

**A STUDY ON RECRUITMENT METHODS AMONG
MANUFACTURING AND SERVICE SECTORS IN MALAYSIA**

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MASTER OF HUMAN RESOURCE MANAGEMENT

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**A STUDY ON RECRUITMENT METHODS AMONG
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By

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Abstract

This qualitative study was conducted to explore the kind of recruitment methods employed by organizations in Malaysia. Also, to explore the potential benefits and challenges associated with each of the recruitment methods used. Data for this study was collected through semi-structured interview with 10 respondents. The present findings indicate that majority of companies under study used combination of several recruitment method with banner was frequently used. In terms of cost of recruitment, respondents claimed that using referral and internal recruitment did not incur any cost. However, when respondents were asked about ability of their recruitment method in filling the job vacancy and attracting quality of applicant, mixed results were obtained. Apart from that, those who used job boards and agent services have reported of having low retention rate as compared to other method of recruitment. Not surprisingly, a more advanced method of recruitment like job boards were able to reach local and international candidates. When asked about the effectiveness of the recruitment method, each of the respondents claimed that the current method is effective in getting the potential applicants. Finally, only few of the respondents interviewed indicate that they plan to change their current recruitment method..

Keywords: Recruitment method; Internal recruitment; External recruitment; Online-recruitment; Social media

Abstrak

Kajian kualitatif ini dijalankan untuk meneroka kaedah perekrutan yang digunakan oleh organisasi di Malaysia. Juga, untuk meneroka faedah dan cabaran yang dihadapi untuk setiap kaedah perekrutan yang digunakan. Data untuk kajian ini diperolehi melalui temubual semi-struktur bersama 10 orang responden. Dapatan kajian menunjukkan bahawa majoriti organisasi yang dikaji menggunakan gabungan beberapa kaedah perekrutan dengan baner yang paling kerap digunakan. Dari segi kos perekrutan pula, responden menyatakan penggunaan rujukan dan perekrutan dalam tidak melibatkan apa-apa kos. Walaubagaimanapun, apabila responden ditanya tentang keupayaan kaedah perekrutan dalam mengisi kekosongan jawatan dan menarik pemohon yang berkualiti, jawapan yang pelbagai diterima. Selain daripada itu, bagi yang menggunakan “*job boards*” dan perkhidmatan agen, mereka melaporkan kadar pengekalan yang rendah berbanding dengan kaedah lain. Adalah tidak memmeranjatkan apabila kaedah perekrutan yang lebih canggih seperti “*job boards*” berupaya untuk mendapatkan pemohon tempatan dan luar negara. Apabila ditanya tentang keberkesanan kaedah perekrutan yang digunakan, setiap responden mengakui bahawa kaedah yang digunakan masa kini berupaya untuk mendapatkan pemohon yang berpontensi. Terakhir, hanya sedikit sahaja responden yang mempunyai perancangan untuk menukar kaedah perekrutan yang sedia ada.

Kata kunci: Kaedah perekrutan; Perekrutan dalaman; Perekrutan luaran; Perekrutan atas talian; Media sosial

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CHAPTER 1

INTRODUCTION

1.1 Background of the study

Employees are the important asset for any organization as business cannot run unless someone is doing the work. But to the good employees are needed. Thus, hiring the right person with the right skill has become the main agenda when recruiting candidate. Having bad employees not only affected the organizations in terms of profits, but can cost the organization with unwanted expenses due to negligence and low work performance.

But to attract the right person to come and work with the organization is not an easy task. Besides, there is no one-size-fits-all approach to recruitment. The organization need to plan and design their own recruitment process that based on the type of business and the type of people the organization wants to recruit. Thus, it is important for organization to establish the right strategy to recruit in order to search for good quality of candidates.

1.2 Problem Statement

Recruitment is the essential part of the significant activities of the Human Resource management: such as gaining new workers, development and workers rewards. Recruitment is the activities that happened between employers and job seekers.

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