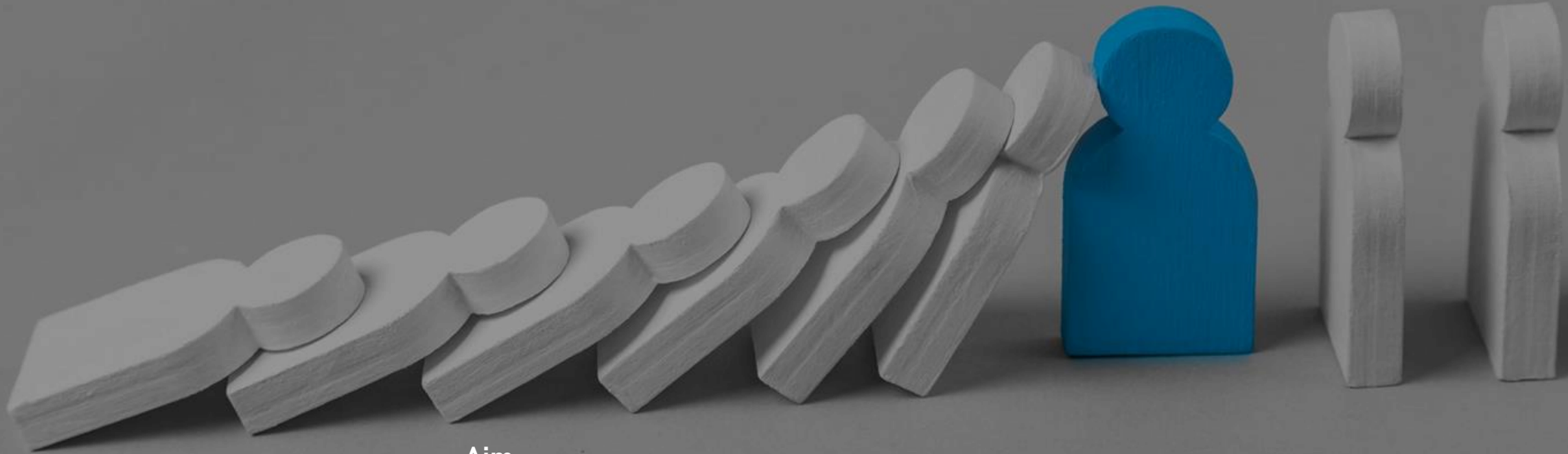


GAP ANALYSIS FOR OPTIMIZING THE RECRUITMENT PROCESS



Aim

To identify inefficiencies in the recruitment process, particularly in turnaround time and interview outcomes, and provide actionable insights to optimize the process, reduce vacancies, lower hiring costs, and improve candidate experiences.



Introduction

Recruitment is crucial for organizations aiming to attract and retain top talent. Inefficiencies and delays in this process lead to prolonged vacancies, higher costs, and negative candidate experiences. Optimizing recruitment, especially turnaround time and interview outcomes, is essential for effective hiring.



Factors can affect the recruitment process and cause gaps leading to inefficiencies and challenges.

Turnaround
Time

Qualification
Mismatch

Interview
Process

Feedback
Timeliness

Technology and
Tools

Recruiter Skills
and Experience

Communication

Candidate
Experience

Market
Conditions

Internal Policies
and
Procedures

Resource
Allocation

Research question

- What are the major gaps in the current recruitment process, and how can they be optimized to enhance efficiency and effectiveness?

Objectives

- To analyze the turnaround times (TAT) of the feedback process from the date of interview.
- To assess the timeliness of feedback provided to candidates.
- To identify patterns and reasons for high rejection rates in interviews.
- To evaluate mismatches between candidates' qualifications and job requirements.

Review of Literature

Topic	Key Findings	References
Turnaround Time (TAT)	- Prolonged TAT can result in losing qualified candidates to competitors. - Delays in scheduling interviews and providing feedback are major contributors to extended TAT. - Implementing structured timelines and automated scheduling systems can minimize delays and improve efficiency.	Chhabra & Sharma (2014)
Swift Feedback	- Timely feedback after interviews makes candidates feel valued and respected. - Positive experiences foster candidate engagement and maintain interest in the position. - Delayed feedback can lead to disengagement and exploration of other opportunities.	Breaugh (2013), LinkedIn Talent Solutions (n.d.), Korn Ferry Institute (n.d.)

Interview Outcomes	- High rejection rates may indicate issues such as unrealistic job expectations or poor interview techniques. - Analyzing rejection reasons helps refine screening processes and improve job descriptions. - Enhanced interview training for managers can lead to better outcomes.	Gill (2018)			- Providing timely feedback enhances candidate experience and improves employer reputation. - Organizations prioritizing swift feedback are more likely to retain top candidates.	
Experience & Qualifications Mismatch	- Mismatch between candidate qualifications and job requirements leads to high turnover and decreased satisfaction. - Regular job analysis ensures job descriptions accurately reflect needed skills. - Competency-based assessments help identify candidates who fit job requirements.	Lievens (2015), Johns (2018)	Feedback Timeliness		- Automated feedback systems and clear communication protocols aid in providing timely responses. - Maintaining thorough evaluation while ensuring timely communication is crucial for balancing efficiency and quality.	Wright & Domagalski (2012), SHRM (n.d.)

Materials and Methodologies



Study Design - This research adopts a descriptive study design utilizing quantitative data from the candidate tracker maintained by the organization.



Study Population The study population includes all candidates who underwent the recruitment process within the organization over the past year.



Covered population- 5506



Duration of study-3 months

Study tools



Candidate Tracker Spreadsheet: This tool was used to extract detailed records of each candidate's progress through the recruitment process. The data included timestamps for each stage, interview outcomes, qualifications, and feedback details.



Data Analysis Software: Microsoft Excel will be used for data cleaning, organization, and preliminary analysis. For more advanced statistical analyses, additional software like PowerBi may be used.



Statistical Analysis Tools: Various statistical tools and techniques will be used to analyse the data, including descriptive statistics, pivot tables, and charts.

Data Collection and Categorization



Technical/Skill Issues: Reasons related to the candidate's technical qualifications and skills.



Process/Administrative Issues: Issues related to the recruitment process and administrative procedures.



Candidate Issues: Problems arising from the candidate's side, such as high salary expectations or communication issues.



External Factors: External reasons affecting the candidate's availability or decision, such as better offers from other organizations.

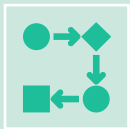


Screening and Selection Process: Issues related to the initial screening and selection procedures

Data Analysis Plan



Interview Outcomes: Analyze rejection reasons and categorize them to identify common patterns by using pivot tables and charts to visualize the distribution of rejection reasons.

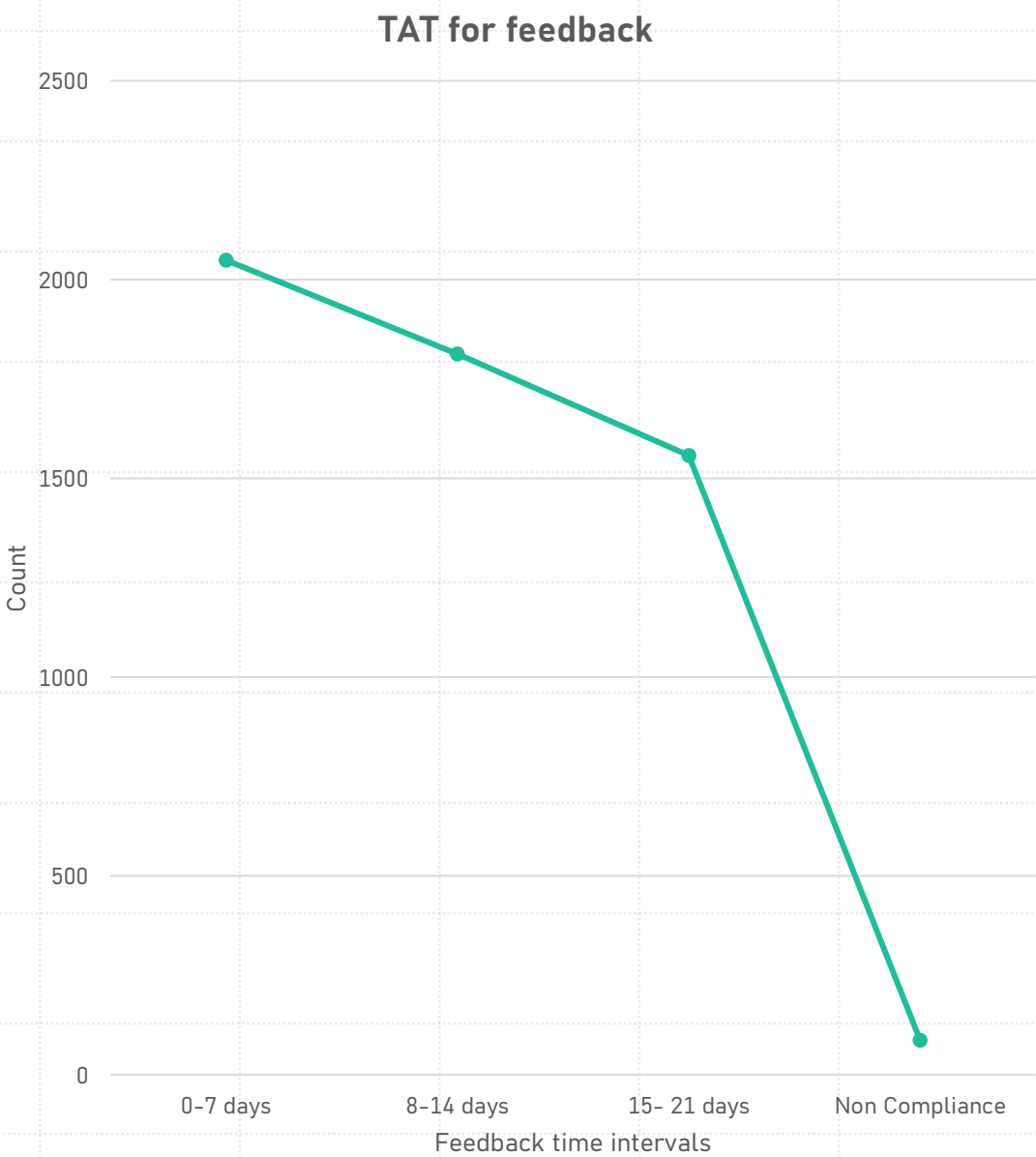


Feedback Timeliness: Calculate the time taken (TAT) between each stage of interview to feedback receiving stage.

Results

- **Feedback Timeliness Turnaround Time (TAT) for Feedback:**
- Definition: TAT measures the duration between an interview and the receipt of feedback.
- Importance: Swift feedback keeps candidates engaged and maintains their interest.

Feedback TAT	Count
0-7 days	2049
8-14 days	1813
15- 21 days	1558
Non Compliance	87



Observing compliance and non- compliance in the data

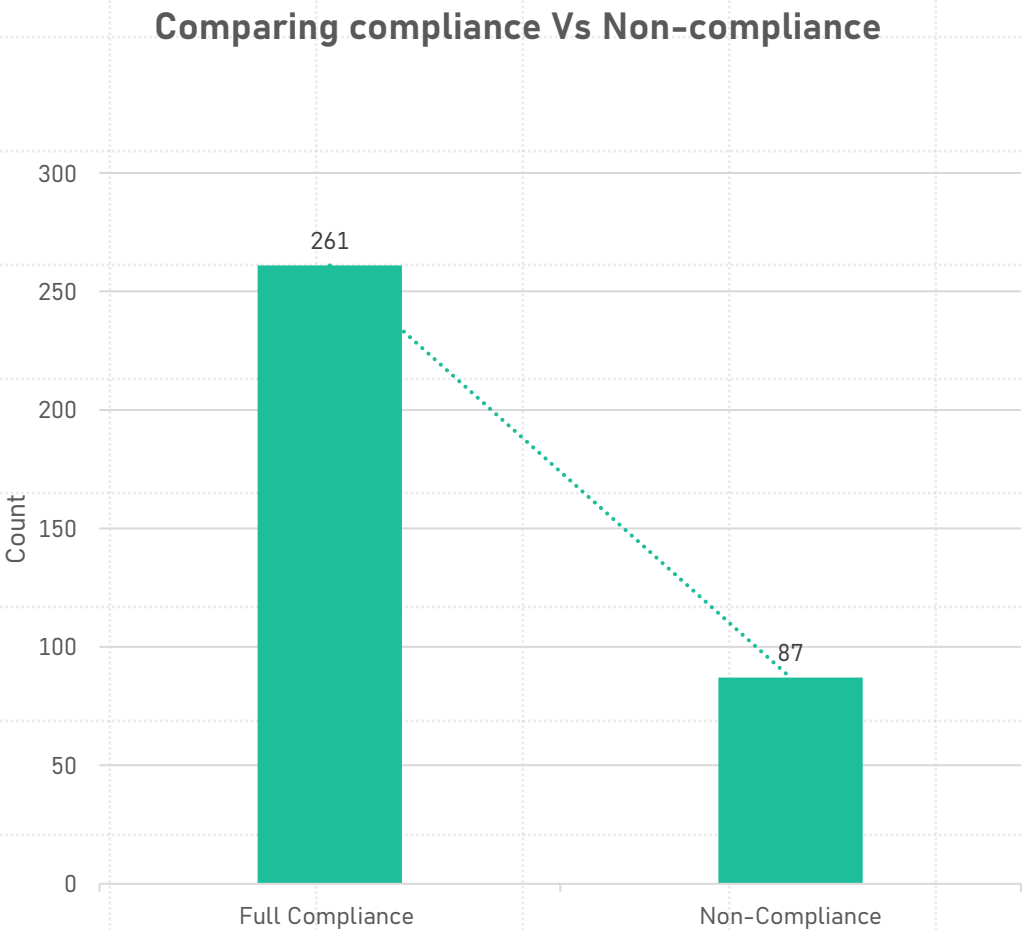
Compliance Vs Non-compliance	Count	Percentage
Full Compliance	261	4.74
Non-Compliance	87	1.58
Grand total	5506	

1. Compliance Status:

- Full Compliance: Represents zero-day TAT (261 instances).
- Non-Compliance: Indicates no feedback or blanks (87 instances).

2. Data Insights:

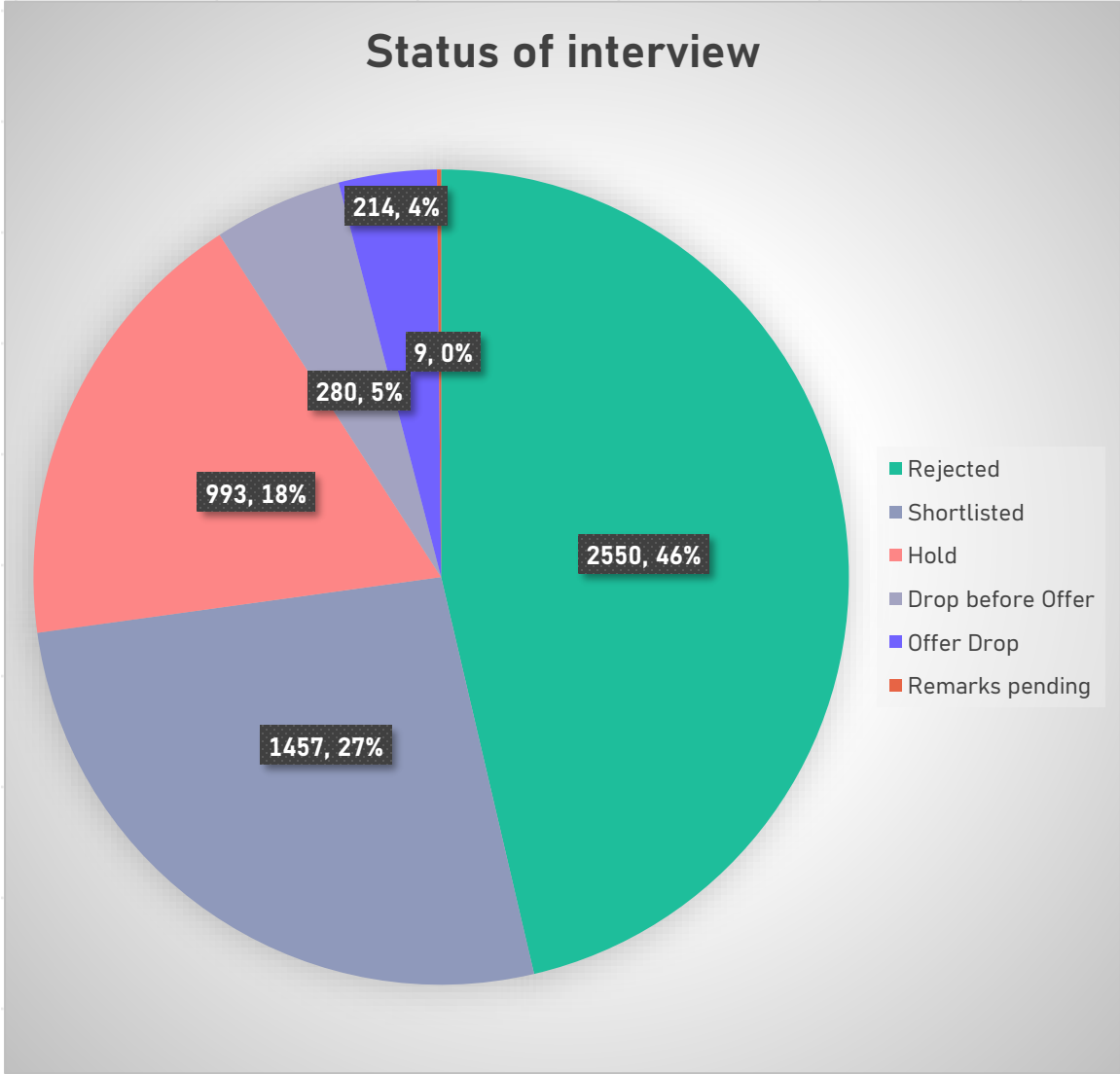
- The total count of feedback instances is 5506.
- Full compliance (zero-day TAT) is significantly higher than non-compliance.
- Non-compliance accounts for only 1.58% of the total instances.



Interview Outcomes

- “Analysing Interview Rejections: Identifying Patterns for Improvement”
- Interview rejections provide valuable insights into the effectiveness of the recruitment process. By categorizing rejection reasons, organizations can uncover common patterns and address underlying issues.

Status of Interview	Count
Rejected	2550
Shortlisted	1457
Hold	993
Drop before Offer	280
Offer Drop	214
Remarks pending	9



Rejection rate

Level of interview	Rejection count	Rejection rate
Level 1	2035	36.96
Level 2	2546	46.24
Grand Total	5506	



Level 1:

Rejection Count: 2035

Rejection Rate:
Approximately 36.96%

The rejection rate indicates that around 36.96% of candidates did not proceed beyond this level.

Possible reasons could include skills mismatch, cultural fit, or experience gaps.



Level 2:

Rejection Count: 2546

Rejection Rate:
Approximately 46.24%

The rejection rate is higher, suggesting that candidates face greater scrutiny.

Factors like technical challenges, behavioral issues, or salary expectations may contribute.

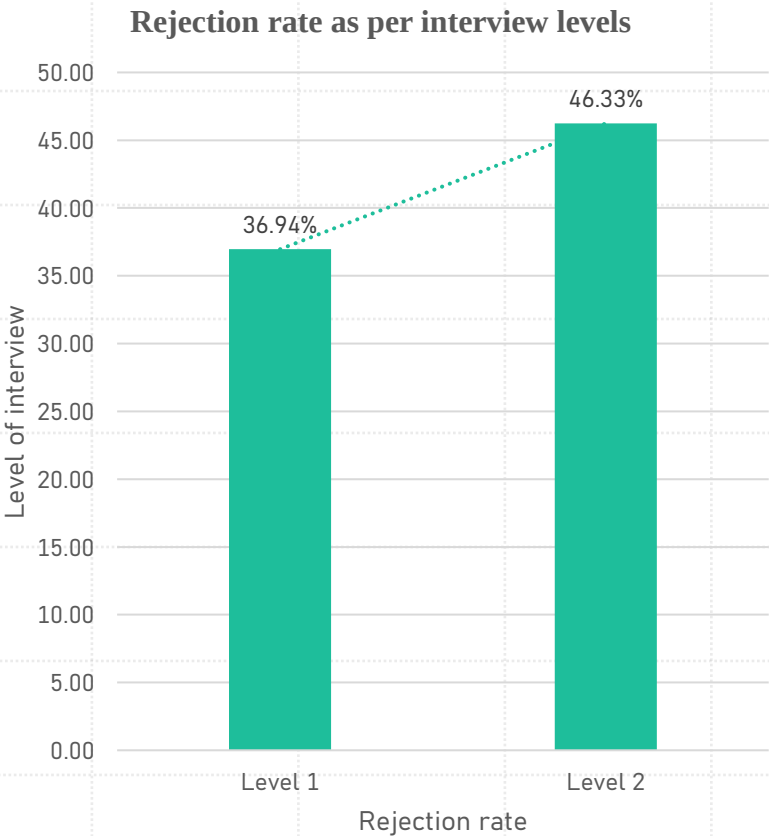


Overall:

The grand total of candidates considered is 5506.

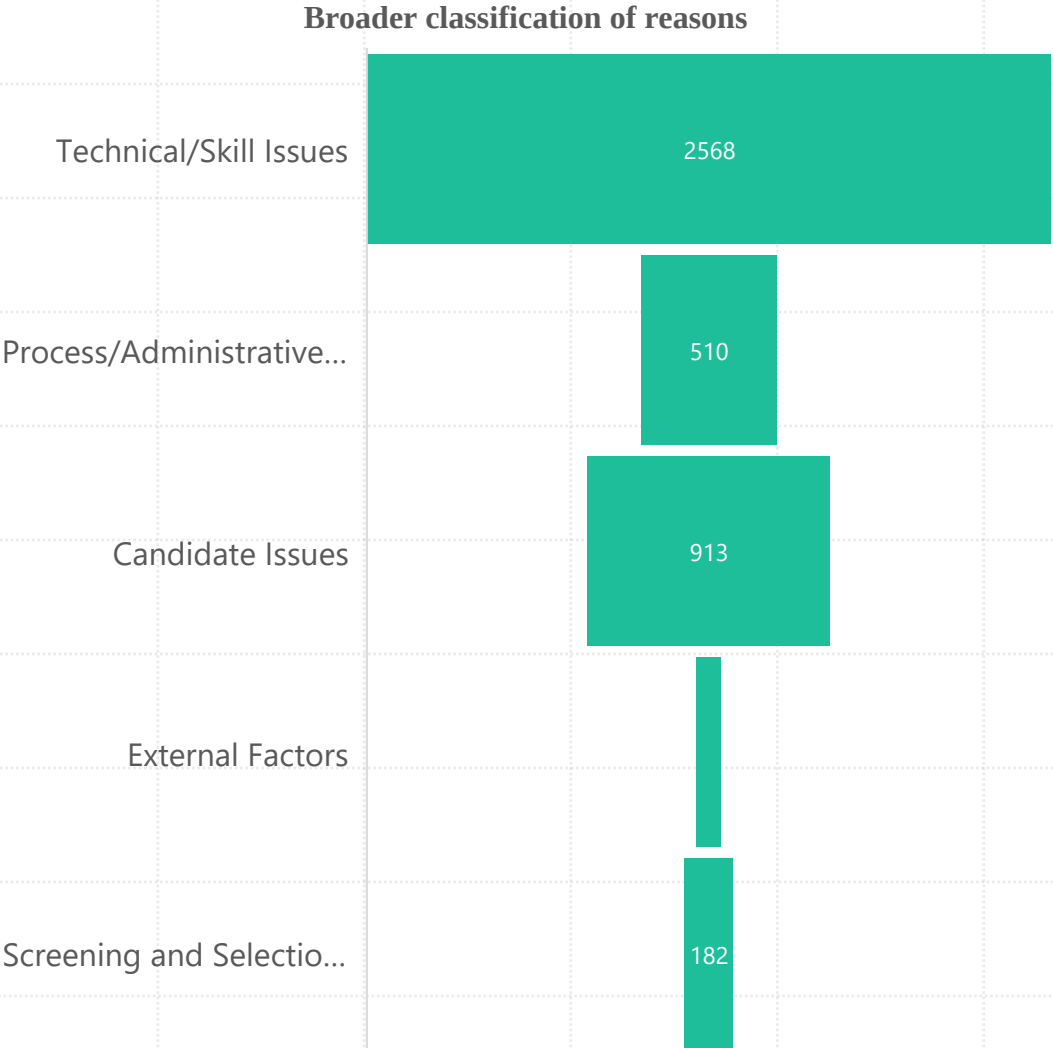
The combined rejection rate across both levels is significant.

Organizations should focus on refining their interview processes to reduce rejection rates.



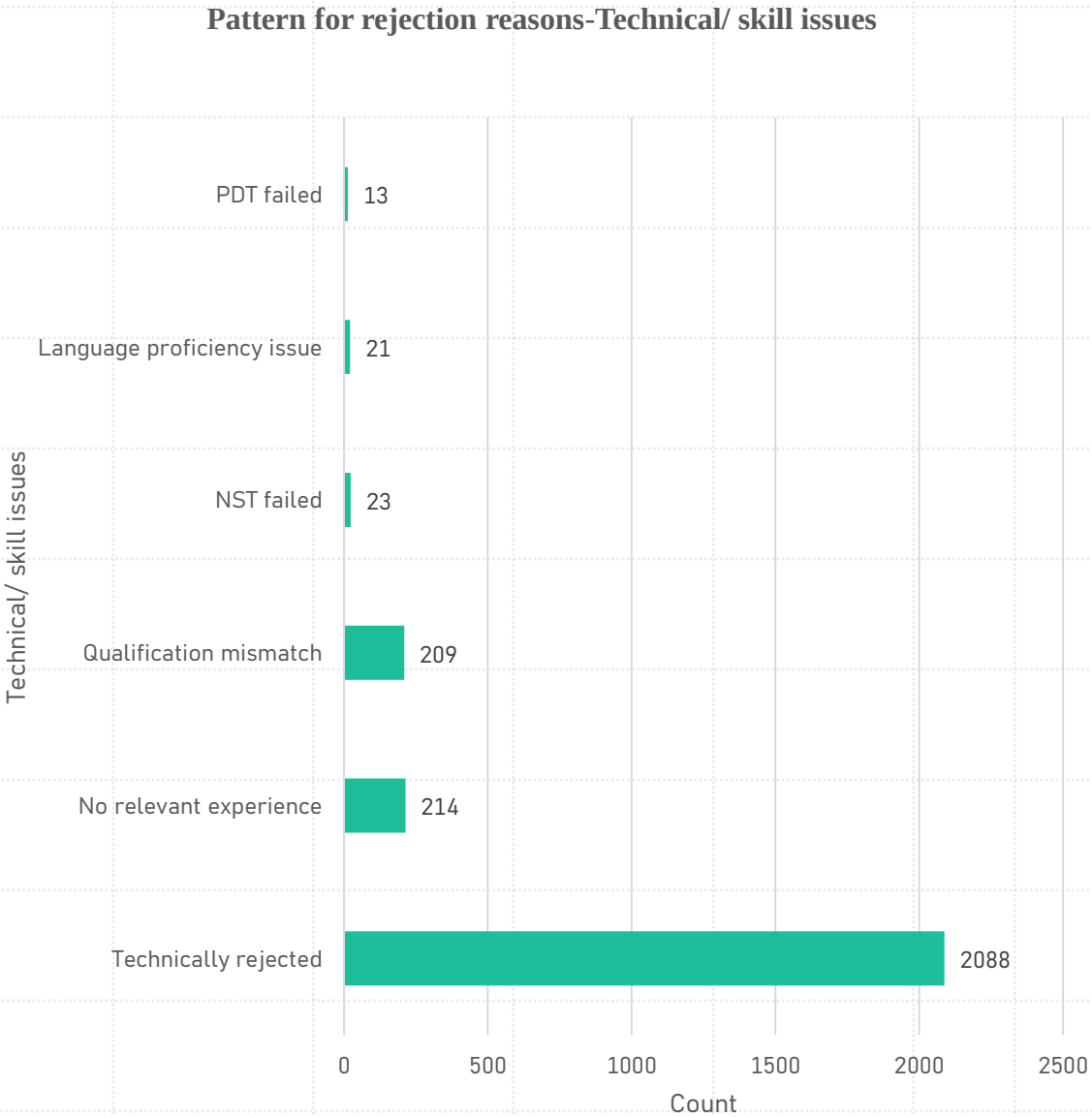
Analysis of rejections based on rejection reasons

Category	Total
Technical/Skill Issues	2568
Process/Administrative Issues	510
Candidate Issues	913
External Factors	94
Screening and Selection Process	182



Rejection Reasons Breakdown

Pattern for rejection reasons-Technical/ skill issues	
Technically rejected	2088
No relevant experience	214
Qualification mismatch	209
NST failed	23
Language proficiency issue	21
PDT failed	13



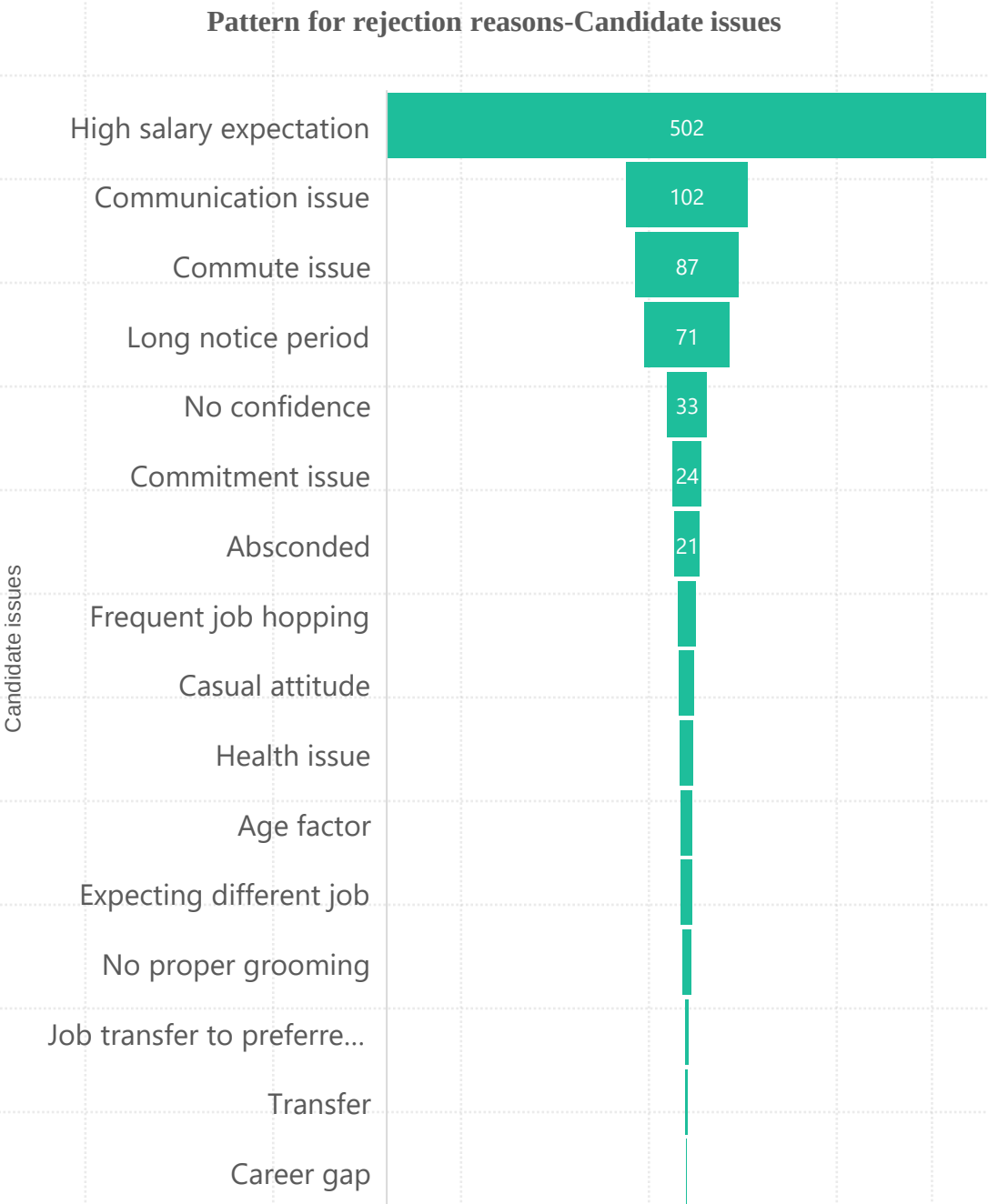
Rejection Reasons Breakdown

Pattern for rejection reasons-Process or administrative issues	
Remarks pending	217
For future references	109
Documents unavailable	23
Position on Hold	12
Document forging	7
No rehire policy	7
Walkin interview	76
Selected for other department by interviewer	38
Selected for other position by interviewer	21



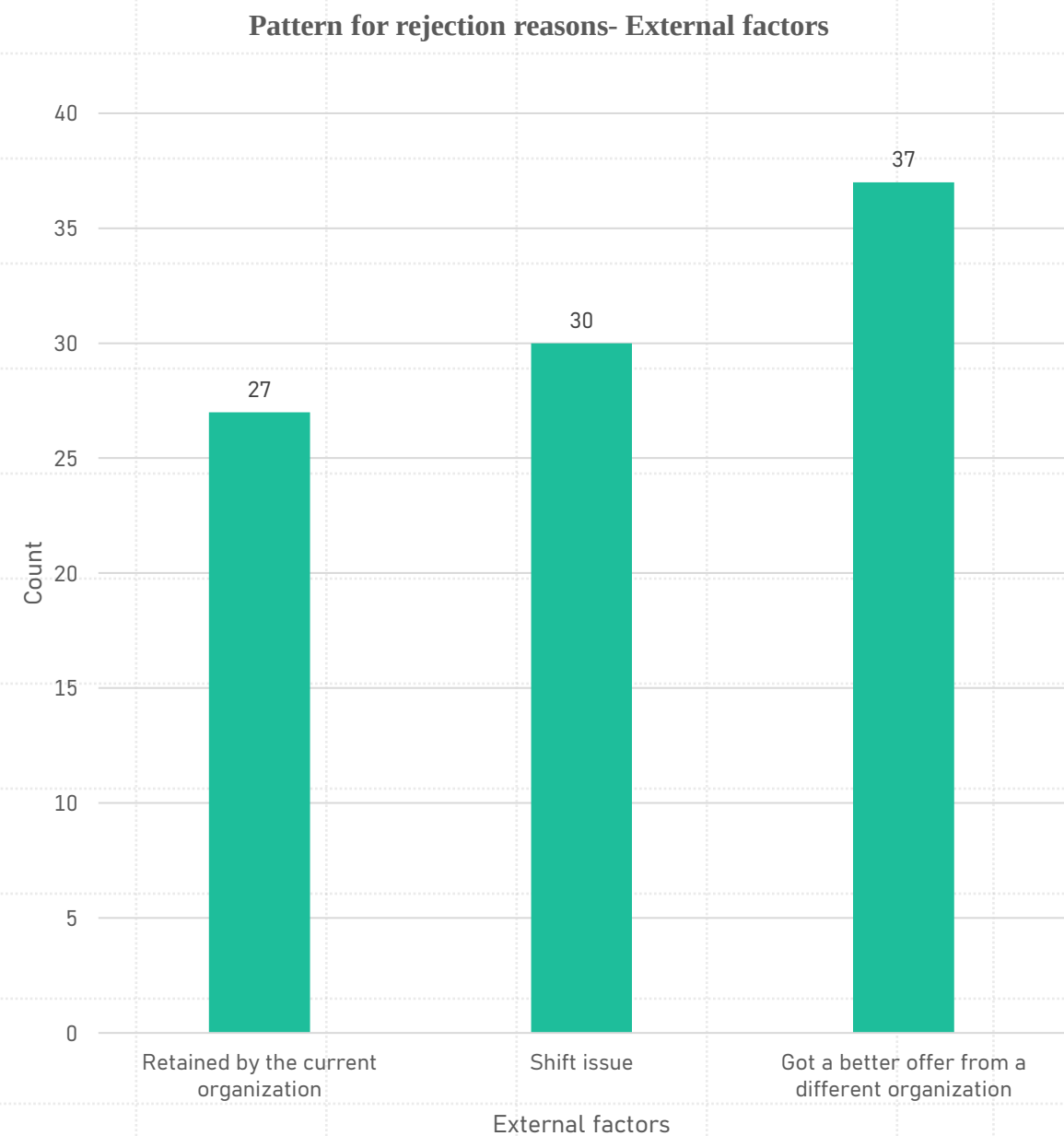
Rejection Reasons Breakdown

Pattern for rejection reasons-Candidate issues	
High salary expectation	502
Communication issue	102
Commute issue	87
Long notice period	71
No confidence	33
Commitment issue	24
Absconded	21
Frequent job hopping	15
Casual attitude	13
Health issue	11
Age factor	10
Expecting different job	10
No proper grooming	8
Job transfer to preferred location	3
Transfer	2
Career gap	1



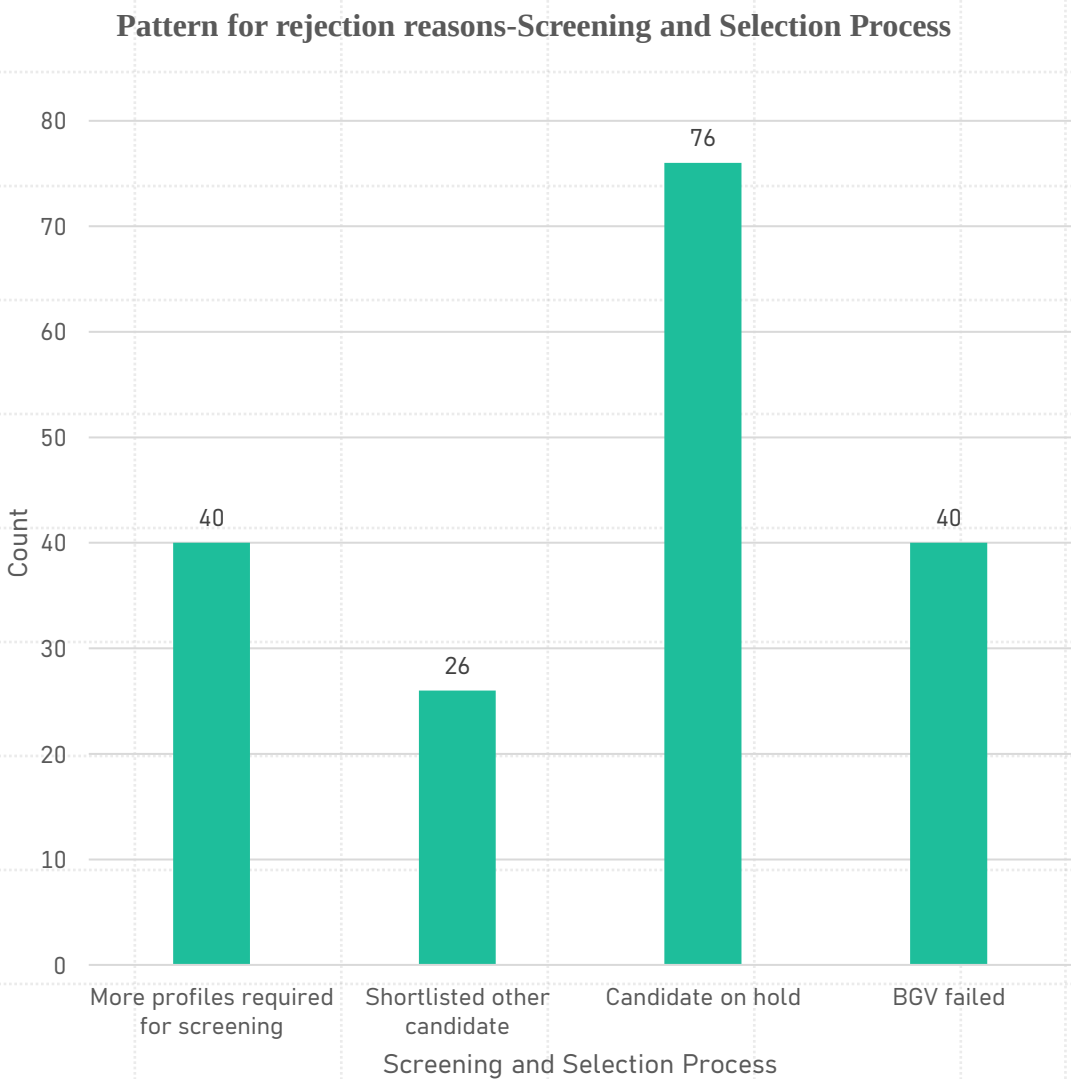
Rejection Reasons Breakdown

Pattern for rejection reasons- External factors	
Retained by the current organization	27
Shift issue	30
Got a better offer from a different organization	37



Rejection Reasons Breakdown

Pattern for rejection reasons-Screening and Selection Process	
More profiles required for screening	40
Shortlisted other candidate	26
Candidate on hold	76
BGV failed	40



Conclusion

- **Solutions to Decrease Turnaround Time in Recruitment**

- 1. Standardized Interview Templates

- Implementing standardized interview templates is pivotal in ensuring consistency and efficiency across the interview process. By creating structured templates with predefined questions tailored to specific roles, organizations can streamline candidate evaluations. This approach not only helps interviewers focus on key competencies and job requirements but also facilitates objective comparisons among candidates. Consistency in interview structure reduces ambiguity and ensures that all relevant aspects of a candidate's suitability are adequately assessed.

- 2. Feedback Templates

- Developing standardized feedback templates enhances the speed and consistency of feedback provided to candidates post-interview. These templates should encompass essential evaluation criteria and allow interviewers to succinctly document strengths, weaknesses, and overall impressions of each candidate. By standardizing feedback formats, organizations facilitate faster decision-making processes and ensure that candidates receive constructive feedback promptly. This not only improves the candidate experience but also reflects positively on the organization's professionalism and commitment to transparency.

Conclusion

- 4. Real-Time Collaboration
- Enabling real-time collaboration between interviewers and hiring managers fosters agile decision-making and expedites feedback discussions. By leveraging collaborative tools and platforms, such as video conferencing, instant messaging, and shared document repositories, organizations facilitate immediate feedback exchange and consensus-building among decision-makers. Real-time collaboration accelerates the evaluation process, allowing timely adjustments to candidate assessments and ensuring that hiring decisions are made promptly based on comprehensive insights gathered during interviews. This agile approach not only reduces bottlenecks but also enhances the overall efficiency and effectiveness of recruitment efforts.
- Requisition form

Conclusion

Candidate
Experience Surveys

Can we keep
the surveys
anonyms?
Sounds good
??

- 5. Candidate Experience Surveys
- Implementing candidate experience surveys provides valuable insights into the recruitment process from the candidate's perspective. By soliciting feedback on their journey—from application submission to final decision—organizations gain actionable insights into pain points, areas for improvement, and overall satisfaction levels. These surveys help identify potential sources of delays or inefficiencies in the recruitment process and enable organizations to proactively address candidate concerns. Moreover, feedback from candidates enhances transparency and demonstrates a commitment to continuous improvement in recruitment practices, ultimately fostering positive employer branding and attracting top talent.

Conclusion

- **Interview Outcomes**
- Our analysis has identified key implications and strategic recommendations aimed at optimizing recruitment processes, enhancing candidate experience, and securing top talent in competitive markets. By addressing these implications and implementing targeted recommendations, organizations can streamline operations, improve efficiency, and foster a positive employer brand.

Implications

- 1. Improving Technical Assessments:
 - Enhancing technical assessments is critical to ensuring alignment between candidate skills and job requirements. By refining assessment methods—such as updating job descriptions to reflect current needs, utilizing advanced testing tools, and providing comprehensive feedback—organizations can better evaluate candidate competencies. This approach not only minimizes skills mismatches but also enhances the likelihood of selecting candidates who can immediately contribute to organizational goals.
- 2. Streamlining Administrative Processes:
 - Administrative efficiency plays a pivotal role in reducing turnaround time and enhancing overall recruitment effectiveness. Implementing automated systems for candidate tracking, feedback management, and document processing streamlines workflows, reduces administrative overhead, and mitigates the risk of delays. By adopting these technologies, organizations can allocate resources more efficiently, improve data accuracy, and provide a seamless experience for candidates throughout the recruitment journey.
- 3. Addressing Candidate Expectations:
 - Transparent communication regarding job roles, salary expectations, and career development opportunities is essential for managing candidate expectations. Providing realistic job previews and clear information about organizational culture and values helps candidates make informed decisions. Organizations that prioritize transparent communication foster trust, enhance candidate engagement, and differentiate themselves as employers of choice in competitive markets.

Implications

- 4. Adapting to External Market Conditions:
 - External market dynamics, such as competitive job offers and economic trends, significantly impact recruitment outcomes. To remain agile and competitive, organizations should offer attractive compensation packages, opportunities for career advancement, and a supportive work environment. Building a strong employer brand through positive employer-employee relationships, community involvement, and proactive market positioning helps mitigate the impact of external factors and attracts top talent.
- 5. Strengthen Employer Branding Efforts: Invest in employer branding initiatives that highlight organizational strengths, values, and employee success stories. Showcase career development programs, employee benefits, and workplace initiatives to attract top talent and differentiate from competitors.



Thanks for your attention!