

# Study on Recruitment & Selection Process at Abbott India Limited

An Internship Report for

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Master of Business Administration in HR

by

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**GOA UNIVERSITY**

Date: 27th APRIL 2023



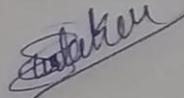
Examined by: *Naik*

Seal of the School

### DECLARATION BY STUDENT

I hereby declare that the data presented in this Internship report entitled, "Study on Recruitments & Selection Process" is based on the results of investigations carried out by me in the Management Studies at the Goa Business School, Goa University under the Mentorship of Dr. Priyanka Naik and the same have not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will be not being responsible for the correctness of observations / experimental or other findings given the dissertation.

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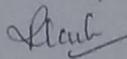
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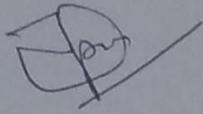
Place: Goa University

COMPLETION CERTIFICATE

This is to certify that the internship report on "Recruitment & Selection Process at Abbott India Ltd" is a bonafide work carried out by Ms. Shruti Shrikant Surlaker under my supervision/mentorship in partial fulfillment of the requirements for the award of the degree of Master of Business Administration in the Discipline of Management Studies at the Goa Business School, Goa University.

Date: 27/04/2023

  
Dr. Priyanka Naik  
Management Studies



Prof. Jyoti Pawar  
Dean,  
Management Studies  
Goa Business School  
Date: 27/04/2023  
Place: Goa University



School Stamp



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### INTERNSHIP CERTIFICATE

This is to certify that Ms. Shruti Shrikant Surlaker Student of the Goa Business School, undergoing Master of Business Administration has successfully completed Internship between 1<sup>st</sup> March 2023 to 26<sup>th</sup> April 2023 at Abbot India Limited. She has actively participated in the activities during the period of internship and learned the skills needed for various activities such as Attendance Management, Talent acquisition, On boarding, Off boarding, Payroll management, Training and development, Employee engagement activities, Statutory compliances.

Mrs. Nrutvika Naik

Sr HR Executive and Administration

Abbott India Limited

Date -26-04-2023

Verna Goa.



## **ACKNOWLEDGEMENT**

I extend my gratitude to Goa Business School for providing me the opportunity to broaden my knowledge in the field of manufacturing industry and my project guide Ms. Priyanka Naik for giving me the required information and helping me throughout the internship program.

I would also like to express my special thanks to Plant Head Mr. Munish Prashar, Business Human Resource Manager Mrs. Sneha Wakhare & my guide the Senior HR Executive Mrs. Nutvika Naik for giving me a chance to get trained in the company and helping me in my day-to-day activities during the internship.

I extend my thanks to all the employees of Abbott India Ltd, Verna-Goa who helped me in moral and material needs as well as sharing their knowledge to improve my theoretical and practical knowledge.

Finally, I would like to express my special thanks to my families and friends helping me in all aspects and appreciate me to spend my all time in the work place during my internship time.

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## PROFILE OF THE COMPANY

Abbott is a company that focuses on turning science into caring, ABBOTT- A Promise for Life. Abbott was founded by a practicing physician and a drug store owner Dr. Wallace Abbott as Abbott Alkaloidal Company in 1888 and has been growing ever since.

Abbott India limited has its headquarterd located in Mumbai, and a branch of it located in Goa.

Abbott India Limited is a publicly listed company and a subsidiary of Abbott Laboratories and it takes pride in offering high-quality trusted medicines in multiple therapeutic categories such as women's health, gastroenterology, cardiology, metabolic disorders and primary care. They believe in providing quality healthcare through a mix of global and local products for people in India. Abbott's in-house development and medical teams undertake product and clinical development tailored to the unique needs of the Indian market and the employees work to produce high-quality, high-volume formulations using cost efficient processes. And the trained personnel are dedicated to ensuring compliance with international quality standards.

Abbott extends its commitment with a strong presence in India as it has grown and evolved its operation in India over the years. Abbott India limited is one of India's fastest-growing pharmaceutical companies and is a part of Abbott's global pharmaceutical business in India. Abbott has strong brand equity and commands esteem in the marketplace.

The company has a state-of-the-art formulation plant at Verna in Goa. The manufacturing locations are designed to produce quality, high volume formulations using cost efficient Processes and the plant have well equipped laboratories and trained personnel to ensure international standards of quality at each of the manufacturing process. Abbott provides quality health care worldwide by creating healthcare solutions which directly affect the life of the common man.

## INTRODUCTION

Recruitment may be defined as the process of searching for prospective employees and stimulating them to apply for jobs in the organization. The information generated in the process of writing the job description and the candidate profile may be used for developing the situation vacant advertisement. The essential objective is to create a pool of the prospective job candidates.

Selection is the process of choosing from among the pool of the prospective job candidate development at the stage of recruitment

## RECRUITMENT PROCESS AT ABBOTT INDIA LIMITED

- 1) Campus Recruitment:
- 2) Internal job posting:
- 3) LinkedIn:
- 4) Consultancy recruitment:

## SELECTION PROCESS AT ABBOTT INDIA LIMITED

- 1) Personality and cognitive test
- 2) Panel Interview
- 3) Formal Interview

## LITERATURE REVIEW

*(Schroeder, 2002)*

The management literature describes that the behavioral characteristics of employees can play an important role in the success of TQM. However, there is little empirical research on this. Using international data sets, this study investigates: the impact of quality control

methods on the competitiveness of plants. It also mitigates the process of staff selection for the relationship between quality management practices and factory competitiveness. The results show that quality management techniques have a positive impact on the competitiveness of the plant. Also, the behavioral characteristics of employees are likely to have a significant impact on the effectiveness of quality management practices. This means that managers should pay close attention to the behavioral characteristics of potential employees and to the consistency with the principles of TQM. Managers are not necessarily interested in the expertise of potential employees.

*(Sparrow P. R., 2007)* was more concerned about the Talent management, through their work they were like use to resolve the problems like if some can born with something's that can acquire the development. The only solution to it wills the concern of attaining effective talent management by resolving it.

*(Anthony C. Klotz, 2013)* While scholars recognize the importance of reliability for both job seekers and recruitment organizations, previous studies exploring the stability of the transition period are scattered throughout many other literatures. This paper examines the precedent studies that investigate the role of the stability of the recruitment and selection process selectively. In this entry

Process, we explore how the perceptions of each other's credibility of jobseekers and hiring organizations are conceptualized by each party's attitudes toward others' benevolence, honesty and ability, and how they affect meaningful recruitment and selection results.

Stability The road to future research is also identified in the review section. Finally, at the crossroads of reliability and immigration, two comprehensive issues - individual variability of trust violations and trust tendencies - are of particular interest.

## RESEARCH GAPS

Study had been done after reviewing several articles based on research topic that is “recruitment and selection process”, identify gaps related to recruitment and selection.

## PROJECT OBJECTIVE

1. To understand the sources of recruitment.

2. To gain knowledge of the selection procedure adopted
3. To understand the internal recruitment process in Organization.
4. To find out better process of recruitment

## PROJECT METHODOLOGY

Primary data: The primary data had collected through forms circulated among the employees and through observation of employee behavior in the organization

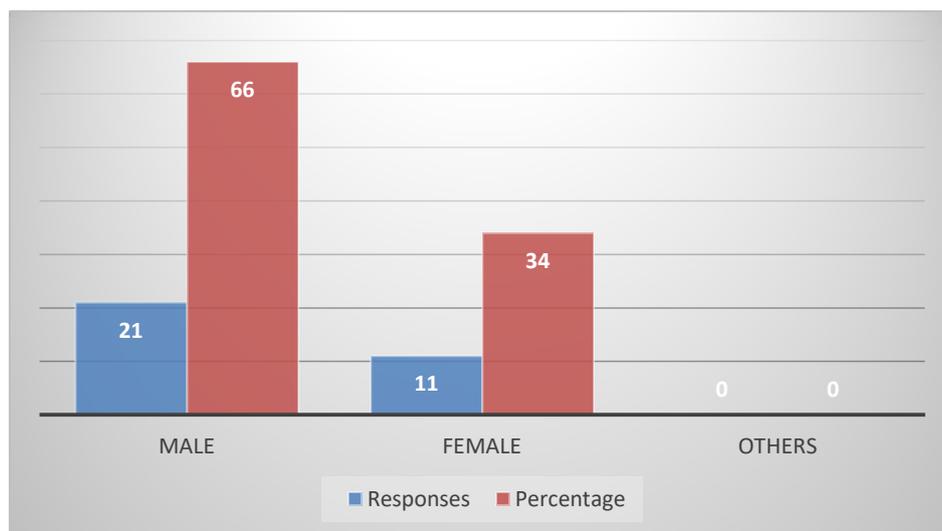
Additional information was collected by speaking to the employees of the human resource department.

A Research Design is the framework or plan for a study which is used as a guide in collecting and analyzing the data collected. It is the forms that is followed in completing the study. The Basic objective of research cannot be attained without a proper research design. It specifies the methods and procedures for acquiring the information needed to conduct the Research effectively

## DATA ANALYSIS & DISCUSSION

### 1. Gender

Options	Male	Female	Others
Responses	21	11	0
Percentage	66	34	0



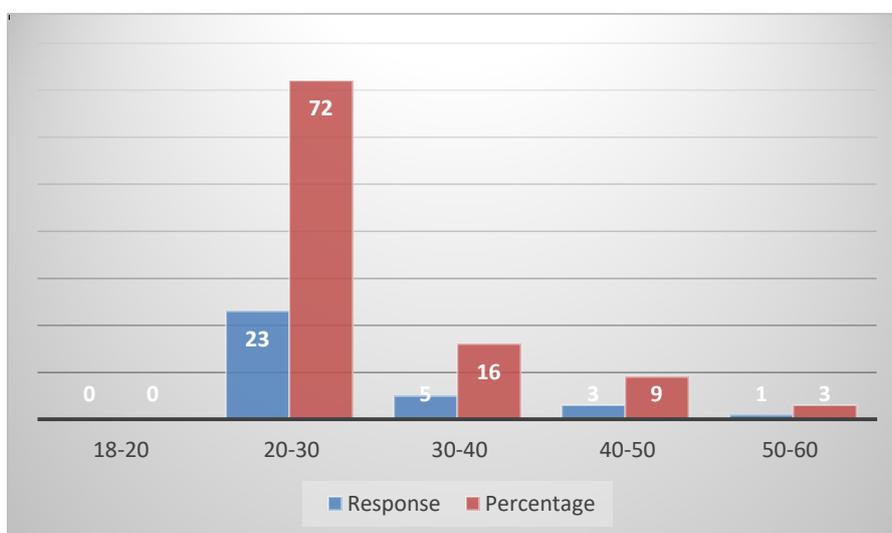
### Interpretation

Total Respondents were 32 out of which 66% of the Respondents are male and 34% of the

Respondents are females from the above survey conducted in Abbott India Ltd.

## 2. Age

Options	18-20	20-30	30-40	40-50	50-60
Response	0	23	5	3	1
Percentage	0	72	16	9	3

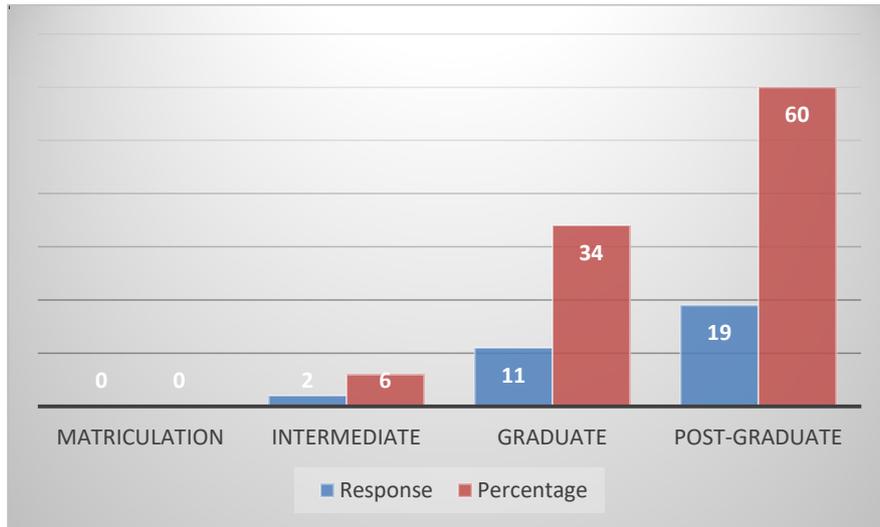


### Interpretation

It was found that 72% of the employees are between the age of 20-30 and between the age 30-40 is 16% followed by the age 40-50 which is 9% and then 3% and 0% between the age 50-60 and 18-20 respectively. So majority that is 72% of employees are between the ages of 20-30.

## 3. Education Qualification

Options	Matriculation	Intermediate	Graduate	Post-Graduate
Response	0	2	11	19
Percentage	0	6	34	60

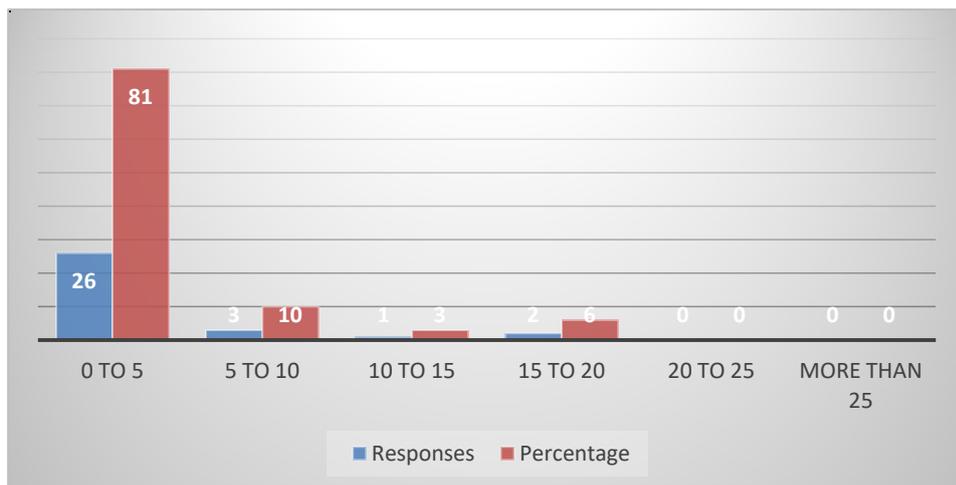


**Interpretation**

34% of employee in Abbott have completed their graduation and 60% of the employees have completed their post-graduation. Followed by others with 6% that is intermediate. No respondents were found with matriculation at Abbott India Limited

4. Since how many years you have been working in this organization

Options	0-5	5-10	10-15	15-20	20-25	more than 25
Responses	26	3	1	2	0	0
Percentage	81	10	3	6	0	0



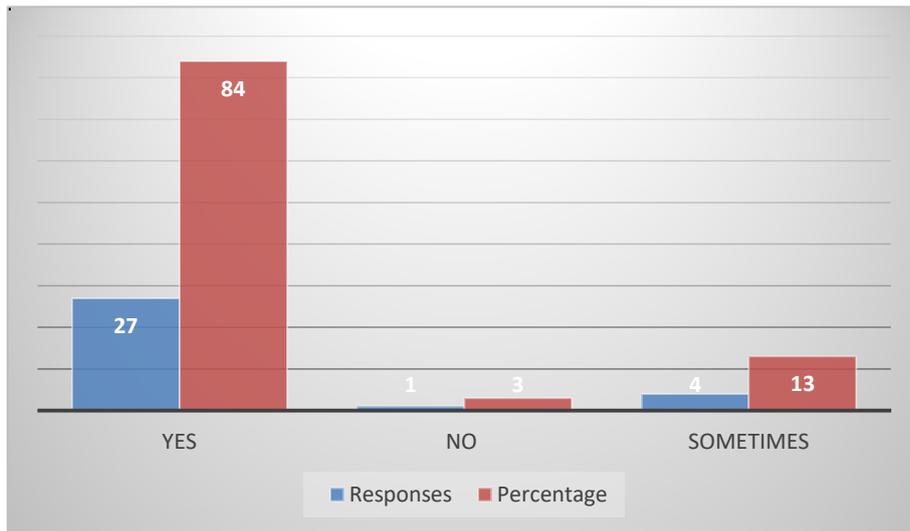
**Interpretation**

According to the survey result majority of employees are have been working with company for 1-5 years & 10% of employees are with organization for 5-10 while 15-20 years 6%

employees are with this organization

5. Does HR give the better type of employee?

Options	Yes	No	Sometimes
Responses	27	1	4
Percentage	84	3	13

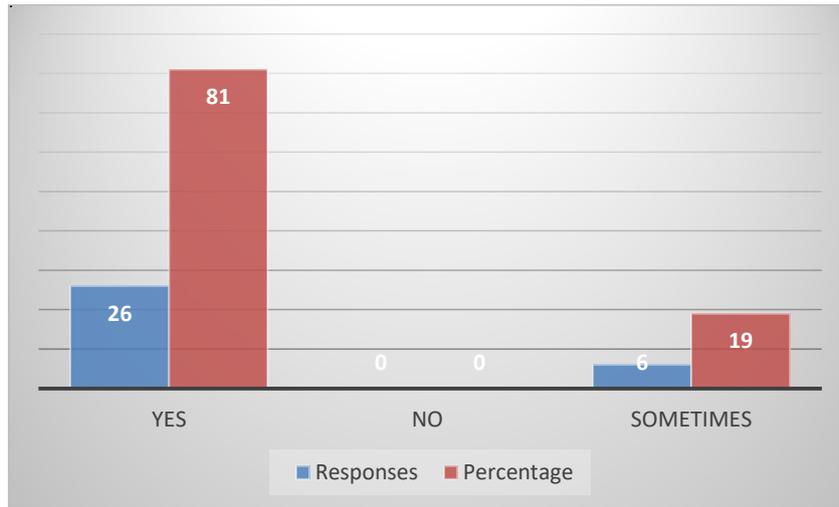


Interpretation

84% of the Employees in Abbott India Limited feel HR provide adequate pool of quality employees while 13% feels they provide it sometimes and only 3% of employees feel HR doesn't provide the adequate pool of quality employees.

6. Does the HR clearly define the position objectives requirement and candidate specifications in the recruitment process?

Options	Yes	No	Sometimes
Responses	26	0	6
Percentage	81	0	19

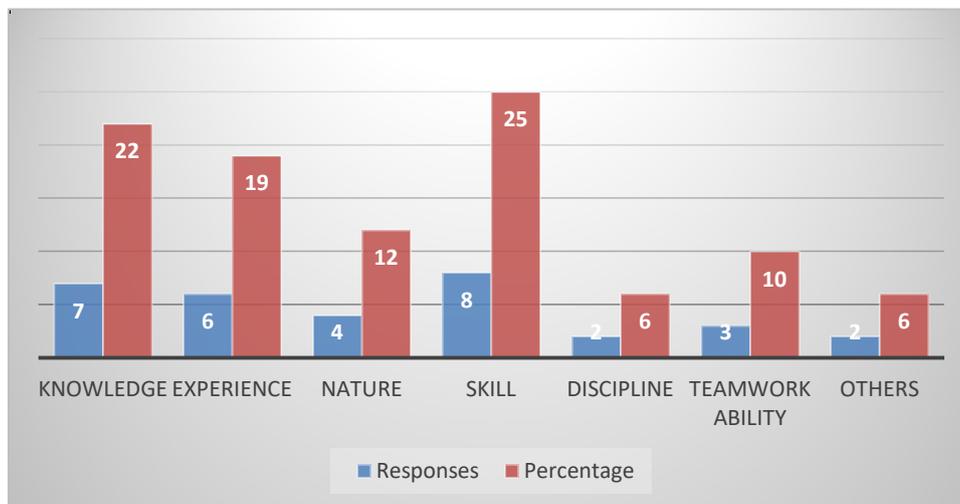


Interpretation

Out of 32 responses 26 employees feel HR clearly define the position objectives requirement where as 19 employees feel sometimes HR defines sometimes not the position objectives required for post

7. Which is the important quality the organization searching in a candidate

Options	Knowledge	Experience	Nature	Skill	Discipline	Teamwork Ability	Others
Responses	7	6	4	8	2	3	2
Percentage	22	19	12	25	6	10	6

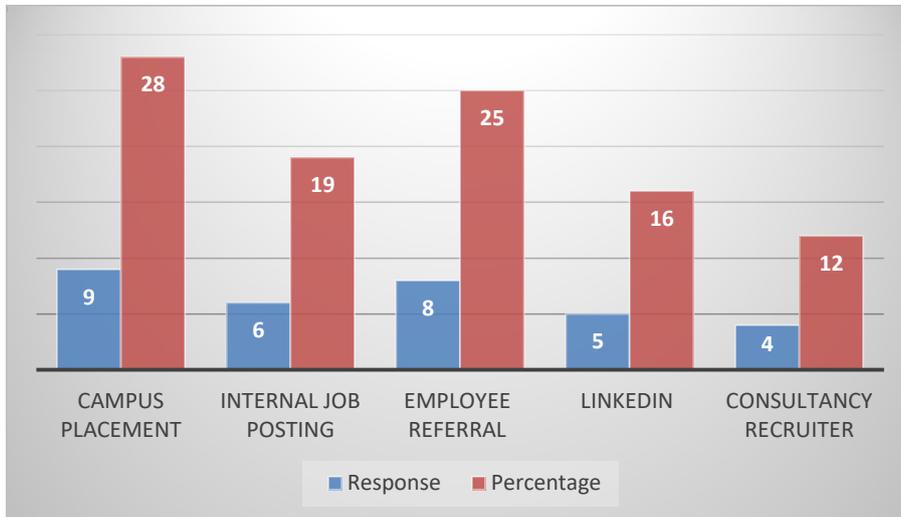


Interpretation

It was found that 25% of Respondents feels skill is key necessity in an candidate, 22% of the Respondents feel knowledge and 12% feels optimistic nature is important.19% feels experience followed by 6% for both Discipline and other and 10% of employees feel teamwork ability is necessary.

8. Which is the best source of recruitment according to you?

Options	Campus Placement	Internal job posting	Employee Referral	LinkedIn	Consultancy recruiter
Response	9	6	8	5	4
Percentage	28	19	25	16	12

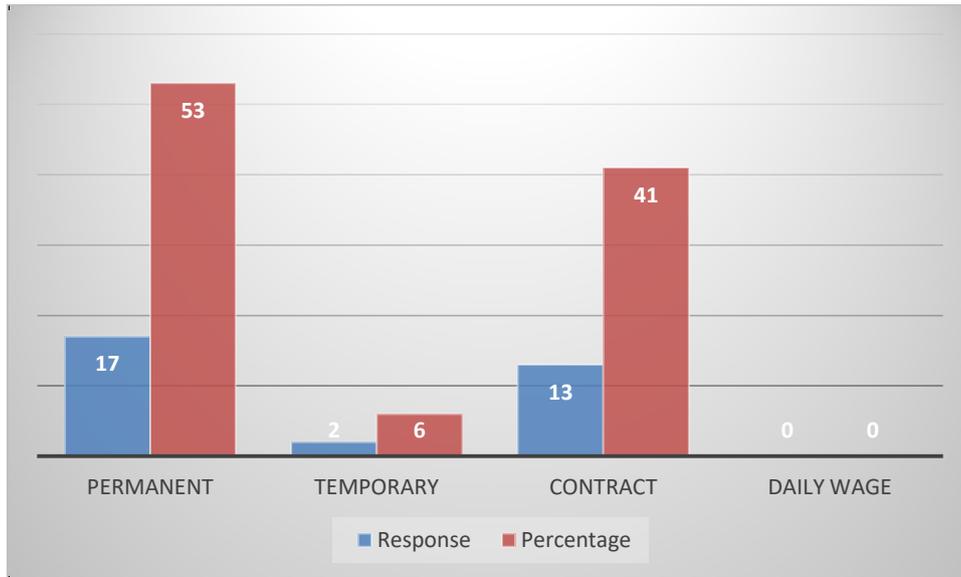


Interpretation

It is found that 28% of the respondents feel campus placement is the best way of recruitment & 25% of the respondents look employee referral as a suitable way for recruitment while 19% feels internal job posting followed by 12% for consultancy recruiter and only 16% feels LinkedIn is best option for recruitment.

9. On which basis you get the staffing service

Options	Permanent	Temporary	Contract	Daily Wage
Response	17	2	13	0
Percentage	53	6	41	0

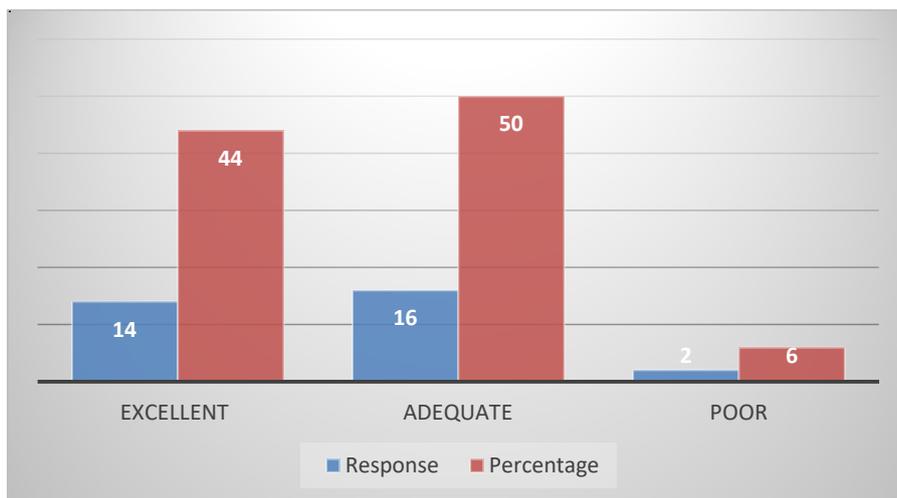


**Interpretation**

It is found that 53% of the employees get staffing service on permanent basis and 41% of the employees get staffing service on contract basis and 6% of the employees get staffing service at temporary basis.

10. How would you rate the HR department performance in recruitment & selection?

Options	Excellent	Adequate	Poor
Response	14	16	2
Percentage	44	50	6

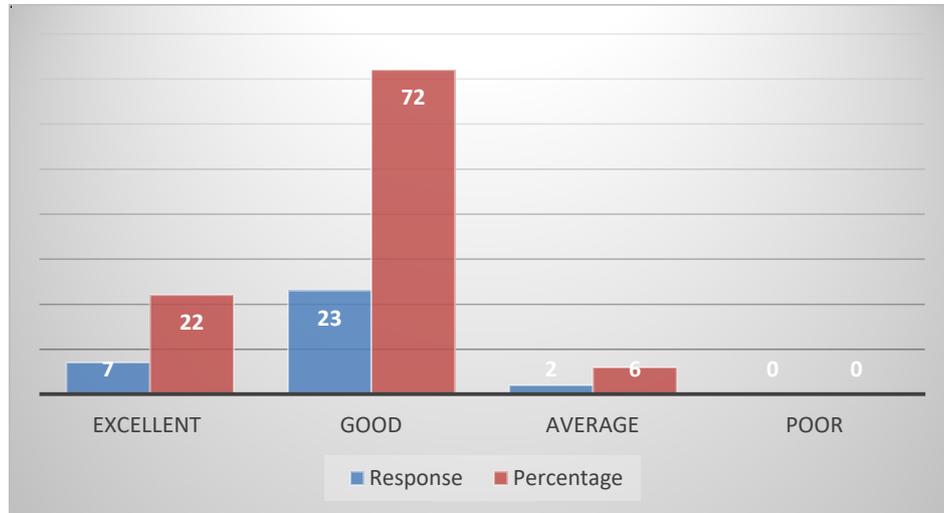


**Interpretation**

It is found that 44% of the respondents feel HR department performance is Excellent. While 50% feels it as Adequate only 6% feels as poor.

11. How would you rate the selection policy of your company?

Options	Excellent	Good	Average	Poor
Response	7	23	2	0
Percentage	22	72	6	0

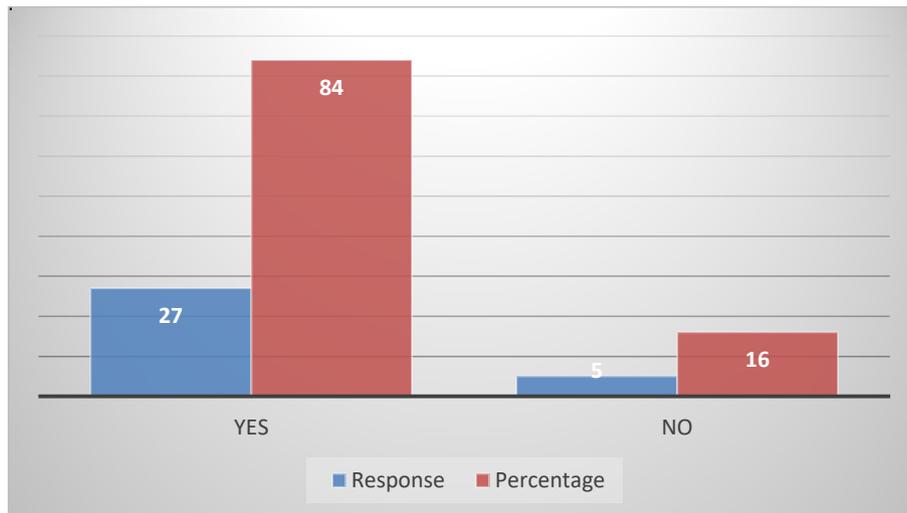


Interpretation

It is found that 64% of the respondents feels performance of online recruitment over performance of candidates is good. While 22% feels it as neutral followed by 12% feels it as very good and only 2% feels as poor.

12. Does the HR team act as a consultant to enhance the quality of the pre- screening process?

Options	Yes	No
Response	27	5
Percentage	84	16

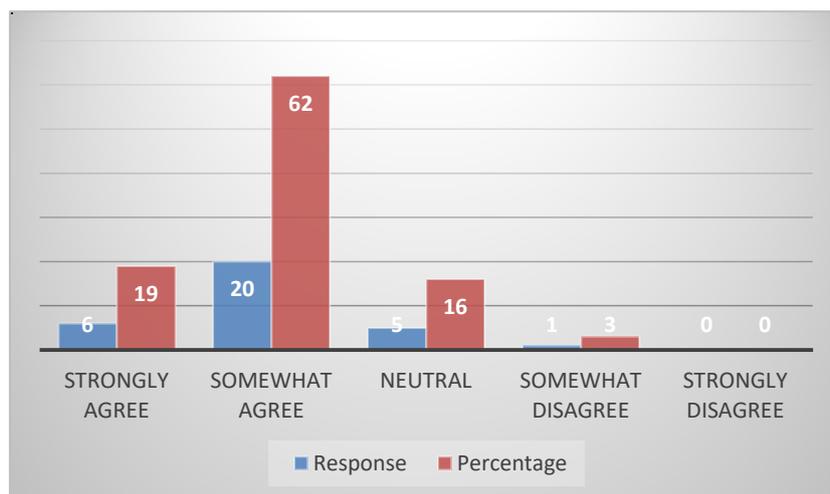


Interpretation

A majority of 84% respondent said yes that the HR team acts as a consultant to enhance the quality of the pre- screening process & 16% feels that HR team don't act as consultant to enhance the quality of pre-screening process

13. Do you consider E- recruitment as a suitable way of recruiting?

Options	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Response	6	20	5	1	0
Percentage	19	62	16	3	0



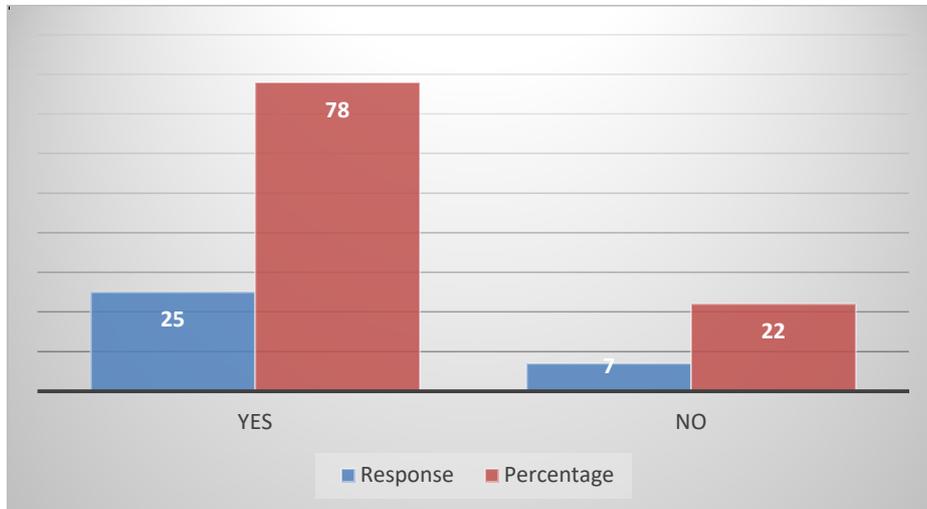
Interpretation

It is found that 62% respondents are somewhat agree and accept E-recruitment as a suitable way of Recruitment while 16% are neutral followed by 19% are strongly agree and only 3%

are somewhat disagree

14. Are you satisfied with your current job?

Options	Yes	No
Response	25	7
Percentage	78	22

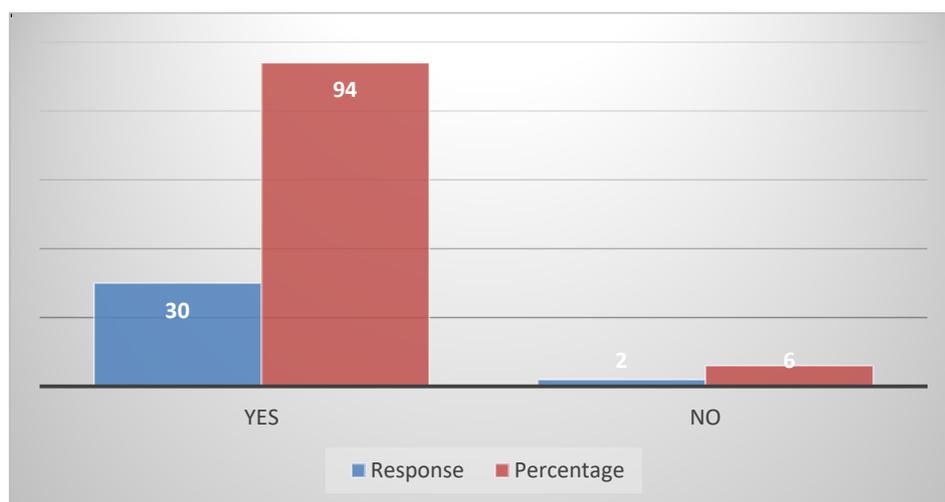


### Interpretation

78% of respondent are highly satisfied with their current job where as 22% of respondent are not satisfied with their job

15. Does the organization conduct recruitment and selection process on time?

Options	Yes	No
Response	30	2
Percentage	94	6



### Interpretation

It is found that 94% of the respondents feel HR Department conduct Recruitment and selection process on time while only 6% of the respondent feels HR department doesn't conduct Recruitment and selection process on time.

## PROJECT FINDINGS & CONCLUSION

### Project finding

- In the conducted survey the 66% of the respondents are male and 34% of the respondents are female. Which means company have to hire more female employees as well
- From the survey I found that 70% of employees are between the age 20-30 which is very young age and better for the organization.
- It was found that 60% of employees working have completed their Post Graduation Degree.
- In the organization 84% of the employees are happy with the HR department as they feel they provide quality of Applicants.
- It was found that 25% of the respondents feel skill is the most important quality organization looks for in a candidate.
- 28% of the Respondents feels campus placements is the best way of recruitment. As their organization can get young talented students in large numbers as applicants.
- It was found that 53% of the respondents feel staffing gets on permanent basis.
- 19% of the Respondents feels they will prefer internal job posting to fill the position in

their department. As it will be easy for the department to have someone whom already have the experience of working in Abbott and feel they can settled very fast with the work & policies.

- In the organization 50% of the employees are happy and feel HR department conduct recruitment and selection process on time.
- 84% of employees thinks that HR team act an consultant to enhance the quality of pre-screening
- 73% of the employees have rated good for the selection policy of an company
- It was found that 78% of the respondent shows job satisfaction level of employees is very high.
- In the organization only 3% of the employees didn't accept E-Recruitment as a source of recruitment.

## CONCLUSION

My internship at Abbott India ltd has been very motivating for me I got to know how the HR departments of the organization operates and the knowledge I was provided in my MBA course works assisted me to compare theoretical knowledge with practical functions.

During this period, I have completed a survey to find out recruitment and selection process at Abbott India ltd. This survey helped me to know the opinion of the employees working. From the breakdown of survey my acute observation in the workplace the employees were efficient ad skillful in their work.

To conclude I would like to mention that recruitment and selection process at Abbott India ltd is a good and it needs some minor improvements to uphold the employee's perception about it.

## RECOMMENDATIONS TO THE COMPANY

- Recruitments & Selection Process at Abbott is good, but they should focus on more competent resume.

- The organization needs to reduce the work pressure by enhancing the work into few more employees as the work pressures was found very intensive during the day hours.
- HR department should keep targets to recruits candidates via job portals for e.g.: LinkedIn, Naukri & should evaluate the performance at the end. These will help the HR department to get the idea about the quality of applicants that will be get from E-Recruitments.
- Canteen facility should be improved.
- There should be weekly interaction with teams by the managers in understanding the issues and providing suggestions for same.
- There should be more employee engagement to be done.

## WORK DONE & LEARNINGS DERIVED DURING INTERNSHIP PERIOD

### WORK DONE

- **Payroll Monthly Salary inputs** with no errors within timelines Fuel calculation, OT, absenteeism data, Earnings, LTA, Associates unskilled OT calculation
- **Onboarding of MS Hiring /Staffing and Co-ordination of Talisman Category** Induction Plan, joining documents, offer letter and appointment letter issuance, Trainings HR and Departmental, Orientation, joining announcements, TV Joining's, Welcome kit, 1st day lunch, Sharing Emp code for Enrollment, Induction Schedule for all the SLTS, issuing letters to Apprentice/ Interns, preparing of files. Increments ratings and letters distribution, files scanning and updating in the system for easy access.
- **Recruitment** /Calling candidates for interview blocking the rooms, and blocking HOD calendar, taking first round of interview, issuing interview application forms and interview guide signing the gate pass, updating security about next round, TAT Closures and pre boarding list

- **Employee Engagement** support- providing data, vouchers mails, photos, checking this are proper, Finalization list of distributions & distributing Gifts
- **Handling Leave management** at Site level (MS and J10 on System /Talisman in cards manual)
- Daily checking the requisitions slips
- Increment letter of j10 distribution
- AQR Document checking specimen training log self-declaration etc.

## LEARNINGS DERIVED

- My knowledge of Business & Human Resource theories was transformed into a series of practical techniques and skills that I can now implement in real-life scenarios.
- In this time, I learned how to communicate & build relationship with the people I worked with the process overall helped me developed my professional network
- As an intern I discovered it's essential to be enthusiastic and open to learning new skills asking for more work and being curious to learn
- During these days it improved my time management skill as I was a keeping a dairy with me and before a day, I used to write my work and plans the day.
- My communication skill got improved by meeting different manager and co-workers and, I learn how to have communication on E-mail & outlook

## REFERENCE

<https://www.researchgate.net/publication/242191167> The importance of recruitment and s election process for sustainability of total quality management

<https://www.abbott.co.in/>

## ANNEXURE

1. Gender
2. Age
3. Education Qualification

4. Since how many years you have been working in this organization
5. Does HR give the better type of employee?
6. Does the HR clearly define the position objectives requirement and candidate specifications in the recruitment process?
7. Which is the important quality the organization searching in a candidate
8. Which is the best source of recruitment according to you?
9. On which basis you get the staffing service
10. How would you rate the HR department performance in recruitment & selection?
11. How would you rate the selection policy of your company?
12. Does the HR team act as a consultant to enhance the quality of the pre- screening process?
13. Do you consider E- recruitment as a suitable way of recruiting?
14. Are you satisfied with your current job?
15. Does the organization conduct recruitment and selection process on time?