

A PROJECT REPORT ON
Recruitment and selection process in axis

A Project Submitted to
University of Mumbai for Partial Completion of the Degree
of Bachelor in Commerce (Accounting and finance)
Under the Faculty of Commerce

By

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T.Y.B.A.F (SEMESTER – VI)

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Under the Guidance of

‘ASST. PROF. DR. KISHOR CHAUHAN’

JNAN VIKAS MANDAL’S

Mohanlal Raichand Mehta College of Commerce

Diwali Maa College of Science

Amritlal Raichand Mehta College of Arts

Dr. R.T. Doshi College of Computer Science

NAAC Re-Accredited Grade 'A+' (CGPA : 3.31) (3rd Cycle)

Sector-19, Airoli, Navi Mumbai, Maharashtra 400708



FEBRUARY, 2024.



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CERTIFICATE

This is to certify that **Miss. sanjana Sanjay yadav** has worked and duly completed his Project work for the degree of Bachelor in Commerce (Accounting and Finance) under the Faculty of Commerce in the subject of **Accounting and finance** and his project is entitled, **“recruitment and selection process in axis bank”**. Under my supervision.

I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is his own work and fact reported by her personal finding and investigations.

Guiding Teacher,

ASST. PROF. DR. KISHOR CHAUHAN.

Date of submission:

DECLARATION

I the undersigned **Miss.Sanjana Sanjay yadav** here by, declare that the work embodied in this project work titled “**recruitment and selection process in axis bank**”, forms my own contribution to the research work carried out by me under the guidance of **ASST. PROF. DR. KISHOR CHAUHAN** is a result of my own research work and has been previously submitted to any other University for any other Degree/ Diploma to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, here by further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

(Sanjana Sanjay yadav)

Certified by:

ASST. PROF. DR. KISHOR CHAUHAN.

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To list who all have helped me is difficult because they are so numerous and the depth is so enormous.

I would like to acknowledge the following as being idealistic channels and fresh dimensions in the completion of this project.

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I would like to thank my **College Library**, for having provided various reference books and magazines related to my project.

Lastly, I would like to thank each and every person who directly or indirectly helped me in the completion of the project especially **my Parents and Peers** who supported me throughout my project.

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CHAPTER- 1

INTRODUCTION

1.1 ABSTRACT SUMMARY

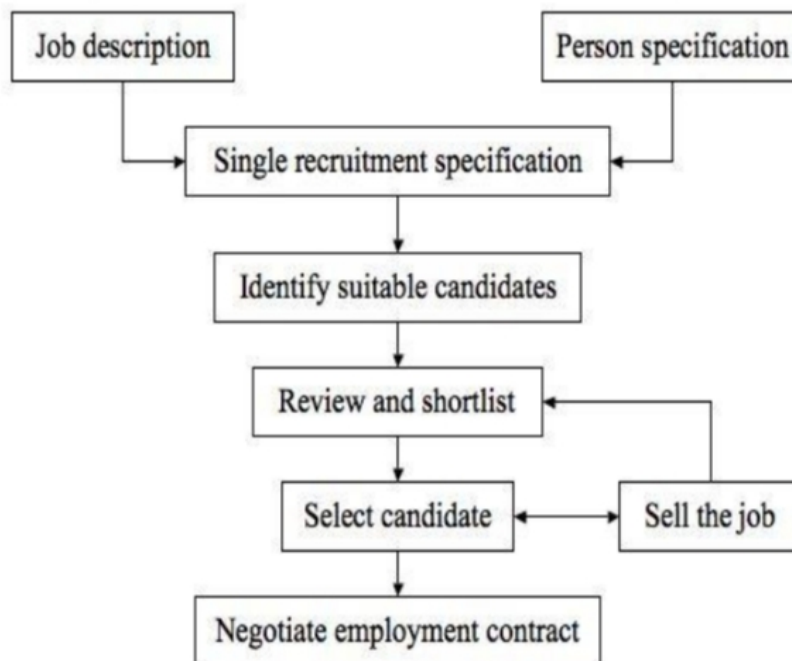
AXIS Banks wants to rank among the best Indian banks. The objective is to build strong customer franchises across multiple industries in order to establish ourselves as the go-to provider of banking services for target retail and wholesale client groups as well as to create healthy profitability growth consistent with the bank's risk appetite. The bank is committed to sustaining the highest standards of ethics, competence, social responsibility, and legal observance. Operational Excellence, Client Focus, Product Leadership, and People are the four pillars on which AXIS Banks' company philosophy is built.

Wholesale banking services, retail banking services, and Treasury are the three main business segments handled by AXIS Bank. In order to provide working capital financing, trade services, corporate finance, and merchant banking, it has joined banking consortia with more than 50 corporate members. Additionally, it offers complex product structures in the fields of derivatives and foreign exchange, money markets, debt trading, and stock research.

AXIS's "Human Resource Management feature" helps managers select, hire, and nurture team members. Of course, HRM values the human element.

1.2 CONCEPTUAL MODE

Recruitment & Selection Process



1.3 SIGNIFICANCE OF THE STUDY

The project aids in clarifying the purpose of Axis Bank recruitment. It provides information on the Bank's recruitment process scoring. Additionally, the examination of its numerous operations aids in comprehending the fair particular portion of the Bank and its management of hiring

Through the analysis, we also learned that hiring professionals with high skill levels is more expensive than finding and educating workers to obtain those talents. Staff expertise and skills are an organization's primary source of income. It also helps us realize that training is a crucial prerequisite for new hires because it enables them to comprehend their roles and duties. Additionally, the entire hiring process improves understanding of the corporate culture of banks like Axis Bank.

There are certain programmes that improve communication within an organization. Any gaps in procedures and employment are filled, and people involved in the production processes are given management responsibilities. The recent trend in management towards staff empowerment will only be successful if the empowered individuals receive the necessary training.

1.4 AXIS BANK RECRUITMENT PROCESS

1. Interview Process

Axis Bank's recruitment process is straightforward and very smooth. Below, you will find details regarding Axis Bank's hiring process and how the recruitment team conducts interviews.

Companies can vary in how they interview candidates, depending on their policies and procedures. However, in general, most interviews follow a similar format. For almost all off-campus recruitment processes, you will have to register online and fill out an online application with your resume and cover letter for the job position you are interested in applying for. There are three main factors that influence the decision-making process in an interview.

- What are your values?
- What is your approach to your work?
- What does the future hold for you?

In light of this, if you are looking to secure a technical role with Axis Bank, it is important for you to demonstrate how your expertise sets you apart from the rest. Moreover, you should also include specific details on how your efforts will contribute to the achievement of the organization's goals.

2. Interview Rounds

As part of the technical interview, the candidate is likely to be asked a combination of behavioural questions, situational questions, theoretical questions, puzzles, and programming challenges in order to assess their technical proficiency. As part of the Axis Bank Recruitment process, each candidate must undergo two rounds of assessment, which evaluate a candidate's analytical and technical abilities.

- **Round 1:** Online/Written Test (Aptitude)
- **Round 2:** Technical + HR Interview

Note: The interviewee needs to be prepared for any interview round they may encounter. In certain cases, you may have to undergo more technical rounds during the interview, depending on your previous performance in the first round, your experience, and other factors. Both the technical round and the HR round of the interviews can be conducted separately or as part of a combined round. Therefore, it would be advisable to prepare yourself beforehand. During the interview, if you are uncertain of the answer to a question, do not hesitate to tell the interviewer politely. For an applicant to be considered for a position at Axis Bank, he or she must pass both rounds.

- **Aptitude:** In the recruitment process, aptitude tests are an effective method for ascertaining a candidate's suitability for a specific job position. Since technology and its fluctuating nature have evolved over the past few years, a lot of things have changed dramatically, and these changes are still being seen as time passes. As of today, many companies conduct aptitude tests online; however, there are some companies that conduct aptitude tests in person as well. Typically, aptitude tests are designed to measure an individual's logical and reasoning abilities, as well as their technical abilities. As well as prioritization skills, Problem-solving skills, and numerical skills are also very important. The test contains MCQs pertaining to a wide range of topics such as machine learning, statistics, probability, and even some coding questions.

Technical Interview: Following the first interview round, those who are shortlisted will be invited to the 2nd interview round, consisting of both technical and HR questions. As part of this round, there will be questions based on both technical, as well as behavioral aspects.

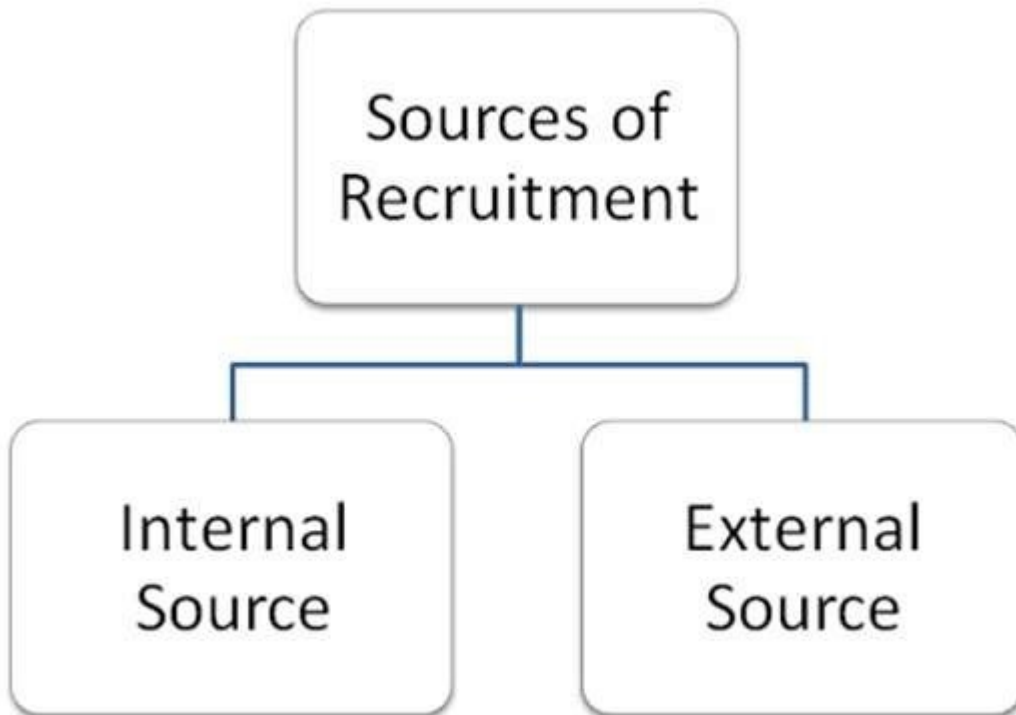
- The technical part of the interview evaluates the candidate's abilities not simply in terms of technical expertise, which is often directly related to the position they are seeking, but also in terms of their ability to handle difficult situations and conflict. There will be numerous questions regarding the programming language you are familiar with, as well as Java concepts, OOP concepts, CS fundamentals, ML concepts, etc. Also included are some coding questions. Additionally, you may be asked about past projects you worked on, and you may have to solve a few puzzles.
- When it comes to the HR part of the interview, candidates are evaluated based on their communication skills, personality traits, reasoning abilities, strengths and weaknesses, suitability for the role, and so on. In addition to asking you about your previous internships, the interviewer may also ask you questions about your resume and other aspects of your career. As part of preparing for the HR interview, it is advisable that you familiarize yourself with the organization's vision, leadership principles, the technology stack they are using, and the work-life balance they encourage. As you are preparing for the interview, it can be helpful to ask yourself a series of questions.

After the interview process, the interviewers will hold a debriefing to discuss your performance. Ultimately, if the majority of interviewers recommend you for the position, the recruiters will contact you within 2-3 business days of your interview, and you will receive an offer letter within one week of your interview. Next, let's look at some of the most frequently asked technical interview questions.

1.5 Types of recruitment process

For any organization, recruitment is a crucial part of developing and maintaining an effective and efficient team. A good recruitment strategy will cut down the wastage of time and money, which would have incurred for extensive training and development of unqualified resources.

Have you ever thought of, how a recruiter finds the right candidates? Recruiters use different methods to source, screen, shortlist, and select the resources as per the requirements of the organization. Recruitment types explain the means by which an organization reaches potential job seekers.



In this chapter, we will shed some light on the secrets of hiring and recruiting methods, used by the recruiters. Recruitment is broadly classified into two different categories – **Internal Sources and External Sources**.

Internal Sources of Recruitment

Internal sources of recruitment refer to hiring employees within the organization internally. In other words, applicants seeking for the different positions are those who are currently employed with the same organization.

At the time recruitment of employees, the initial consideration should be given to those employees who are currently working within the organization. This is an important source of recruitment, which provides the opportunities for the development and utilization of the existing resources within the organization.

Internal sources of recruitment are the best and the easiest way of selecting resources as performance of their work is already known to the organization. Let us now discuss more on the various internal sources of recruitment.

Promotions

Promotion refers to upgrading the cadre of the employees by evaluating their performance in the organization. It is the process of shifting an employee from a lower position to a higher position with more responsibilities, remuneration, facilities, and status. Many organizations fill the higher vacant positions with the process of promotions, internally.

Transfers

Transfer refers to the process of interchanging from one job to another without any change in the rank and responsibilities. It can also be the shifting of employees from one department to another department or one location to another location, depending upon the requirement of the position.

Let's take an example to understand how it works. Assume there is a finance company called ABC Ltd. Having two branches, Branch-A and Branch-B, and an employee from Branch-A resigned from his job responsibilities. Hence, this position has to be filled for the continuation of the project in Branch-A.

In this scenario, instead of searching or sourcing new candidates, which is time consuming and expensive, there is a possibility of shifting an employee from Branch-B to Branch-A, depending upon the project requirements and the capabilities of that respective employee. This internal shifting of an employee from one branch to another branch is called as Transfer.



Recruiting Former Employees

Recruiting former employees is a process of internal sources of recruitment, wherein the Ex employees are called back depending upon the requirement of the position. This process is cost-effective and saves plenty of time. The other major benefit of recruiting former employees is that they are very well versed with the roles and responsibilities of the job and the organization needs to spend less on their training and development.

Internal Advertisements (Job Posting)

Internal Advertisements is a process of posting/advertising jobs within the organization. This job posting is an open invitation to all the employees inside the organization, where they can apply for the vacant positions. It provides equal opportunities to all the employees working in the organization. Hence, the recruitment will be done from within the organization and it saves a lot of cost.

Employee Referrals

Employee referrals is an effective way of sourcing the right candidates at a low cost. It is the process of hiring new resources through the references of employees, who are currently working with the organization. In this process, the present employees can refer their friends and relatives for filling up the vacant positions.

Organizations encourage employee referrals, because it is cost effective and saves time as compared to hiring candidates from external sources. Most organizations, in order to motivate their employees, go ahead and reward them with a referral bonus for a successful hire.

Previous Applicants

Here, the hiring team checks the profiles of previous applicants from the organizational recruitment database. These applicants are those who have applied for jobs in the past. These resources can be easily approached and the response will be positive in most of the cases. It is also an inexpensive way of filling up the vacant positions.

Pros and Cons of Internal Sources of Recruitment

Internal sources of recruitment, i.e., hiring employees within the organization, has its own set of advantages and disadvantages. The advantages are as follows –

- It is simple, easy, quick, and cost effective.
- No need of induction and training, as the candidates already know their job and responsibilities.

- It motivates the employees to work hard, and increases the work relationship within the organization.
- It helps in developing employee loyalty towards the organization.

The drawbacks of hiring candidates through internal sources are as follows –

- It prevents new hiring of potential resources. Sometimes, new resources bring innovative ideas and new thinking onto the table.
- It has limited scope because all the vacant positions cannot be filled.
- There could be issues in between the employees, who are promoted and who are not.
- If an internal resource is promoted or transferred, then that position will remain vacant.
- Employees, who are not promoted, may end up being unhappy and demotivated.

External Sources of Recruitment

External sources of recruitment refer to hiring employees outside the organization externally. In other words, the applicants seeking job opportunities in this case are those who are external to the organization.

External employees bring innovativeness and fresh thoughts to the organization. Although hiring through external sources is a bit expensive and tough, it has

tremendous potential of driving the organization forward in achieving its goals. Let us now discuss in detail the various external sources of recruitment.

Direct Recruitment

Direct recruitment refers to the external source of recruitment where the recruitment of qualified candidates are done by placing a notice of vacancy on the notice board in the organization. This method of sourcing is also called as **factory gate recruitment**, as the blue-collar and technical workers are hired through this process.

Employment Exchanges

As per the law, for certain job vacancies, it is mandatory that the organization provides details to the employment exchange. Employment exchange is a government entity, where the details of the job seekers are stored and given to the employers for filling the vacant positions. This external recruitment is helpful in hiring for unskilled, semi-skilled, and skilled workers.



Employment Agencies

Employment agencies are a good external source of recruitment. Employment agencies are run by various sectors like private, public, or government. It provides unskilled, semi-skilled and skilled resources as per the requirements of the organization. These agencies hold a database of qualified candidates and organizations can use their services at a cost.

Advertisements

Advertisements are the most popular and very much preferred source of external source of recruitment. The job vacancy is announced through various print and electronic media with a specific job description and specifications of the requirements. Using advertisements is the best way to source candidates in a short span and it offers an efficient way of screening the candidates' specific requirements.

Let's take an example. Assume that there is a Sales Company called XYZ Ltd which has got a new project of selling a product in a short span of time, as the competition is very high. In this scenario, choosing the specific recruitment plays a vital role. Here the ideal type of recruitment which should be chosen is Advertisement.

Advertisement is the best suitable practice for this kind of hiring, because a large volume of hiring in a short span can be done through Advertisement only. Advertisement is one of the costliest way to recruit candidates, but when time and number are important, then advertisement is the best source of recruitment.

Professional Associations

Professional associations can help an organization in hiring professional, technical, and managerial personnel, however they specialize in sourcing mid-level and top-level resources. There are many professional associations that act as a bridge between the organizations and the job-seekers.

Campus Recruitment

Campus recruitment is an external source of recruitment, where the educational institutions such as colleges and universities offers opportunities for hiring students. In this process, the organizations visit technical, management, and professional institutions for recruiting students directly for the new positions.

Word of Mouth Advertising

Word of mouth is an intangible way of sourcing the candidates for filling up the vacant positions. There are many reputed organizations with good image in the market. Such organizations only need a word-of-mouth advertising regarding a job vacancy to attract a large number of candidates.

Pros and Cons of External Sources of Recruitment

External sources of recruitment, i.e., hiring employees outside an organization, has both its benefits and drawbacks. The benefits are as follows –

- It encourages new opportunities for job seekers.
- Organization branding increases through external sources.
- There will be no biasing or partiality between the employees.
- The scope for selecting the right candidate is more, because of the large number candidates appearing.

The disadvantages of recruiting through external sources are as follows –

- This process consumes more time, as the selection process is very lengthy.
- The cost incurred is very high when compared to recruiting through internal sources.
- External candidates demand more remuneration and benefits.

To conclude, the HR department should be flexible enough to choose between internal or external methods of recruitment, depending upon the requirement of the organization.

Chapter-2

LITERATURE REVIEW

Axis bank



2.1 About the company

The third-largest private sector bank in India, Axis Bank provides a variety of financial products. Mumbai, Maharashtra, is home to the bank's main office. As of March 31, 2020, it had nine international offices, 4,800 branches, 17,801 ATMs, and 4,917 cash recyclers spread out around the nation.

The bank was established on 3 December 1993 as UTI Bank, with a corporate office in Mumbai and an Ahmedabad registered office.



Subsidiaries

Axis Capital Ltd.

Axis Capital Ltd. was incorporated in India as a wholly owned subsidiary of the bank on 6 December 2005 and received its certificate of commencement of business on 2 May 2006. Certain businesses of M/s. Enam Securities Pvt. Ltd. were merged with Axis Capital Ltd. as part of a scheme and the following companies became direct subsidiaries of Axis Capital

Axis Securities Ltd. (formerly Enam Securities Direct Pvt. Ltd.)

1. Axis Finance Ltd. (formerly Enam Finance Pvt. Ltd.)
2. Axis Securities Europe Ltd. (formerly Enam Securities Europe Ltd.)
3. Enam International Ltd., UAE (voluntarily dissolved with effect from 24 August 2014)

Axis Securities Ltd., Axis Finance Ltd. and Axis Securities Europe Ltd. later became direct subsidiaries of the bank in line with the RBI directives.

Axis Securities Ltd.

Axis Securities Ltd. Was incorporated in India on 21 July 2006. The sales and securities business, including the retail broking business of Axis Capital Ltd, was merged with ASL on 25 May 2013. ASL is a wholly owned subsidiary of the bank and offers retail asset products, credit cards and retail brokerage services.

Axis Private Equity Ltd.

Axis Private Equity Ltd. was incorporated in India as a wholly owned subsidiary of the bank on 3 October 2006 and received its certificate of commencement on 4 December 2006. APE manages investments, venture capital funds and offshore funds.

Axis Mutual Fund

Axis Mutual Fund started its operations in 2009 with its first equity scheme, Axis Equity Fund.^[12]

In April 2012, Schroders, an asset management company, acquired a 25% stake in Axis Mutual Fund.^{[13][14]}

In September 2019, Axis Mutual Fund launched an index fund based on Nifty 100 that is known as Axis Nifty 100 Index fund.^[15] On 22 January 2020, the company launched ESG fund.



Amitabh Chaudhry

Axis Bank Limited's Managing Director and Chief Executive Officer (MD & CEO). Amitabh Chaudhry graduated with a degree in engineering from the Birla Institute of Technology and Science in Palani and went on to complete his postgraduate studies in business management at IIM Ahmedabad. On January 1st, 2019, he joined the Bank as its MD & CEO after successfully leading

2.2 HISTORY OF AXIS BANK

The bank was founded by a group of entrepreneurs and professionals and was initially promoted by the Unit Trust of India (UTI), Life Insurance Corporation of India (LIC), General Insurance Corporation of India (GIC), and National Insurance Company Ltd.

In its early years, the bank focused on building a strong retail banking franchise and expanding its network of branches across the country. It also established a strong presence in the corporate banking and investment banking sectors and began offering a wide range of financial products and services to its customers.

Over the years, the bank has continued to grow and expand its operations, and today it has a network of over 4,800 branches and over 13,000 ATMs across the country. It serves a wide range of customers, including individuals, small and medium-sized enterprises, and large corporations, and offers a range of financial products and services, including savings and current accounts, loans, credit cards, insurance, wealth management, and investment products.

How Many Axis Bank Branches in India

As of 2021, Axis Bank had a network of over 4,800 branches and over 13,000 ATMs across India. The bank has a strong presence in all major cities and towns in the country, and also has a significant presence in rural and semi-urban areas.

In addition to its branches and ATMs, the bank also offers a range of digital banking services, including internet banking, mobile banking, and phone banking, which allow customers to access their accounts and conduct financial transactions remotely. These services have become increasingly popular in recent years, as they provide customers with greater convenience and flexibility in managing their finances. Overall, Axis Bank is one of the leading private sector banks in India, with a strong network of branches and a range of financial products and services that cater to the needs of a diverse customer base.

What are the Benefits of Axis Bank?

There are several benefits of using Axis Bank as a financial institution:

Wide range of products and services: Axis Bank offers a wide range of financial products and services, including savings and current accounts, loans, credit cards, insurance, wealth management, and investment products. This allows customers to choose the products and services that best meet their financial needs and goals.

A strong network of branches and ATMs: Axis Bank has a strong network of branches and ATMs across India, which makes it convenient for customers to access their accounts and conduct financial transactions.

Digital banking options: In addition to its branches and ATMs, the bank also offers a range of digital banking services, including internet banking, mobile banking, and phone banking, which allow customers to access their accounts and conduct financial transactions remotely.

High-quality customer service: Axis Bank is known for its high-quality customer service, with knowledgeable and helpful staff at its branches and call centres.

Strong financial performance: The bank has a strong track record of financial performance, with consistently strong profits and a strong balance sheet.

Overall, these benefits make Axis Bank a reliable and convenient choice for customers looking for a financial institution to meet their needs.

What are the Benefits for Bank Employees?

There are several benefits that bank employees may be eligible for, depending on their employer and their specific job role. These benefits may include:

Competitive salary: Bank employees may receive competitive salaries, which may include a base salary as well as performance-based bonuses and incentives.

Health insurance: Many banks offer health insurance to their employees, which can provide coverage for medical, dental, and vision expenses.

Retirement benefits: Bank employees may be eligible for retirement benefits such as a 401(k) plan or a pension plan.

Paid time off: Bank employees may be entitled to paid time off, including vacation days, sick days, and holidays.

Professional development opportunities: Banks often provide their employees with opportunities for professional development, such as training programs, workshops, and conferences.

Employee assistance programs: Many banks offer employee assistance programs, which provide support for employees facing personal or professional challenges, such as financial stress, family issues, or mental health concerns.

Overall, the benefits offered to bank employees can vary depending on the employer and the specific job role, but many banks offer a range of benefits to support the well-being and professional development of their employees.



CORE VALUES

- Customer Centricity
- Ethics
- Transparency
- Teamwork
- Ownership

ABOUT BANKING INDUSTRY IN INDIA

The nation's economic life depends heavily on the bank. The stability of a country's banking system has a direct impact on the health of its economy. Although banks don't produce new money, their lending, borrowing, and related operations help to speed up the process of wealth creation, distribution, trade, and consumption. They transform into very powerful partners in the process of economic development in this way. Modern banks are incredibly helpful for using the

nation's resources nowadays. The banks are utilizing consumer savings for investment reasons. Without banks, a sizable chunk of the nation's capital would stay unoccupied. Contemporary banks are taking on many new duties and simplifying the lives of regular consumers and businesspeople. If financial support is not given to the agricultural or industrial sectors, they will be destroyed since bank loans serve as an incentive for producers to raise their output. The amount of transactions has increased and numerous obstacles to international payments have been addressed. The instruments used by banks, such as checks, draughts, bills of exchange, and letters of credit, are crucial. In accordance with the accounts of the customers' concerns, the banks collect these instruments drawn on banks in other cities or countries.

Banks are essential in all economies, developed or developing. The Banking Regulation Act (BR Act), passed in 1949, defines the banking industry in India. A banking company is defined by Section 5(c) of the BR Act as "a company which transacts the business of banking in India." Also, according to Section 5(b) of the BR Act, banking is the "acceptance of deposits of money from the public, repayable on demand or otherwise, for the purpose of lending or investment, and withdrawable by check, draught, order or otherwise." According to this definition, a commercial bank's three main functions set it apart from other financial institutions. Maintaining deposit accounts, including current accounts, and issuing and cashing checks are among them.

COMPETITORS

Punjab national bank

PNB, or Punjab National Bank, is an illustration of a joint sector industry. The bank was established in May 1894 and is currently India's second-largest government-owned bank in terms

of both network size and business volume. More than 180 million people use the bank's 12,248 locations and 13,000 or more ATMs.

Along with having locations in Hong Kong, Kowloon, Dubai, and Kabul, PNB also operates a banking affiliate with seven branches in the UK called PNB International Bank. Almaty (Kazakhstan), Dubai (United Arab Emirates), Shanghai (China), Oslo (Norway), and Sydney are its representative offices (Australia). It holds 51% of Drunk PNB Bank in Bhutan, which has five locations. 20% of Nepal's 122-branch Everest Bank is owned by PNB. PNB also holds a 41.64% stake in the four-branch JSC (SB) PNB Bank in Kazakhstan.



State bank of India (SBI)

State Bank of India (SBI) is an Indian multinational public sector bank and financial services statutory body headquartered in Mumbai, Maharashtra. SBI is the 48th largest bank in the world by total assets and ranked 221st in the Fortune Global 500 list of the world's biggest corporations of 2020, being the only Indian bank on the list.^[10] It is a public sector bank and the largest bank in India^[11] with a 23% market share by assets and a 25% share of the total loan and deposits market.^[12] It is also the tenth largest employer in India with nearly 250,000 employees.^[13]^{[14][15]} In 2023, the company's seat in Forbes Global 2000 was 77.^[16]

On 14 September 2022, State Bank of India became the third lender (after HDFC Bank and ICICI Bank) and seventh Indian company to cross the ₹ 5-trillion market capitalisation on the Indian stock exchanges for the first time.^[17] The largest public lender in the country reached a milestone on February 7, 2024, when its market capitalization surpassed ₹6 lakh crore, making it the second public sector undertaking (PSU) to do so, after Life Insurance Corporation.^[18] The Reserve Bank of India (RBI) has identified the SBI, HDFC Bank, and ICICI Bank as Domestically Important Banks (D-SIBs), which are often referred to as banks that are “too big to fail”.^{[19][20]}

The bank descends from the Bank of Calcutta, founded in 1806 via the Imperial Bank of India, making it the oldest commercial bank in the Indian subcontinent. The Bank of Madras merged into the other two presidency banks in British India, the Bank of Calcutta and the Bank of Bombay, to form the Imperial Bank of India, which in turn became the State Bank of India in 1955.^[21] Overall the bank has been formed from the merger and acquisition of more than twenty banks over the course of its 200-year history.^{[22][23]} The Government of India took control of the Imperial Bank of India in 1955, with Reserve Bank of India (India's central bank) taking a 60% stake, renaming it State Bank of India.

On 16 August 2022, in an attempt to facilitate and support India's start-ups, SBI announced the launch of its first "state-of-the-art" dedicated branch for start-ups in Bengaluru.



State Bank of India

HDFC Bank

HDFC Bank Limited (also known as **HDFC**) is an Indian banking and financial services company headquartered in Mumbai. It is India's largest private sector bank by assets and the world's sixth-largest bank by market capitalization as of August 2023, following its takeover of parent company HDFC.^{[12][13][14]} The Reserve Bank of India (RBI) has identified the HDFC Bank, State Bank of India, and ICICI Bank as Domestic Systemically Important Banks (D-SIBs), which are often referred to as banks that are “too big to fail”.^{[15][16]}

The bank was incorporated in August 1994 after its erstwhile parent HDFC received an 'in principle' approval from the RBI to set up a bank in the private sector, as part of its liberalization of the Indian banking industry,^{[17][18]} and commenced operations in January 1995. With a market capitalization of \$140 billion (as of January 2024), HDFC Bank is the third-largest company on Indian stock exchanges.^[19] It is also the sixteenth largest employer in India with nearly 1.73^[20] lakh employees.



ICICI bank

ICICI Bank Limited is an Indian multinational bank and financial services company headquartered in Mumbai with registered office in Vadodara. It offers a wide range of banking and financial services for corporate and retail customers through a variety of delivery channels and specialized subsidiaries in the areas of investment banking, life, non-life insurance, venture capital and asset management.

This development finance institution has a network of 5,900 branches and 16,650 ATMs across India and has a presence in 17 countries.^[12] The bank has subsidiaries in the United Kingdom and Canada; branches in United States, Singapore, Bahrain, Hong Kong, Qatar, Oman, Dubai International Finance Centre, China^[13] and South Africa;^[14] as well as representative offices in United Arab Emirates, Bangladesh, Malaysia and Indonesia. The company's UK subsidiary has also established branches in Belgium and Germany.^[15] The Reserve Bank of India (RBI) has identified the State Bank of India, HDFC Bank, and ICICI Bank as Domestic Systemically Important Banks (D-SIBs), which are often referred to as banks that are “too big to fail”



ICICI Bank

IDBI Bank

The **IDBI Bank Limited (IDBI Bank or IDBI)** is a development finance institution under the ownership of Life Insurance Corporation of India and Government of India. It was established in 1964 as **Industrial Development Bank of India**, a development finance institution, which provided financial services to industrial sector. In 2005, the institution was merged with its commercial division, IDBI Bank, forming the present-day banking entity and was categorised as "other development finance institution" category. Later in March 2019, Government of India asked Life Insurance Corporation to infuse capital in the bank due to high NPA and capital adequacy issues and also asked LIC to manage the bank to meet the regulatory norms. IDBI was put under Prompt corrective action of the RBI and on 10 March 2021 IDBI came out of the PCA. At present direct and indirect shareholding of Government of India in IDBI Bank is approximately 95%, which Government of India (GoI) vide its communication F.No. 8/2/2019-BO-II dated December 17, 2019, has clarified and directed all Central/State Government departments to consider IDBI Bank for allocation of Government Business.^[6] Many national institutes find their roots in IDBI like SIDBI, EXIM,^[7] National Stock Exchange of India, SEBI, National Securities Depository Limited.

The bank has an aggregate balance sheet size of ₹3.74 trillion as of 31 March 2016.^[8] It has 3,323 ATMs, 1,937 Retail Banking branches, including one overseas branch in Dubai, 58 e-lounges and 1,442 Centres as of 1 August 2023.^[9] As of September 2021, Life Insurance Corporation holds the 49.24% shareholding and the Government of India holds 45.48%, with LIC being in control of the management of the bank.



Kotak Mahindra bank

Kotak Mahindra Bank Limited is an Indian banking and financial services company headquartered in Mumbai. It offers banking products and financial services for corporate and retail customers in the areas of personal finance, investment banking, life insurance, and wealth management. It is India's third largest private sector bank by market capitalization after HDFC Bank and ICICI Bank. As of 31 March 2023, the bank has a national footprint of 1,780 branches and 2,964 ATMs.

In 1985, Uday Kotak founded Kotak Capital Management Finance as an investment and financial services company with a loan of ₹30 lakh from family and friends.^[8] In 1986, Anand Mahindra and his father Harish Mahindra invested ₹1 lakh in the company which was subsequently renamed Kotak Mahindra Finance.^[9] The company was initially engaged in bill discounting, along with lease and hire purchase activities.^[10]

In the early 1990s, the company started offering car financing and investment banking services and expanded its operations overseas. In 1996, car financing company Kotak Mahindra Primus was incorporated as a 60:40 joint venture between Kotak Mahindra Finance and Ford Credit International.^[11] In the same year, Kotak Mahindra Finance hived off its investment banking division into a new company, Kotak Mahindra Capital, started in partnership with Goldman Sachs.^[12]

In 1998, Kotak Mahindra Finance started its mutual fund arm called Kotak Mahindra AMC.^[13] In 2001, OM Kotak Mahindra Life Insurance was established as a 74:26 joint venture between Kotak Mahindra Finance and Old Mutual.



2.3 SWOT ANALYSIS

STRENGTH

Banking services include corporate credit, retail banking, business banking, capital markets, Treasury, and international banking. The industry is extremely profitable and competitive.

- Solid technological foundation with centralized operations and databases

Savings bank deposits increased to Rs. 25,822Cr. on March 31, 2009, from Rs. 19,982Cr. on March 31, 2008, demonstrating a 29% year-over-year growth.

- Corporate Banking: From the end of March 2008 to the end of March 2009, current account deposits increased by 24% year over year, from Rs. 20,045 crores to Rs. 24,822 crores.

- Numerous promoters' backing • Powerful technology

• Net Advances: Rs. 81,557 billion; Total Deposits: Rs. 1,17,374 billion; Net NPA: 0.35 percent; Capital Adequacy Ratio: 13.69 percent

WEAKNESS

Lack of Image UTI (fraud),
higher cost,
poor customer service,
and very low market capitalization

OPPORTUNITY

Broad scope in rural India; large retail and corporate markets;
other activity (non-banking activity);
and people are becoming more service-oriented

THREAT

- There are alternative, better saving and investing options (like Insurance, Mutual fund, Real-estate, Gold)
 - Strong competition with private (ICICI Bank, HDFC Bank) or public sector (BOB, PNB) banks.
- Government rules and regulations.
- Slowdown in the Capital Market
- Increasing Rates and Proposed Market Trends

CHAPTER-3

RESEARCH METHODOLOGY

3.1 OBJECTIVES OF STUDY

- To describe Axis Bank's hiring procedures
- To determine the various hiring sources used by Axis Bank
- To determine the manager's preferences for the best recruitment source

3.2 The Scope of study

The scope of Recruitment and Selection is very wide and it consists of a variety of operations. Resources are considered as most important asset to any organization. Hence, hiring right resources is the most important aspect of Recruitment. Every company has its own pattern of recruitment as per their recruitment policies and procedures.

The scope of Recruitment and Selection includes the following operations –

- Dealing with the excess or shortage of resources
- Preparing the Recruitment policy for different categories of employees
- Analyzing the recruitment policies, processes, and procedures of the organization
- Identifying the areas, where there could be a scope of improvement
- Streamlining the hiring process with suitable recommendations
- Choosing the best suitable process of recruitment for effective hiring of resources

Any organization wants its future to be in good and safe hands. Hence, hiring the right resource is a very important task for any organization.

3.3 Type of research

Descriptive research

With no control over the variables, descriptive research can be characterized as a description of the current state of affairs. Additionally, "analytical research strives to establish why it is that way or how it can be, whereas descriptive studies can simply be characterized as attempts to determine, describe, or identify what is."

3.4 Research method:

Survey and Questionnaire

3.5 Type of data:

Both primary and secondary data are used as the sources of information.

Primary data: is gathered with a definite goal in mind, namely, to solve the research problem. The information is acquired by delivering a questionnaire to the company's personnel.

SECONDARY DATA: Books, Journal & Internet.

3.6 Sample size

40 people made up the study's sample size.

3.7 Sample method

Convenience sampling, often referred to as grab sampling, incidental sampling, or opportunity sampling, is a non-probability sampling technique in which the sample is taken from the closest-located segment of the population. This approach was employed in this study.

3.8 Data collection and Analysis

Rating technique graphs, pie charts, and other data analysis tools are employed. The individual respondent is given the questionnaire, and particular effort has been made to make him or her feel at ease so that he or she can answer all of the questions. This strategy is used to obtain objective results

3.9 LIMITATIONS OF STUDY

As a research is based on a sample, therefore, the findings may not reveal the factual information about the research problem, though an utmost care will be taken to select a truly representative sample.

1. Problem in framing questionnaire as the information needed to be collected from the bank officials who were busy with their schedules.
2. Time provided for training was less which is a very short period to be well verse with all aspects of the process.
3. Study has been conducted in Multie only. Thus the findings of it cannot be generalize.

3.10 HYPOTHESIS

According to below data;

1. According to the gender there are more male employees with 6.5 percentage then female employees with 37.5 percentage.
2. According to the age group there are more employees of age group between 18 to 25 then 25 to 35 and then 35 to 45.
- 3, According to the marital status there are more single employees with 62.5 percentage then married with 37.5 percentage.
4. According to the qualification there are equal numbers of employees with under graduation and post-graduation with 45 percentages and only 10 percentage of peoples are HSC qualified.
5. There are 80 percentage of workers working from 0 to 5 years and 20 percentage of workers working from 5 to 10 years or above
6. According to the data 80 percentage employees are satisfied with their job and remaining answered No or Maybe.
7. More then 70 percentage of employees are satisfied with Resume screening and shortlisting used by company.
8. Company use centralized recruitment procedure more then decentralized recruitment procedure.

CHAPTER-4

CLASSIFICATION AND TABULATION OF DATA

1. Gender

<u>Gender</u>	<u>(%) rate</u>
<u>Male</u>	<u>62.5%</u>
<u>Female</u>	<u>37.5%</u>

2. Age group

Age group	(%) rate
18-25	60%
25-35	32.5%
35-45	7.5%
Above 45	

3. Marital status

Opinion	(%) rate
Single	62.5%
Married	37.5%

4. Qualification

Opinion	(%) rate
HSC	10%
Under graduate	45%
Post graduate	45%
Other	

5. Nature of the job

Opinion	(%) rate
Temporary	60%
permanent	40%

6.Designation

Opinion	(%) rate
Manager	20%
Accountant	15%
Clerk	20%
Sub staff	45%

7.Since how many years you have been working in the company

Opinion	(%) rate
0-5	80%
5-10	20%
10-15	

8.Are you satisfied with your job?

Opinion	(%) rate
Yes	80%
No	7.5%
Maybe	12.5%

9. What sources you adopt to source candidate

Opinion	(%) rate
Employee referral	47.5%
Advertising	15%
Campus recruitment	22.5%
Job portal	15%

10. is the resume screening and shortlisting used by the company is satisfied?

Opinion	(%) rate
Agree	77.5%
Disagree	
Neutral	17.5%
Strongly disagree	5%

11.How do you rate selection policy of your company?

Opinion	(%) rate
Good	72.5%
Very good	17.5%
Average	10%
Poor	0%

12.is recruitment and selection are done systematically in your company on regular basis

Opinion	(%) rate
Agree	37.5%
Disagree	0%
Strongly agree	60%
Strongly disagree	0.5%

13.How many stages are involved in selecting a candidate

Opinion	(%) rate
1	15%
2	17.5%
3	50%
4	17.5%

14.Do you take any technological support for the process of recruiting?

Opinion	(%) rate
Telephone	30%
Video conference	42.5%
computer	27.5%

15.Do you use any of the following tests during the process of recruitment?

Opinion	(%) rate
Written	37.5%
Aptitude	25%
Group discussion	12.5%
Personal interview	25%

16. Are you aware of the concept of the RPO Recruitment process Outsourcing?

Opinion	(%) rate
Yes	92.5%
No	7.5%

17. Which of the following recruitment procedures is followed by your company?

Opinion	(%) rate
Centralized recruitment	67.5%
Decentralized recruitment	32.5%

18. How many times have you been promoted?

Opinion	(%) rate
1	67.5%
2	17.5%
3	7.5%
4	0%

19. Do you feel that your role in your company is appreciated?

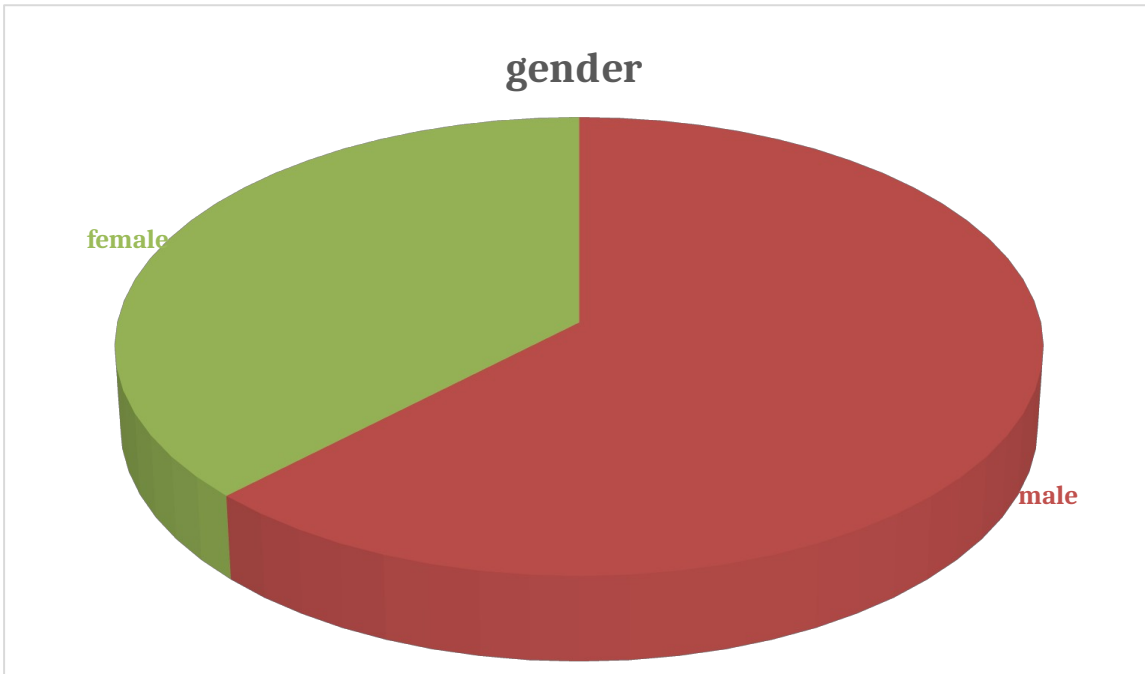
Opinion	(%) rate
Agree	80%
Disagree	0%
Strongly agree	17.5%
Strongly disagree	0%

20. Are you satisfied with the introduction and orientation program in your company?

Opinion	(%) rate
Agree	67.5%
Disagree	0%
Strongly agree	5%
Strongly disagree	0%

CHAPTER-5

ANALYSIS AND INTERPRETATION

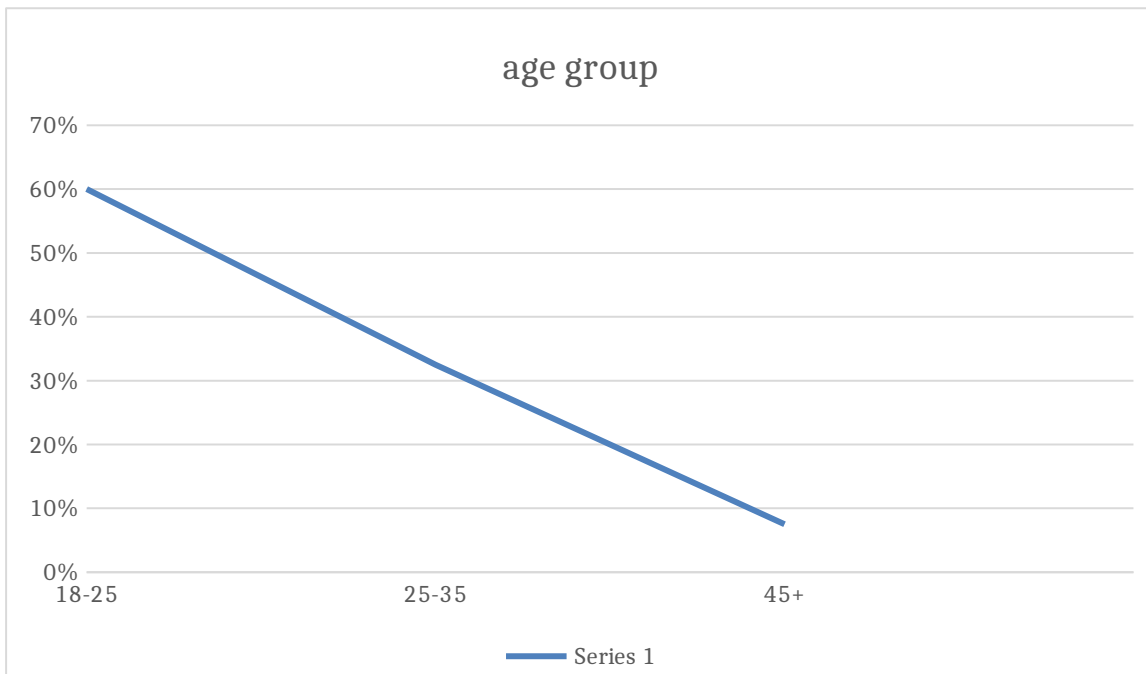


INTERPRETATION:

From above data

62.5% employees are male

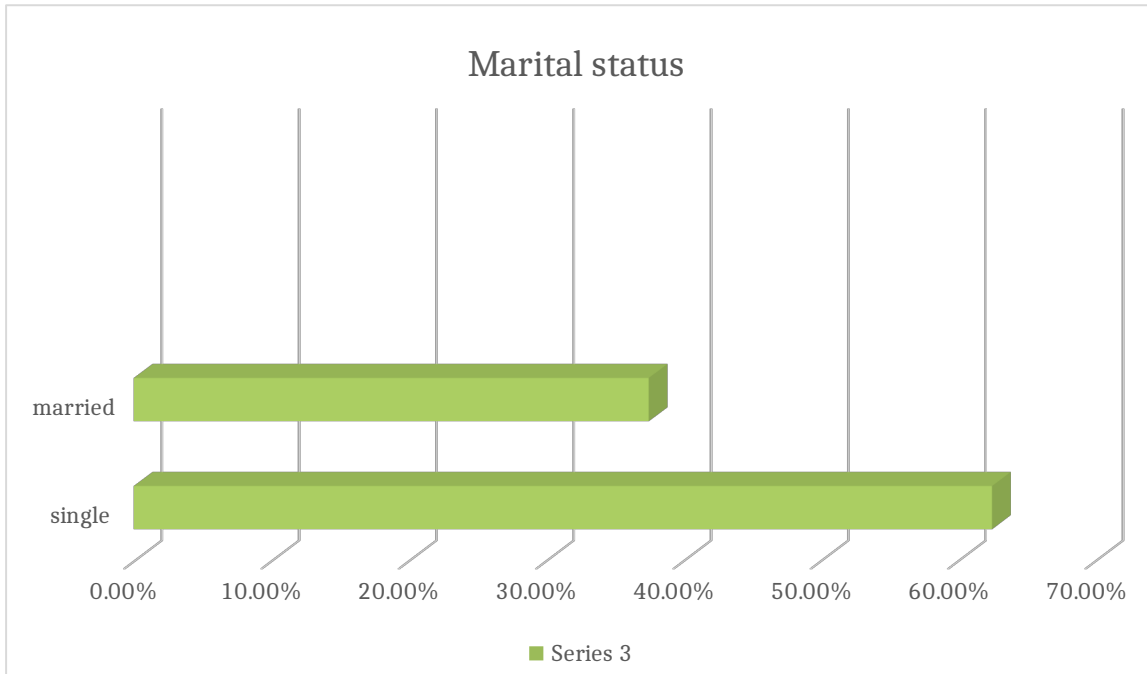
37.5% employees are female



INTERPRETATION:

From above data

- ◆ 60% employees are between age 18-25
- ◆ 32.5% employees are between age 25-35
- ◆ 7.5% employees are above age 45

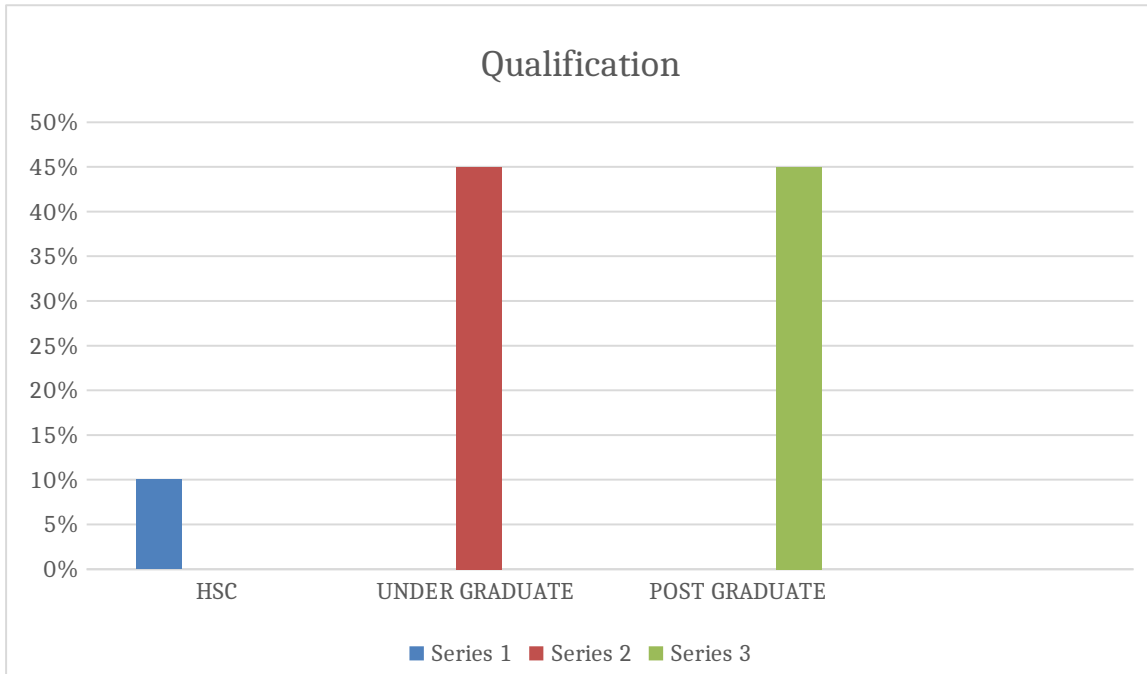


INTERPRETATION:

From above data

62.5% employees are single

37.5% employees are married

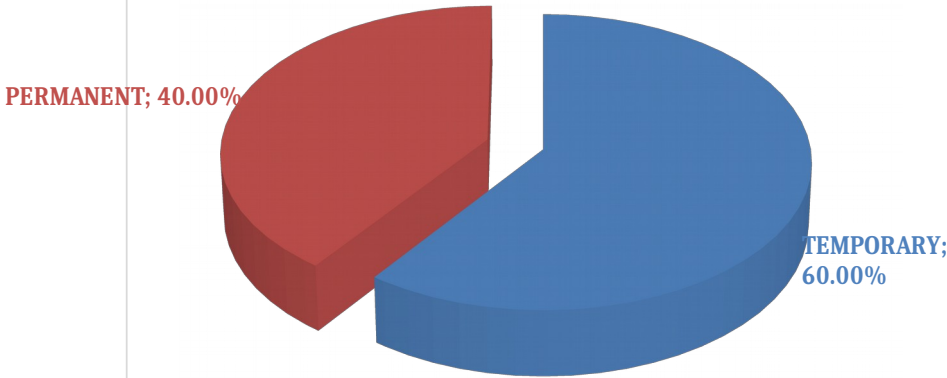


INTERPRETATION:

From above data

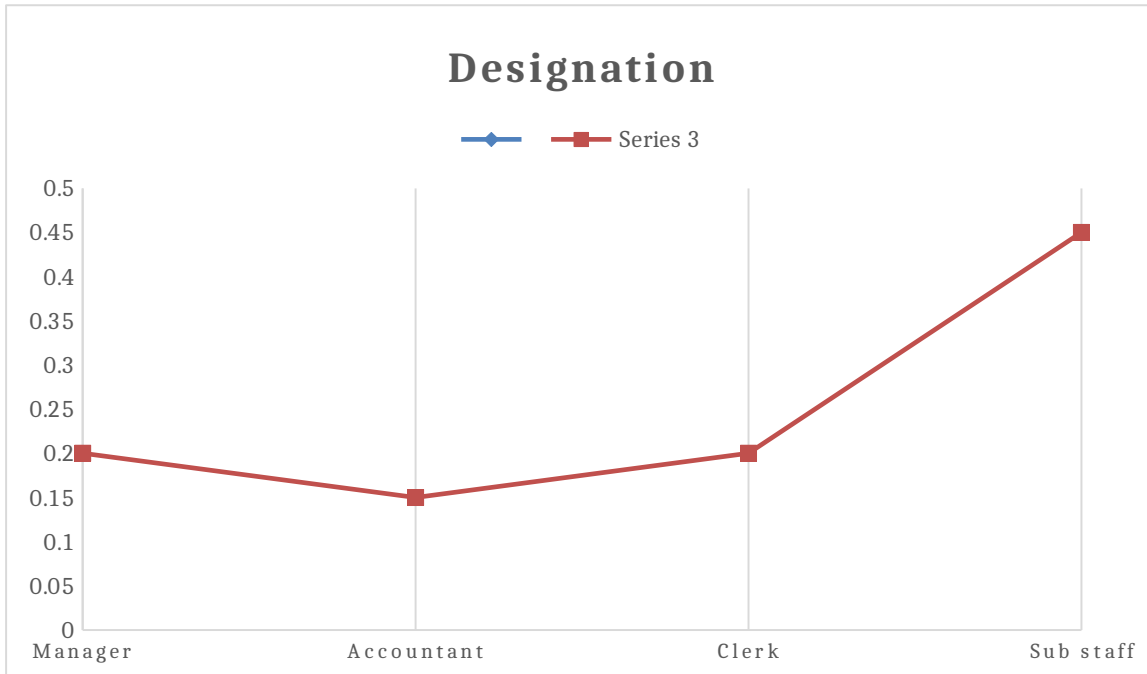
- 10% employee has completed HSC
- 45% employee has completed under graduation
- 45% employee has completed post-graduation

Nature of the job



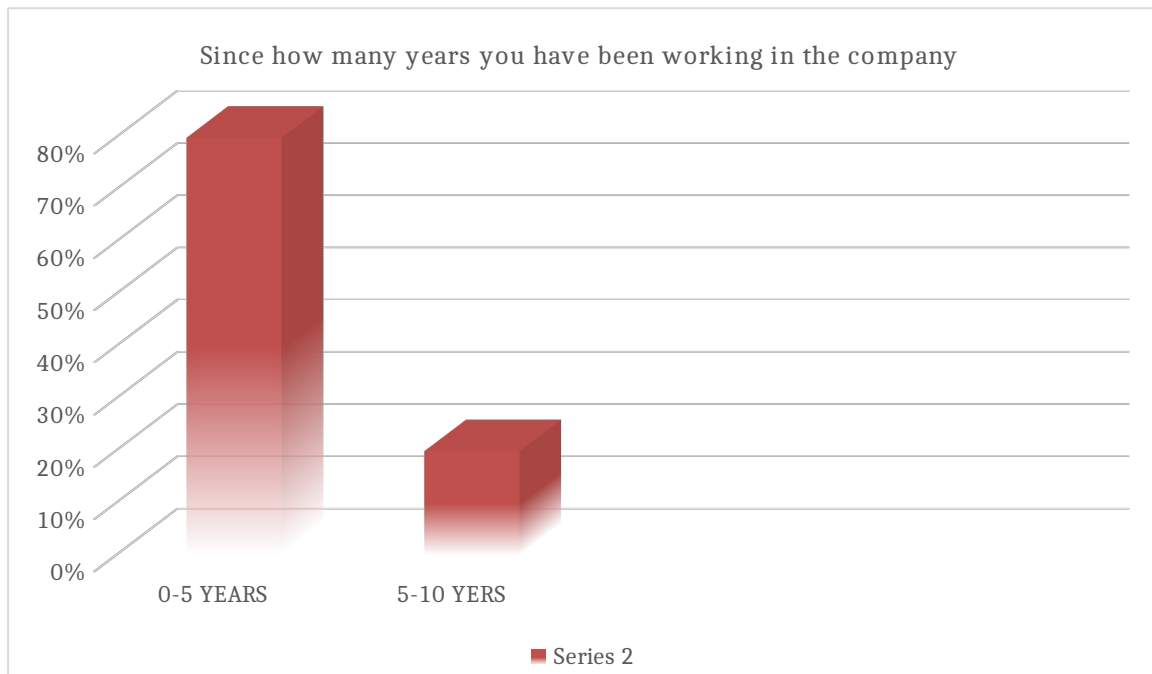
INTERPRETATION:

From above data
60% employee's temporary basis
40% employees permanent



INTERPRETATION:

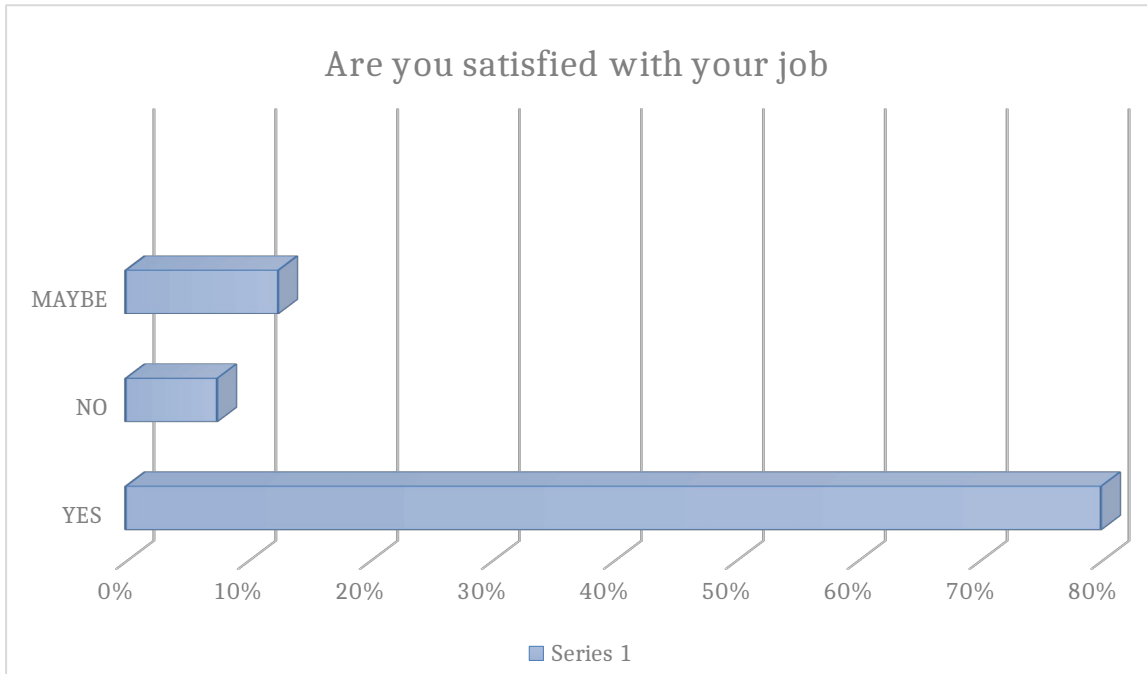
Job positions of the employees



INTERPRETATION:

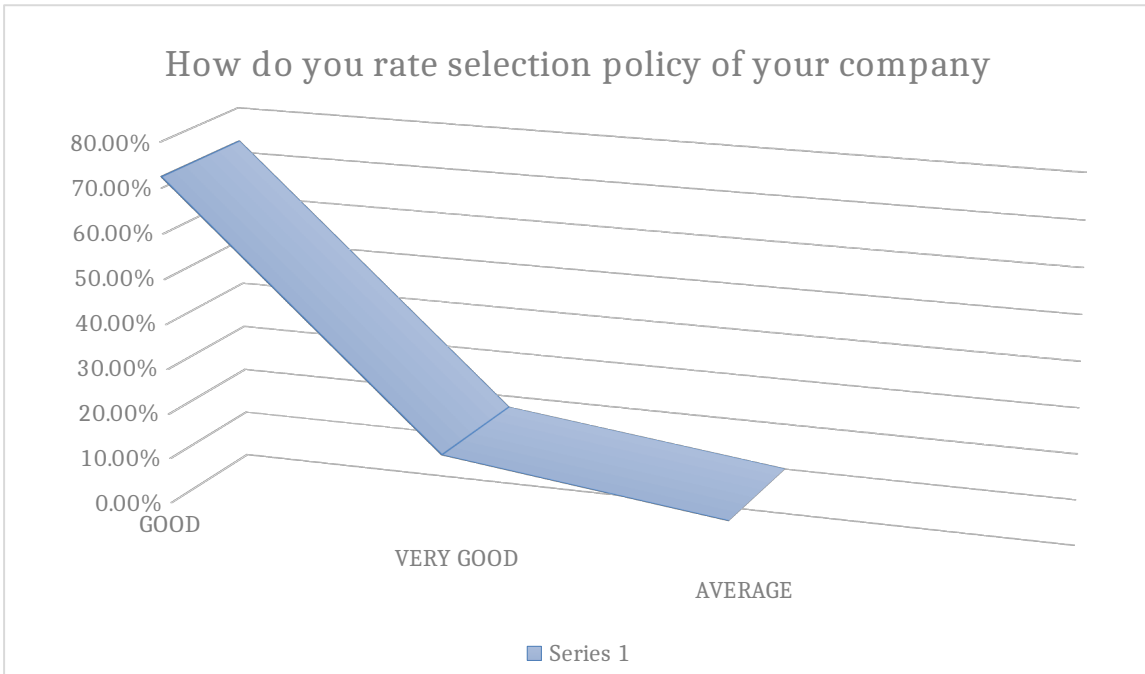
From above data

- ◆ 80% employees have been working for 0-5 years
- ◆ 20% employees have been working for 5-10 years



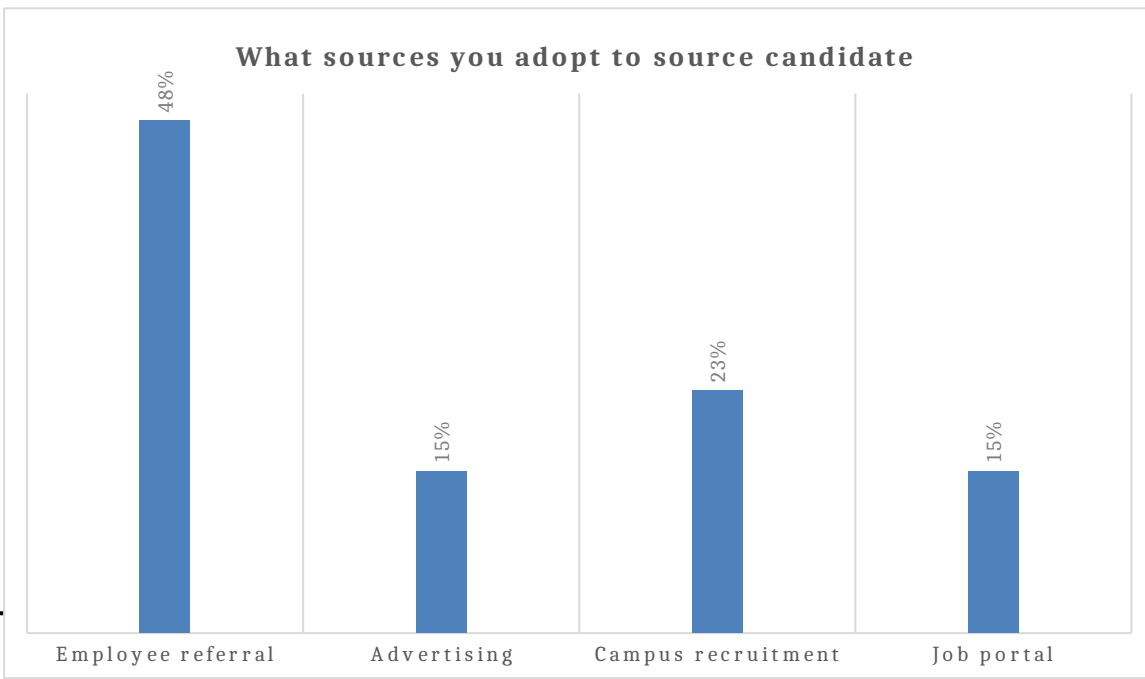
INTERPRETATION:

From above data
80% employees say yes
7.5% employees say no
12.5% employees say maybe

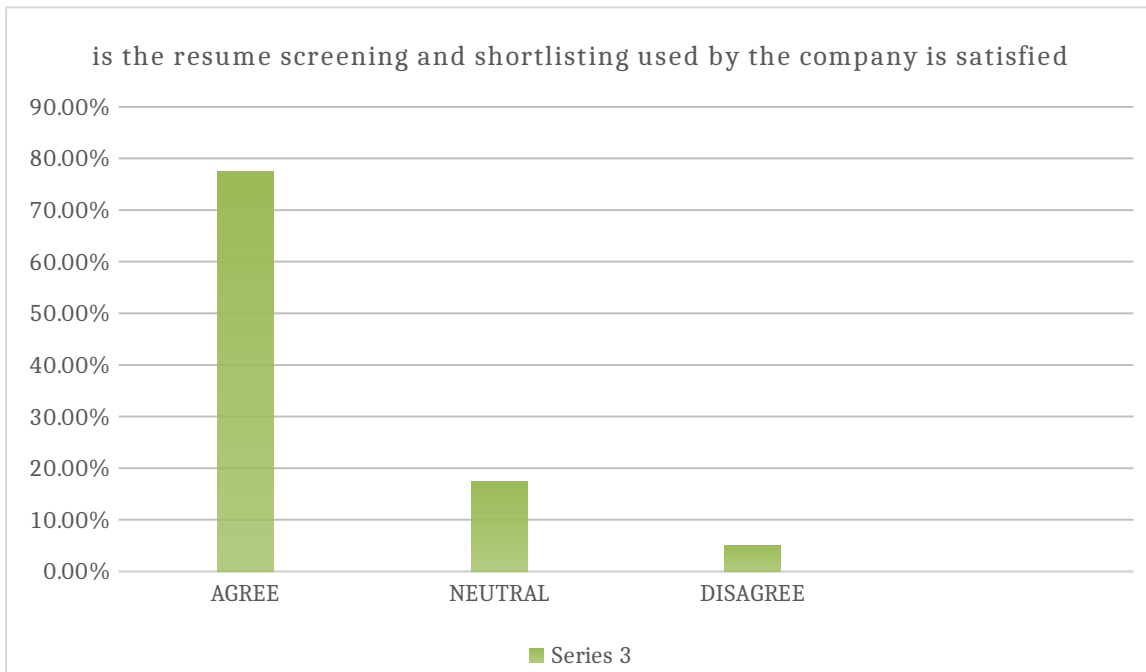


INTERPRETATION:

From above data
 72.5% employees say good
 17.5% employees say very good
 10% employees say average



INTERPRETATION:

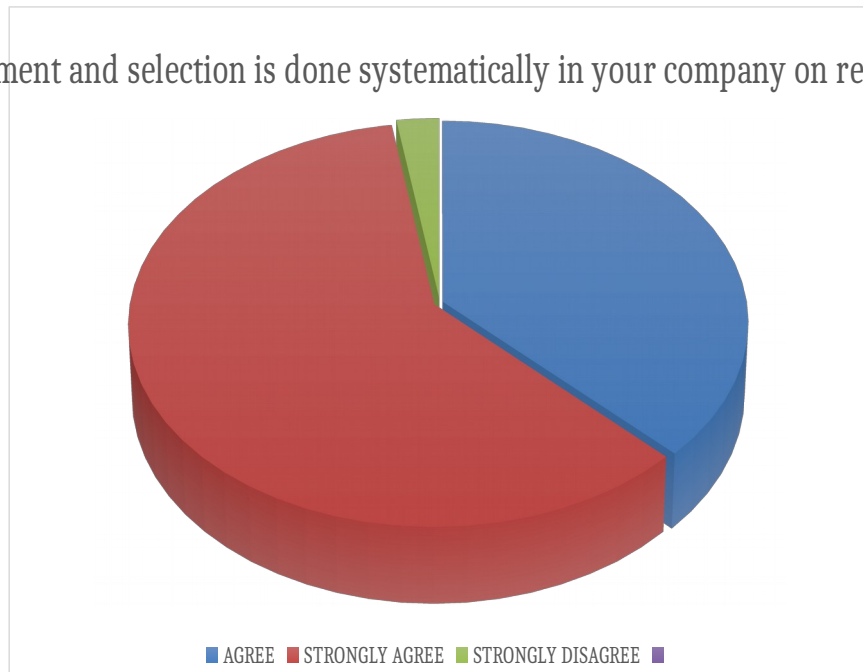


INTERPRETATION:

From above data

- 77.5% employees agree
- 17.5% employees neutral
- 5% employees strongly disagree

is recruitment and selection is done systematically in your company on regular basis



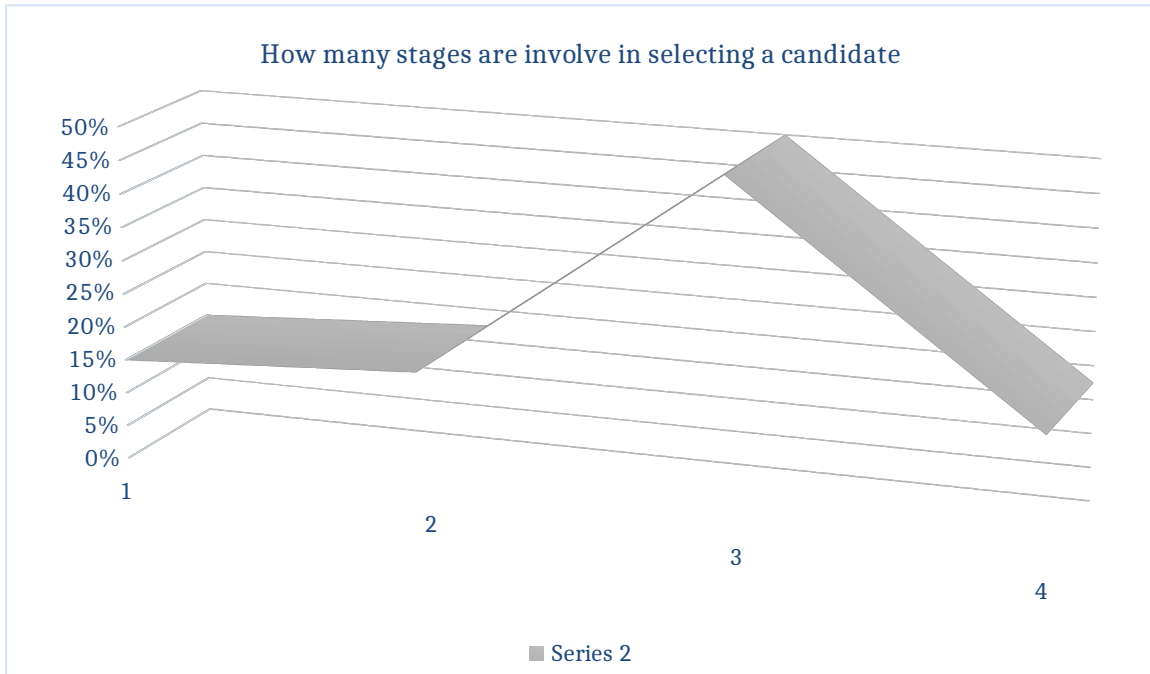
INTERPRETATION:

From above data

37.5% employees agree

60% employees strongly agree

2.5% employees strongly disagree



INTERPRETATION:

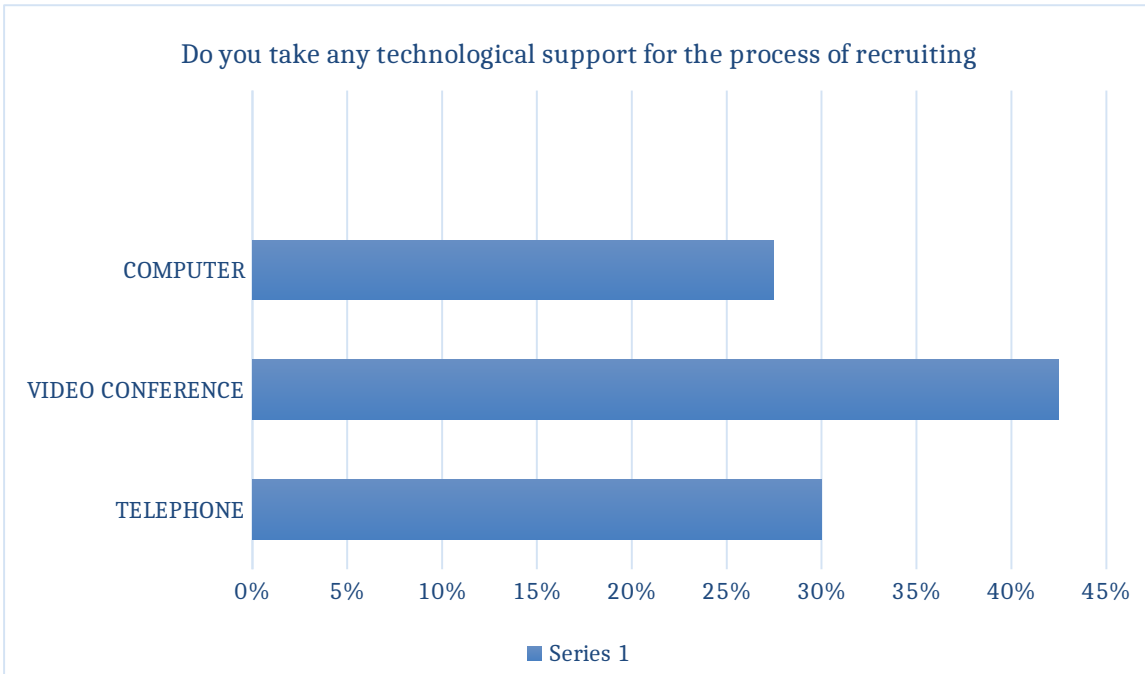
From above data

15% employees say 1

17.5% employees say 2

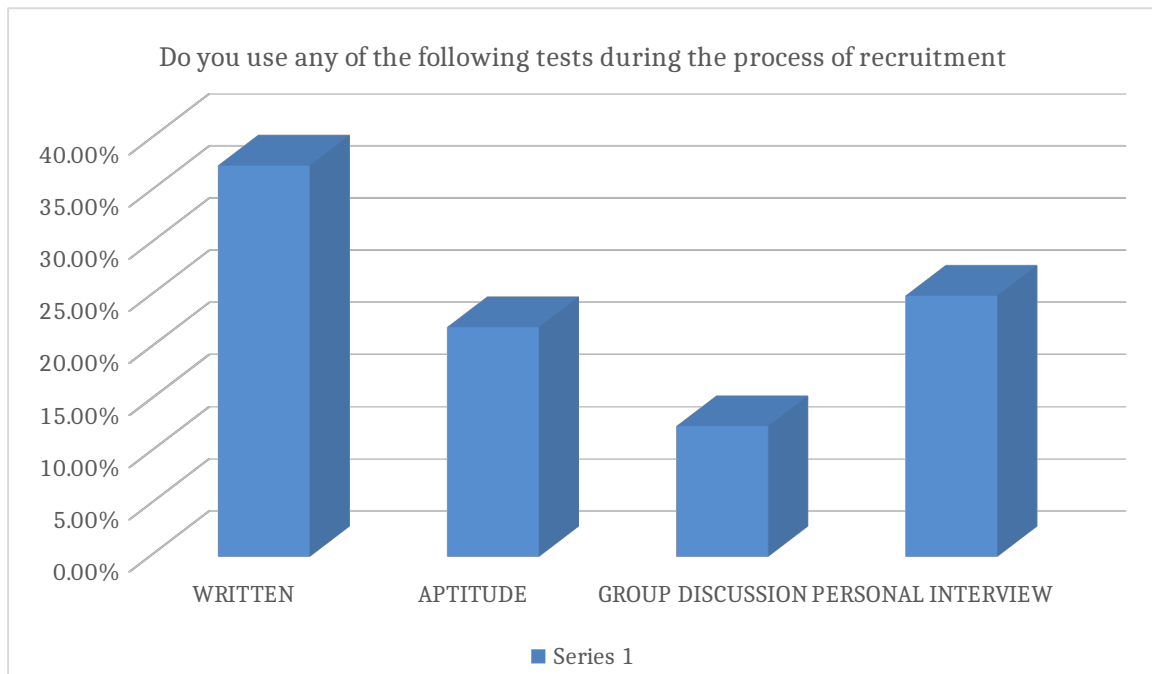
50% employees say 3

17.5% employees say 4



INTERPRETATION:

From above data
30% using telephone
42.5% using video conference
27.5% using computer



INTERPRETATION:

From above data

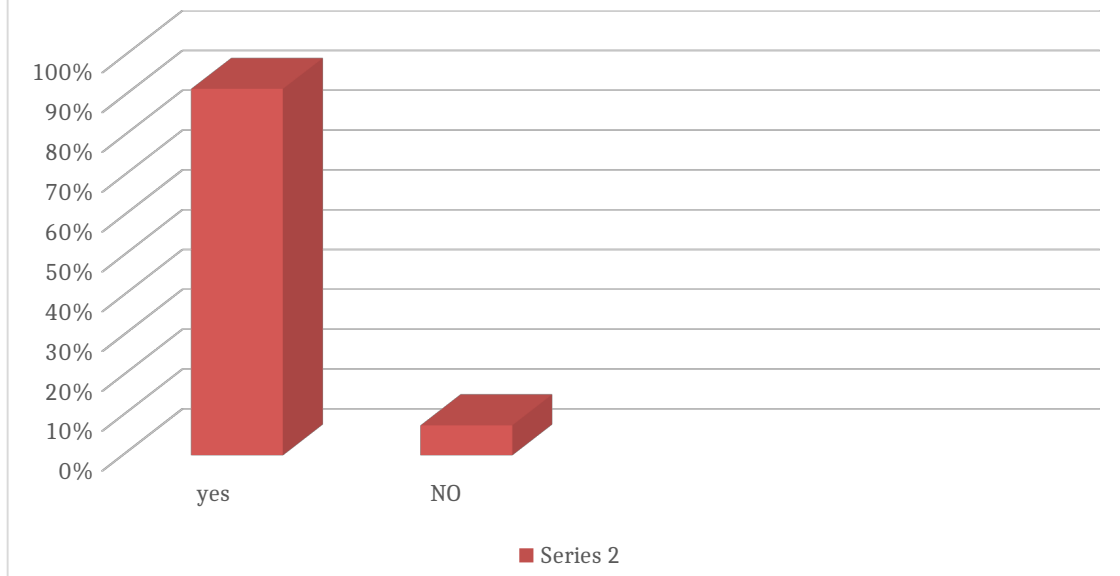
37.5% using written

25% using aptitude

12.5% using group discussion

25% using personal interview

are you aware of the concept of the RPO recruitment process outsourcing



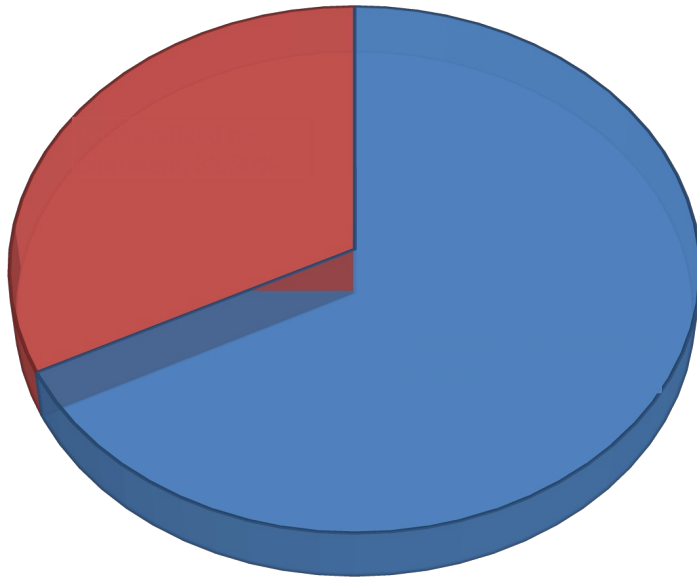
INTERPRETATION:

From above data

92.5% employees say yes

7.5% employees say no

Which the following recruitment procedure is followed by your company

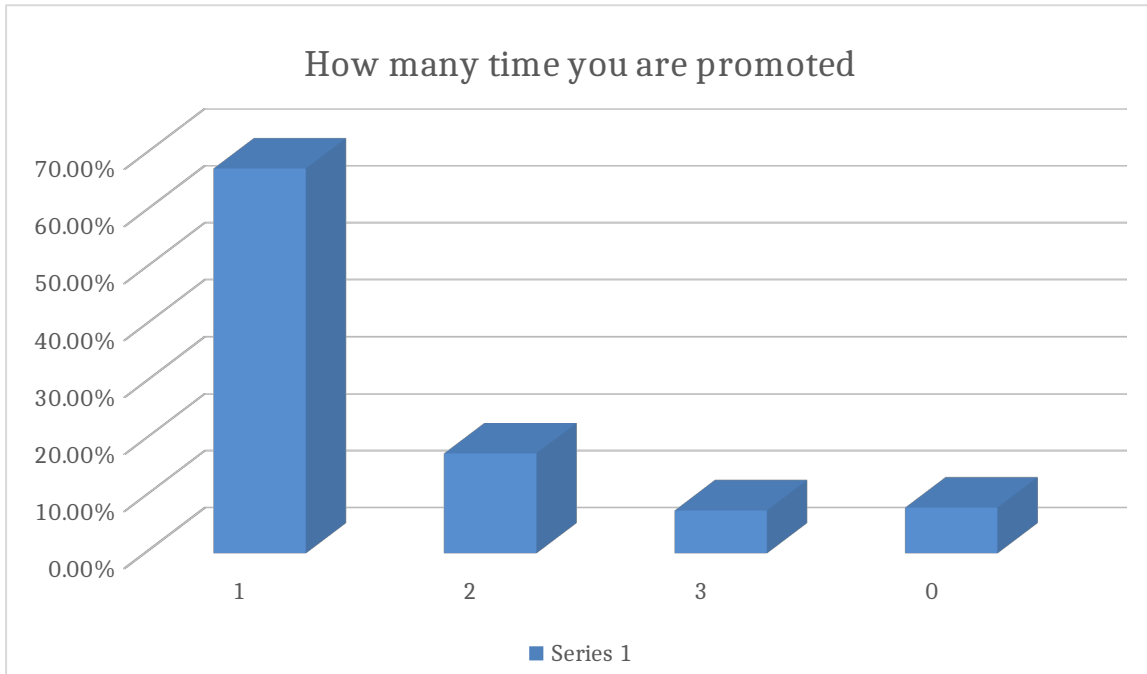


INTERPRETATION:

From above data

67.5% company's using centralized recruitment

32.5% company's using decentralized recruitment



INTERPRETATION:

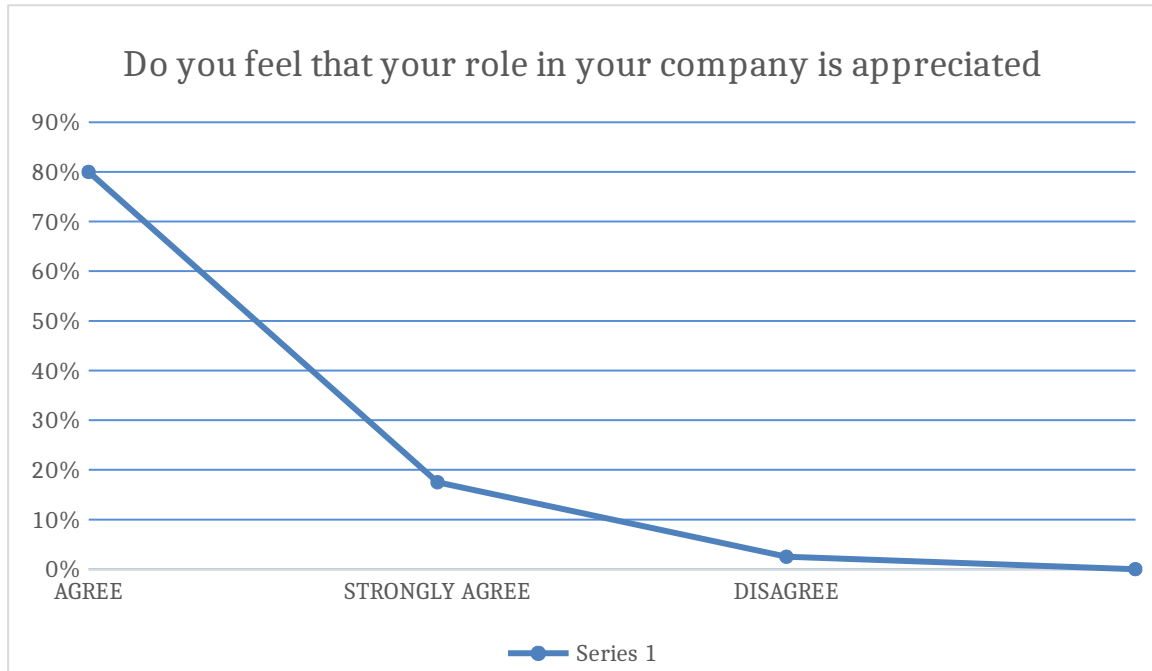
From above data

67.5% employees say 1

17.5% employees say 2

7.5% employees say 3

8% employees say 0



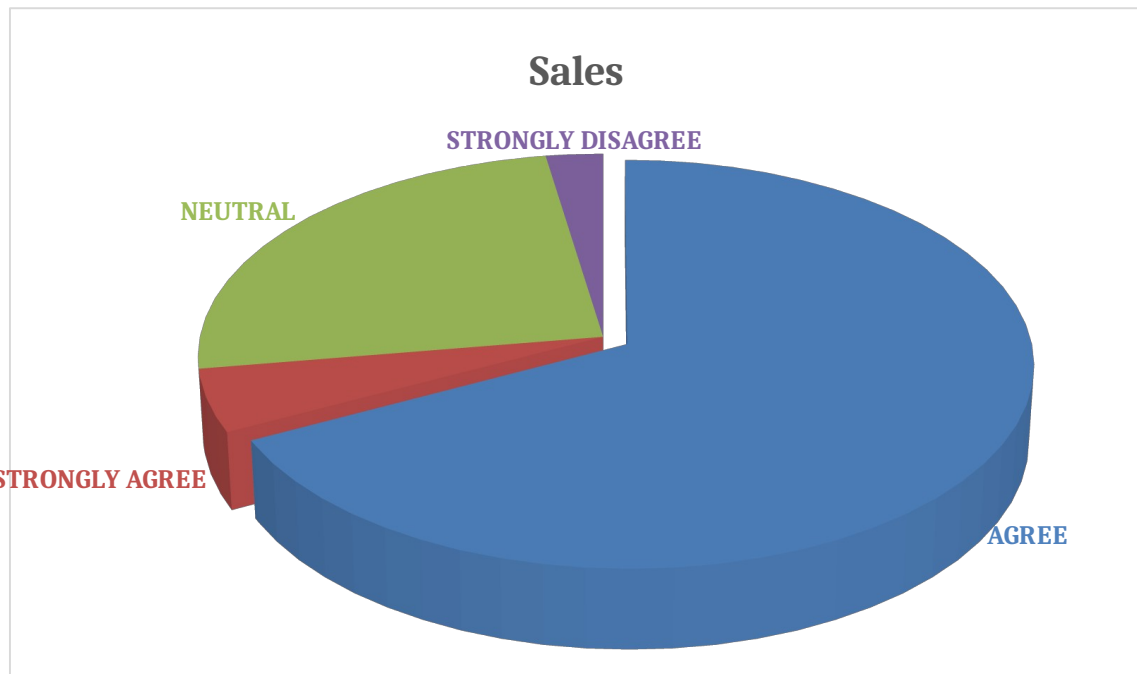
INTERPRETATION:

From above data

80% employees agree

17.5% employees strongly agree

2.5% employees disagree



INTERPRETATION:

From above data

67.5% employees agree

5% employees strongly agree

25% employees say neutral

2.5% employees strongly disagree

CHAPTER-6

FINDINGS, RECOMMENDATIONS AND CONCLUSION

FINDINGS

- 60% of the surveyed employees are between the age of 18-25
- 45% of employees are undergraduate and 45% have completed post-graduation
- Majority of employees have been working with the company for 0-5 years.
- 80% employees feel satisfied by their job occasionally
- Most of the employees agree that the company clearly states the job position, objective and requirement while recruiting
- Majority of employees think that adequate pool of quality employees is screened which shows the company's reputation?
- 67.5% employees are satisfied with the introduction and orientation program of the company

RECOMMENDATIONS

- For the benefit of both new and experienced employees, the company should offer or establish a communication lab that will allow for professional advancement and new opportunities for advancement within the company.
- Communication classes should be conducted timely to all employees should be followed by organization.
- For all rank-and-file employees, refresher classes could be organized irregularly to break up the monotony and boredom of daily work life. Employees can develop their talents through communication.
- Applicants who enter the job market must ensure that their communication skills are up to the standards of a business before they are subjected to the Royal Sundaram Alliance Insurance Company's recruitment and selection process.
- The respondents in the corporate exhibits that communication skills are necessary for all the employees from different channels.
- It is necessary to involve the FOS (Fleet on Street) Team in further communication training with linguists.
- The business needs to set aside money to build a communications lab for all of the staff.

SUGGESTIONS

- It is necessary to administer psychometric tests to candidates in order to evaluate their personalities.
- During the hiring and selection process, pay attention to the candidate's ideas as well as their various skills.
- putting in place appropriate hiring procedures to locate and hire capable and effective candidates.
- Before the joining formality, the candidate must be given a thorough explanation of the job obligations. Campus hiring and job fairs may draw in more qualified and talented workers for the company.
- Before assigning any new employees to their first jobs and any existing employees with a new duty, provide them orientation training.
- Referral programmed require additional support when a need is urgent.

CHAPTER 7

ANNEXURE AND QUESTIONNAIRE

ANNEXURE: QUESTIONNAIRE

1.Name

2.Gender

- a) Male
- b) Female

3.Age

- a)18-25
- b)25-35
- c)Above 45

4.Marital status

- a) Single
- b) Married

5.Qualification

- a) HSC
- b) Under graduate
- c)Post graduate

6.Nature of the job

- a) Temporary
- b) Permanent

7.Designation

- a) Manager
- b) Accountant
- c)Clerk
- d)Sub staff

8. Since how many years you have been working in the company?

- a) 0-5 years
- b) 5-10 years
- c) 10-15 years

9. Are you satisfied with your job

- a) Yes
- b) No
- c) Maybe

10. What sources you adopt to source candidate

- a) Employee referral
- b) Advertising
- c) Campus recruitment
- d) Job portal

11. Is the resume screening and shortlisting used by the company is satisfied?

- a) Agree
- b) Disagree
- c) Neutral
- d) Strongly disagree

12. How do you rate selection policy of your company?

- a) Good
- b) Very good
- c) Average
- d) Poor

13. Is recruitment and selection are done systematically in your company on regular basis?

- a) Strongly agree
- b) Strongly disagree
- c) Agree
- d) Disagree

14. How many stages are involved in selecting a candidate?

- a) 1
- b) 2
- c) 3
- d) 4

15. Do you take any technological support for the process of recruiting?

- a) Telephone
- b) Video conference
- c) Computer

16. Do you use any of the following tests during the process of recruitment? A) Written

- b) Aptitude
- c) Group discussion
- d) Personal interview

17. Are you aware of the concept of the RPO Recruitment process Outsourcing

- a) Yes
- b) No

18. Which the following recruitment procedure is followed by your company?

- a) Centralized recruitment
- b) Decentralized recruitment

19. How many times you are promoted?

- a) 1
- b) 2
- c) 3

20. Do you feel that your role in your company is appreciated?

- a) Agree
- b) Disagree
- c) Strongly agree
- d) Strongly disagree

21. Are you satisfied with the introduction and orientation program in your company?

- a) Agree
- b) Disagree
- c) Neutral
- d) Strongly disagree
- e) Strongly agree

CHAPTER 8
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