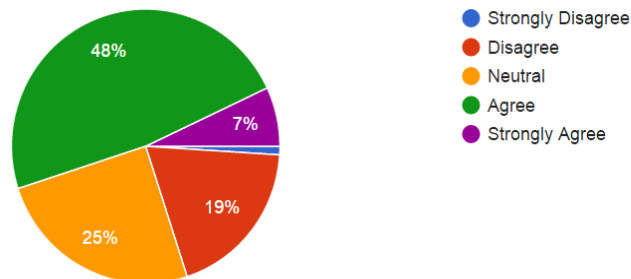
6. Do you think internal recruitment is more preferable than the external recruitment?  
 (100 responses)



Here, 52% of the people say that they agree to the internal recruitment and 29% of the people are being neutral in terms of the internal recruitment over external recruitment. And 19% of the people disagree to it as there should be external recruitment as well.

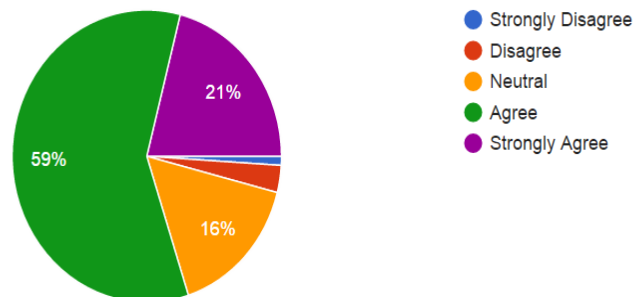
### 7. Are induction, on-boarding, and orientation processes effective in your organization?

(100 responses)



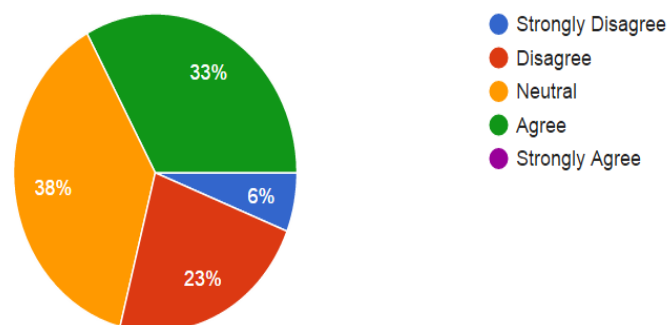
55%, i.e. half of the people say that it is effective, where 25% of them are neutral for the on-boarding, orientation held is being effective to the organisation as well as for the employees.

### 8. According to you, 'HR is responsible for people management.' (100 responses)



80% of the people say that HR is responsible for the people management, but what about even they are in the company because of them, where 16% of the people are being neutral as employees should value HR.

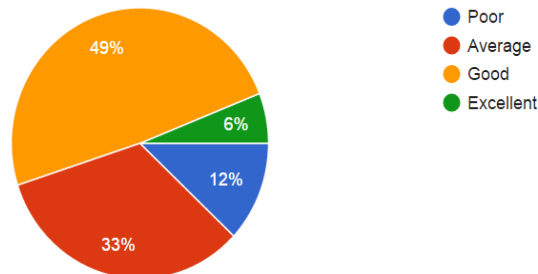
### 9. Are job promotions in this organisation are fair and objective? (100 responses)



Here, 33% of the people think that job promotions are fair enough, where 38% of the people are neutral for the job promotions being fair in the organisation.

10. Overall how satisfied are you with this company as a place to work as compared to other places you have worked?

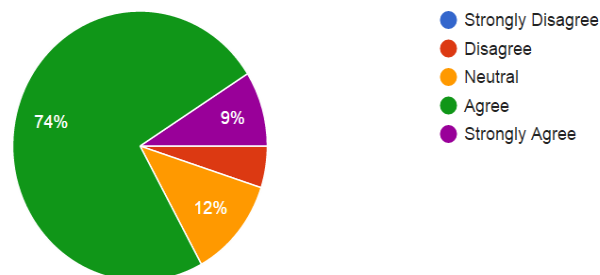
(100 responses)



49% of the people are satisfied with this company as compared to their past experience they have worked in. 33% of the people find it Average working over here as compared to the past company.

11. Do you think goal of the applicants towards the organisation and interests should match his career progress together?

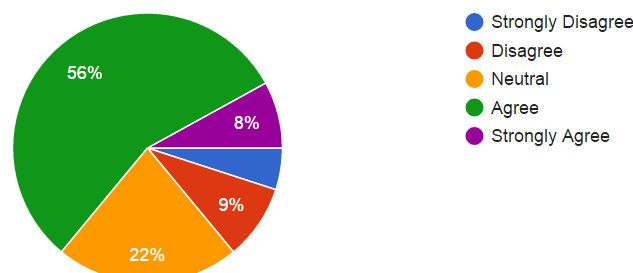
(100 responses)



Most of the people agree to the goals and interests that it should match the career progress together, i.e. 81%.

12. The clarity about your role and responsibilities at the time of interview or before getting the offer from company was given by the recruiter.

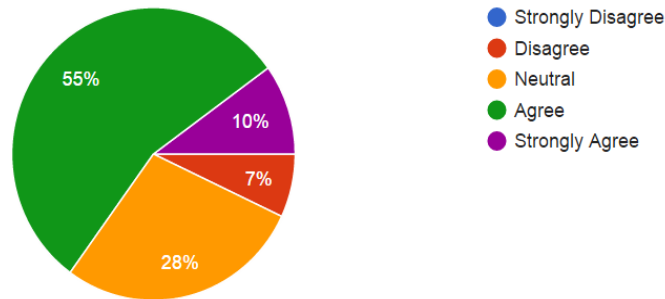
(100 responses)



56% of the people were clear about the roles and responsibilities at the time of the interview or after the offer letter. But there those people also who got to know about roles and responsibilities after entering into the company.



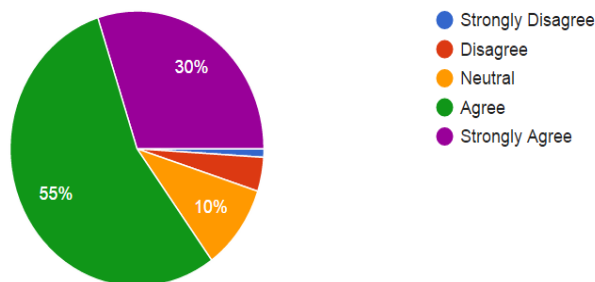
**13. According to you, reference check is important?** (100 responses)



55% of the people think that reference check is important to check the employee's background, but it is neutral as the employee would have become more sensible now than before, it can be in favour of them or can be loss for them at the same time.

**14. Do you think background investigation is necessary in terms of selection process in the organisation?**

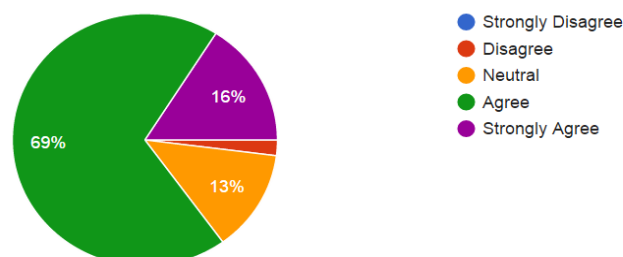
(100 responses)



85% says that background investigation is necessary, but according to it, it's not necessary at the same point that the employee is same as it is.

**15. Do you think career exhibitions should be organised in the universities, before taking students for campus?**

(100 responses)



85% says that career exhibitions are important in universities so that they can get exposure of the corporate life as it's not easy to get an job and survive as well.



#### 4. CONCLUSION

HR Staff members need to be more professional for the employee's problem. It's good that young generation and good experienced people are there for the innovation in the company. Many employees agree that situation and behavioural questions should be asked from the candidate as the interviewer gets to know about the attitude towards work. It's necessary nowadays that referrals play a crucial play as if the person wants to change the company, he can do after the period through referrals. Employees should have the good knowledge of the HR policies of the company they are working in. Nowadays, employees refer internal recruitment more than the external recruitment. The induction, on-board and orientation programme should be more précised and valuable to the employees as well as for the company. Half of the employees are satisfied with the HCL as compared to the other companies they have worked in. Many employees agree that the goals and interest should always match with the career progress together. Half of the employees say that there should be clarity about your goals and responsibilities at the time of interview before or after getting the offer letter. Half of the employees says that reference check is important to see the employee's background. Many employees agree to the background investigation. Its important that career exhibitions should be organised in the university before taking people for campus placement.

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#### APPENDIX - A

##### EXHIBITS:

##### 1. Age:

- 20-25 years
- 26-30 years
- 31-35 years
- 36-40 years
- 40 years and above

##### 2. Since how many years you have been working in this organisation?

- 0-3 years
- 3-6 years
- 6-9 years
- More than 10 years

**3. Do you think situational and behavioural interview questions are important to know the candidate fitment towards the organisation?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**4. Do employee referrals play a crucial role for attracting the talent pool?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**5. Do you have good overall knowledge of HR policies?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**6. Do you think internal recruitment is more preferable than the external recruitment?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**7. Are induction, on-boarding, and orientation processes effective in your organization?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**8. According to you, 'HR is responsible for people management.'**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**9. Are job promotions in this organisation are fair and objective?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**10. Overall how satisfied are you with this company as a place to work as compared to other places you have worked?**

- Poor
- Average
- Good
- Excellent

**11. Do you think goal of the applicants towards the organisation and interests should match his career progress together.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**12. The clarity about your role and responsibilities at the time of interview or before getting the offer from company was given by the recruiter.**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**13. According to you, reference check is important?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**14. Do you think background investigation is necessary in terms of selection process in the organisation?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**15. Do you think career exhibitions should be organised in the universities, before taking students for campus?**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree