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A STUDY ON RECRUITMENT PRACTICES AND INTERVIEW EXPERIENCE OF CANDIDATES AT NAZ V HR SOLUTIONS

Dr.M.R. PRAKASH

MA., M.Com., B.Ed., MBA., M.Phil. Ph.D., FSIESRP (Malaysia).,
Head ,
Department of Business Administration,
School of Management,
Mohamed Sathak college of arts and science, Sholinganallur, Chennai – 600 119.
Mobile: +919551051844 Email: prof.prakash2020@gmail.com

Arulbarathi K

BE,MBA,TNSET,NET(Ph.D)
Assistant Professotr
Department of Business Administration,
School of Management,
Mohamed Sathak college of arts and science, Sholinganallur, Chennai – 600 119.
Mobile: +919865115606 Email: arulbarathi256@gmail.com

Abstract - This study titled "A Study on Recruitment Practices and Interview Experience of Candidates at Naz V HR Solutions" focuses on understanding the effectiveness of recruitment strategies and evaluating the overall interview experience of candidates. Recruitment plays a vital role in organizational success, and candidate experience has become an important factor in attracting and retaining talent. This study aims to assess how candidates perceive various stages of the recruitment process and to identify areas for improvement.

The primary objective of the study is to analyze the relationship between demographic variables such as age, gender, and experience, and candidates' responses toward recruitment practices and interview procedures. The study also seeks to evaluate candidate satisfaction levels and identify challenges faced during the interview process.

The research is based on primary data collected through a structured questionnaire distributed to 81 respondents. The data collected has been analyzed using statistical tools such as percentage analysis and Chi-square test. Percentage analysis is used to understand the distribution of respondents, while the Chi-square test is applied to examine the association between demographic variables and candidate responses.

The findings of the study indicate that there is no significant relationship between demographic variables and candidates' responses, suggesting that the recruitment and interview process at Naz V HR Solutions is consistent across different demographic groups. However, the study highlights key factors such as effective communication, transparency in the recruitment process, and timely feedback as critical elements influencing candidate experience.Furthermore, the study emphasizes the importance of creating a positive interview environment and providing adequate support to candidates during the recruitment process. These factors contribute to enhancing candidate confidence and overall satisfaction. The suggestions provided in the study aim to improve the efficiency and effectiveness of recruitment practices at Naz V HR Solutions.

In conclusion, the research offers valuable insights into candidate expectations and experiences, helping the organization to refine its recruitment strategies. The study also provides a foundation for future research in the field of recruitment and selection, contributing to the development of more candidate-centric hiring practices.

INTRODUCTION

Recruitment and selection are two different activities. The meaning of recruitment is the mechanism of making interest for the people to apply for work, and selection is the final decision of a specific candidate for the position. For any organization it is important that the people who are going to be Hire must have abilities, talent and perspective that you need. In long term phase, organization needs those types of employees who have the ability to face challenges and can continue learning. So, like this, there are more chances for the organization to get a competitive edge. Also, for the long-term aspect approach, proclivity and competency are more important than present command and knowledge.

While in the process of selection on judgment, the individual is used to forecast in assuring favorable outcomes on the job. As these are all assumptions and there is no guarantee that these predictions are unmistakable, there are always chances of misjudgments. There are basically two kinds of decision error which may happen in any electing process which are defined as follows. False positive or mistaken acceptance: where candidates are elected but prove to be incompetent.

False negative or mistaken rejections: where candidates who were competent and capable and could perform better are refused.

Organizations while employing individuals are more worried about false positives because as a result it causes inadequate performance and costly misjudgment. In this type of organization, it can be said that if they increase their level of entry condition so that to decrease the possibility of false positives. As a result of this standard, the candidates who are competent will be selected, and the applicants who do not fulfil the requirement will be refused.

There are basically two types of recruitment. These are called internal recruitment and external recruitment. Internal recruitment is basically when recruitment takes place from the present employees and when recruitment takes place from excluding present employees, it is known as External Recruitment.

OBJECTIVES OF THE STUDY:

PRIMARY OBJECTIVES

To analyze the recruitment and selection process adopted by organizations for hiring candidates.
To study the interview experience of candidates and the interview procedures followed during the selection process.
To identify the major challenges faced by candidates during interviews, such as communication issues, nervousness, and technical difficulties.
To evaluate the satisfaction level of candidates towards the interview and recruitment process.
To provide suggestions for improving the effectiveness of the recruitment and selection process

SECONDARY OBJECTIVES

To identify the various sources through which candidates become aware of interview opportunities.
To examine the clarity of communication regarding interview schedules and job descriptions provided by recruiters.
To analyze the types of interview questions asked (technical, HR, general) during the selection process.
To study the role of communication skills and technical knowledge influencing interview performance.
To assess the availability of feedback and its impact on candidates' interview experience.

NEEDS OF THE STUDY:

Importance of Recruitment and Selection

Recruitment and selection play a vital role in selecting the right candidate for the right job. A proper recruitment process helps organizations improve productivity and reduce employee turnover. Therefore, it is necessary to study the recruitment and selection process followed by organizations.

Understanding Candidate Interview Experience

The interview is one of the most important stages in the selection process. Candidates may face different experiences such as technical questions, HR questions, communication issues, and interview pressure. This study helps to understand the interview experience of candidates.

Identifying Problems Faced by Candidates

Many candidates face challenges during interviews such as nervousness, lack of preparation,

communication barriers, and technical difficulties. The study helps to identify these problems and understand the major difficulties faced by candidates during interviews.

Improving Recruitment and Interview Process

The study helps organizations and HR consultancies understand the issues in the interview process and improve communication, feedback system, interview structure, and candidate guidance.

Providing Suggestions for Better Recruitment Practices

The study provides suggestions to improve the recruitment and selection process, interview methods, candidate preparation, and overall recruitment effectiveness.

SCOPE OF THE STUDY:

- The study focuses on the recruitment and selection process followed by organizations, particularly the interview and candidate selection process.
- The study covers the interview experience of candidates, including interview communication, type of interview questions, interview environment, and feedback process.
- The study identifies the challenges faced by candidates during interviews such as communication problems, nervousness, lack of preparation, and technical knowledge issues.
- The study analyzes the satisfaction level of candidates towards the interview and recruitment process.
- The study is limited to job seekers, fresh graduates, and candidates who have attended interviews through job portals, consultancies, or campus placements.

LIMITATIONS OF THE STUDY:

- The study is limited to a small number of respondents, and therefore the findings may not represent the entire population of job seekers and interview candidates.
- The study is restricted to a specific geographical area (such as Chennai/Tamil Nadu), so the results may not be applicable to other regions.
- The study was conducted within a limited time, which restricted data collection and detailed analysis.
- The data collected are based on respondents' opinions and perceptions, which may be subject to personal bias and may not always reflect the actual situation.
- The study focuses only on candidate interview experience, and it does not include the perspective of employers or HR managers.

REVIEW OF LITERATURE

Olajide Ore, Martin Sposato (2022)

Purpose

The purpose of this study is to contribute to the knowledge on the opportunities and risks in the use of artificial intelligence (AI) in recruitment and selection by exploring the perspectives of recruitment professionals in a multicultural multinational organization.

Findings

The findings revealed that AI facilitates the effective performance of routine tasks through automation. However, the adoption of AI technology in recruitment and selection is also fraught with risks that engender fear and distrust among recruiters. The effective adoption of AI can improve recruitment strategies. However, cynicism exists because of the fears of job losses to automation, even though the participants thought that their jobs would continue to exist because recruiters should always be humans.

Yupin Aungsuroch, Joko Gunawan, Mary L Fisher (2021)

It is no secret that the healthcare industry faced enormous nursing shortages even before the COVID-19 pandemic. Healthcare organizations, including hospitals, have been struggling to solve the problems, and the need for nurses has been so great during the pandemic. Human resource managers and nursing managers work very hard to deal with the recruitment and selection of nurses. Many nurses have come out of retirement to fill the gaps. Hiring new nurses is an expensive and time-consuming process, so they need to ensure the right individuals are selected.

Tri Indri Hardini, Sri Setyarini, Sri Harto (2019)

This research aims to investigate the process of recruitment, selection, and implementation of the Indonesian language assistant program of the Universitas Pendidikan Indonesia (UPI) in Australian schools. The main purpose of this research is to find out the processing stages and to see strengths and weaknesses in each stage of the recruitment and selection process held at UPI. The data were collected through survey questionnaires, in-depth interviews, and documents of the Indonesian language assistants on the implementation of the program. The questionnaires and interviews were directed to the members of recruitment and selection.

Filip Lievens, Derek Chapman (2019)

Few people would question that recruitment and selection are key strategic domains in HRM. At the same time, recruitment and selection also have an image problem. First, recruitment and selection are often viewed as 'oldingrained HRM domains. It seems like the traditional recruitment and selection procedures have been around for decades, which is at odds with the ever-changing internal and external environment of organizations. Hence, practitioners often wonder whether there are any new research-based ways for recruiting and selecting personnel.

Carrie A Picardi (2019)

The workforce is changing and talent management is more important than ever. Recruitment and Selection: Strategies for Workforce Planning & Assessment unpacks best practices for designing, implementing, and evaluating strategies for hiring the right people. Using a proven job analysis framework, author Carrie A. Picardi uses her academic and industry experience to teach students how to assess candidates in an accurate, legal, and ethical manner. With clarity and relevance, this book truly bridges theory and concept with practice in an engaging manner and will benefit students who need to hit the ground running to successfully manage workforce needs and activities in a myriad of professional settings.

R Seethalakshmi (2019)

Purpose of the study: The main purpose of this study is to provide a new, macro-level model of strategic staffing to bridge the gap in the knowledge regarding how practices within recruitment and selection systems can work to provide a competitive advantage among various sectors. This study identifies the various methods of recruitment and selection process through a systematic review of literature, which would be the right fit for attracting and selecting employees in an organization.

RESEARCH

RESEARCH – AN OVERVIEW

Research is a scientific and systematic search for pertinent information on a specific topic. The advance learner's dictionary of current English lays down the meaning of researchers "A careful investigation or inquiry especially through search for new facts in any branch of knowledge". Redman and Moray define research as "a systematized effort to gain new knowledge". Research is an academic activity and as such the term should be used in a technical sense. According to Clifford Woody, research comprises of defining and redefining problems, formulating hypothesis or suggested solution; collection, organizing and evaluating data; making deductions and reaching conclusions; and at last, carefully testing the conclusions to determine whether they fit the formulation hypothesis.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve research problems. It is a science of studying how research is done scientifically. The various steps that are generally adopted by a researcher in studying the research problem along with the logic behind them are studied. The researcher should know the research techniques, the research methodology, how to develop certain tests, how to calculate the mean, median, mode or chi-square, how to apply a particular research technique, which methods are relevant and which are not, what would they mean and indicate and why. Researchers should understand the assumptions underlying the various techniques. Hence, research methodology has various dimensions, and research methods constitute a part of research methodology.

RESEARCH DESIGN

Research design is the decision regarding what, where, when, how much, by what means concerning an inquiry or a research study constitutes a research design. It can be defined as the arrangement of conditions for collection and analysis of data in a manner that aims to combine the relevance to the research purpose to the economy procedure. Research design is needed because it facilitates the smooth sailing of the various research operations, thereby making research as efficient as possible yielding maximal information with minimal expenditure of effort, tie and money. In fact, research design has a great

bearing on the reliability of the results arrived at end as such constitutes the firm foundation of the entire edifice of the research work.
Researchers have adopted the organizations descriptive design to analysis the specific objectives such as need of training, training programmers for safety handling of programmers, and development of organization and individual.

DATA COLLECTION:

Data collection is the term used to describe a process of preparing and collecting data. Systematic gathering of data for particular purpose for various sources, that has been systematically observed, recorded, organized

SOURCES OF DATA:

1) PRIMARY DATA:

Primary data were collected directly from respondents through a well-structured and standardized questionnaire of 24.The questionnaire was designed to capture relevant information regarding candidates' demographic profiles and their experiences during the interview process

2) SECONDARY DATA:

Secondary data refers to data that was collected by someone other than the user common sources of secondary data for social science include censuses, information collected from government departments, organizational records and the data was originally collected for other research purpose.

Secondary data analysis can save time that would otherwise be spent collecting data and particularly in the case of quantitative data can provide larger and higher-quality databases that would be unfeasible for any individual researcher to collect on their own. However, secondary data analysis can be less useful because data may be outdated is inaccurate.

MODE OF DATA COLLECTION:

The method of data collection refers to the systematic approach used to gather information from respondents for the purpose of analysis and interpretation. For this study on the Recruitment and Selection Process and Candidate Interview Experience, the survey method was adopted as the primary method of data collection.

The survey method was considered appropriate because it allows the researcher to collect standardized information from many respondents in a cost-effective and time-efficient manner.

SAMPLING SIZE:

The total sample size for the study was 81 , collected from fresher and Experienced candidates who had Attended Job Interview.

SAMPLING METHOD:

The convenience sampling method is used for the study. Convenience sampling, sometimes called grab or opportunity sampling; this is the method of choosing items arbitrarily and in an unstructured manner from the frame. Though almost impossible to treat rigorously, it is the method most employed in many practical situations.

PERIOD OF STUDY:

The period of study for the project is 10 January 2026 to 10 April 2026.

TOOLS FOR DATA ANALYSIS

1) PERCENTAGE ANALYSIS:

Percentage analysis is the method used for finding the average amount of collected information. Percentage analysis can be calculated as follows:

First, the number of respondents is noted in a tabular form and then the percentage is calculated by dividing his number of respondents by total number of respondents which is then multiplied by 100.

Percentage = No. of respondents / Total no. of respondents *100

2. CHI – SQUARE TEST

Chi – square test is a useful measure of comparing experimentally obtained results with those expected theoretically and based on the hypothesis. The expected frequencies are the frequencies that should be uniformly distributed over a given period of time.

$$X^2 = \sum [(O-E)^2 / E]$$

Where, O-Observed frequency

E-Expected frequency

Data Analysis and Interpretations

DATA ANALYSIS AND INTERPRETATION

To achieve the objectives of the study, the data collected from candidates of Naz V HR Solutions has been systematically processed, analyzed, and interpreted. Data analysis involves organizing and structuring raw data into a meaningful form so that useful insights can be derived. It is a crucial stage of the research process as it helps the researcher understand the effectiveness of recruitment practices and the overall interview experience of candidates.

DATA ANALYSIS

Data analysis refers to the process of organizing, classifying, and summarizing the collected data to identify patterns and relationships. In this study, the responses obtained through the questionnaire are arranged systematically and analyzed to understand various aspects such as recruitment methods, interview procedures, communication effectiveness, and candidate satisfaction.

The main objective of data analysis is to convert raw data into a simple and understandable format so that meaningful conclusions can be drawn regarding recruitment efficiency and candidate experience at Naz V HR Solutions.

INTERPRETATION

Interpretation is the process of drawing conclusions from the data analyzed. It involves carefully examining the results and explaining their meaning in relation to the research objectives.

In this study, interpretation helps in understanding how effectively recruitment practices are implemented and identify key strengths and areas for improvement in the interview process. Proper interpretation ensures that accurate conclusions are derived from the collected data.

CHI-SQUARE TEST

Chi-square test is a statistical tool used to identify whether there is a significant relationship between categorical variables. In this study titled "A Study on Recruitment Practices and Interview Experience of Candidates at Naz V HR Solutions," the Chi-square test is applied to examine the association between demographic variables (Age, Gender, Experience) and candidates' responses. It helps to determine whether variations in responses are due to chance or reflect a meaningful relationship in the recruitment and interview process at Naz V HR Solutions.

The hypotheses are formulated to examine the relationship between demographic variables such as age, gender, and experience, and the responses of candidates. These hypotheses are tested using the Chi-square test to determine whether the variations in candidates' responses are due to chance or indicate a meaningful relationship within the recruitment and interview process at Naz V HR Solutions.

Chi-Square Calculation Table for Age

Age Group	Response	Observed (O)	Expected (E)	(O − E)	(O − E)²	(O − E) ² / E
18–21	Agree	12	11.60	0.40	0.16	0.014
18–21	Neutral	5	5.19	-0.19	0.04	0.007
18–21	Disagree	3	3.21	-0.21	0.04	0.014
21–25	Agree	15	14.51	0.49	0.24	0.017
21–25	Neutral	6	6.48	-0.48	0.23	0.035
21–25	Disagree	4	4.01	-0.01	0.00	0.000
26–30	Agree	10	1044	-0.44	0.19	0.018
26–30	Neutral	5	4.67	0.33	0.11	0.023
26–30	Disagree	3	2.89	0.11	0.01	0.004
31–35	Agree	6	5.80	0.20	0.04	0.007
31–35	Neutral	3	2.59	0.41	0.17	0.065
31–35	Disagree	1	1.60	-0.60	0.36	0.225

Above 35	Agree	4	4.64	-0.64	0.41	088
Above 35	Neutral	2	2.07	-0.07	0.00	0.002
Above 35	Disagree	2	1.28	0.72	0.52	405
Total		**81**	**81**			**.924**

Interpretation

At the 5% level of significance, the calculated Chi-square value is **0.924**, which is less than the table's value **15.507** (df = 8). Therefore, the null hypothesis is accepted, indicating that there is **no significant relationship between age and candidates'** responses regarding recruitment practices and interview experience at Naz V HR Solutions.

Chi-Square Calculation Table for Gender

	Response					
Male	Agree	26	25.60	.40	0.16	0.006
Male	Neutral	11	11.90	-0.90	0.81	0.068
Male	Disagree	9	8.50	0.50	0.25	0.029
Female	Agree	18	17.80	0.20	0.04	0.002
Female	Neutral	9	8.30	0.70	0.49	0.059
Female	Disagree	5	5.90	-0.90	0.81	0.137
Others	Agree	3	3.60	0.60	0.36	0.100
Others	Neutral	1	1.70	-0.70	0.49	0.288
Others	Disagree	0	0.70	-0.70	0.49	0.700
Total		**81**	**81**			**1.389**

Interpretation

At the 5% level of significance, the calculated Chi-square value is **1.389**, which is less than the table value **9.488** (df = 4). Therefore, the null hypothesis is accepted, indicating that there is **no significant relationship between gender and candidates'** responses regarding recruitment practices and interview experience at Naz V HR Solutions.

Chi-Square Calculation Table for Experience

Experience	**Response**	**Observed (O)**	**Expected (E)**	**(O − E)**	**(O − E)²**	**(O − E)² / E**
Fresher	Agree	22	21.50	0.50	0.25	0.012
Fresher	Neutral	10	9.60	0.40	0.16	0.017

Fresher	Disagree	5	5.90	-0.90	.81	0.137
1–2 Years	Agree	14	14.00	0.00	0.00	0.000
1-2 Years	Neutral	6	6.20	-0.20	0.04	0.006
1-2 Years	Disagree	4	3.80	0.20	0.04	0.011
3–5 Years	Agree	10	9.80	0.20	0.04	0.004
3-5 Years	Neutral	3	3.40	-0.40	0.16	0.047
3-5Years	Disagree	1	1.80	-0.80	0.64	0.356
Above 5 Yrs	Agree	6	5.70	0.30	0.09	0.016
Above 5 Yrs	Neutral	2	1.80	0.20	0.04	0.022
Above 5 Yrs	Disagree	1	1.50	-0.50	0.25	0.167
Total		**81**	**81**			**0.795**

Interpretation

At the 5% level of significance, the calculated Chi-square value is **0.795**, which is less than the table value **12.592** (df = 6). Therefore, the null hypothesis is accepted, indicating that there is **no significant relationship between experience and candidates'** responses regarding recruitment practices and interview experience at Naz V HR Solutions.

Conclusion

FINDINGS

Based on the analysis and interpretation of data collected from respondents of Naz V HR Solutions, the following key findings are observed:

Ø The majority of respondents (around 78%) belong to the age group of 18–25 years, indicating that the consultancy mainly serves fresher and early-career candidates.
Ø There is a fairly balanced gender distribution, with a slight male majority (55.56%), showing equal participation of both genders in recruitment processes.
Ø Most respondents are undergraduates (55.56%), which reflects that the consultancy primarily deals with entry-level job seekers.
Ø A large portion of candidates are freshers or have 1–2 years of experience (over 80%), confirming that the consultancy focuses on early-stage careers.
Ø Job portals (34.57%) and social media (25.93%) are the major sources of awareness, highlighting the importance of digital recruitment channels.
Ø Most candidates have attended 2–3 interviews, indicating moderate exposure to interview processes.
Ø HR questions are the most common type of interview questions, followed by technical and general knowledge questions, showing a balanced evaluation approach.
Ø The majority of interviews are short (less than 30 minutes), reflecting time-efficient recruitment practices.
Ø More than 56% of respondents agree that the recruitment process is systematic, but a significant portion remains neutral, indicating scope for improvement.
Ø Around 71% of candidates agree that job descriptions are clearly communicated, showing strong communication effectiveness.
Ø Nearly 68% of respondents confirm timely communication regarding interviews, though some inconsistencies still exist.

Ø About 73% of respondents find the interview panel professional and supportive, indicating a positive candidate experience.
Ø Around 26% of respondents feel the interview process is not fully fair or unbiased, suggesting a need for better transparency.

SUGGESTIONS

Improve Communication with Candidates

The company should ensure clear and timely communication regarding interview schedules, job roles, and selection updates to avoid confusion among candidates.

Provide Timely Feedback

Naz V HR Solutions should reduce delays in providing interview results and feedback, as quick responses enhance candidate satisfaction and trust.

Increase Transparency in Recruitment Process

The organization can clearly explain the selection criteria and interview stages to candidates to build confidence and fairness in the process.

Enhance Interview Experience

Creating a friendly and comfortable interview environment will help candidates perform better and reduce stress during interviews.

Offer Pre-Interview Guidance

Providing basic guidelines or preparation tips related to technical and HR interviews can help candidates be better prepared.

Use Technology for Efficient Recruitment

Implementing online platforms and automated systems can improve scheduling, communication, and overall recruitment efficiency.

Regular Evaluation of Recruitment Process

The company should periodically review and improve its recruitment strategies based on candidate feedback.

CONCLUSION

The study on recruitment practices and interview experience at Naz V HR Solutions reveals that the organization maintains a generally effective and structured recruitment process. The majority of candidates expressed satisfaction with communication, professionalism of interviewers, and clarity of job roles.

However, the study also identifies certain areas that require improvement, such as ensuring fairness in the selection process, providing consistent feedback, and offering better candidate guidance and preparation support. Challenges like nervousness, communication barriers, and difficulty in technical questions highlight the need for structured training programs.

The Chi-square analysis further indicates that while demographic factors do not significantly influence recruitment awareness, they do affect interview experiences and candidate perceptions. This suggests the need for a more personalized and inclusive recruitment approach.Overall, Naz V HR Solutions demonstrates strong recruitment practices, but by addressing the identified gaps, it can further enhance candidate satisfaction and improve the overall effectiveness of its recruitment process.

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