

INTERVIEWS

Definition:

- A conversation with a purpose.
- Aims at getting truthful responses from the candidate.

(Murphy and Peck)

- A meeting of persons face-to-face.

Types of Interviews

1. Selection Interview
2. Assessment or Appraisal Interview
3. Grievance Interview
4. Exit Interview
5. Online Interview

Selection Interview

- Attempt is made to select the most suitable candidate for a particular job situation. Suitability of the candidate is assessed in comparison with the other candidates.
- Candidate is given required information about the company and the job profile.

(contd.)

- Suitable candidates are motivated to accept the job
- By being courteous and sensitive to the feelings of the candidate, the organization may promote goodwill.
- Candidates are called for the interview after the application is received and scrutinized by the organization.
- The date, time and venue of the interview has to be selected carefully beforehand.

Assessment or Appraisal Interviews

- This is the periodical assessment, evaluation and reviewing of the subordinate's performance.
- Such interviews are held once or twice a year.
- The objective is to improve job performance, interpersonal relations and communications between seniors and subordinates.
- If both employer and employee adopt a positive attitude, performance will improve, relations will become stronger and feedback can be provided to the employee.
- All the above will boost the morale of the employee.

(Contd.)

➤ **Grievance Interview**

- 1. Employees may have complaints or dissatisfaction in their place of work.
- 2. If these are not sorted out, employees will remain unhappy and therefore unproductive.
- 3. Grievance Interviews are arranged to smoothen out the discord in order to increase productivity and maintain a positive and cordial atmosphere in the workplace.
- 4. Very frequently, it is seen that the employee's discontent disappears by simply listening sympathetically to what he has to say.
- 5. In case of genuine problems that the employee may be having, the seniors should attempt to solve his problems and assure him of their intent.
- 6. Sometimes it may be felt that counselling is needed by the unhappy employee. Seniors should arrange for professional and genuine counselling for employees to avail.

Exit Interview

- 1. When an employee has submitted his resignation, a good management should attempt to find the reason of his wanting to leave the organization.
- 2. Since the resignation has already been submitted, the employee is likely to be fearless enough to be honest.
- 3. A good management should try to retain a good employee as far as possible.
- 4. If there has been a problem due to which the employee is leaving, the management should look into the matter because more as well as new employees would be likely to face the same problems and eventually leave the organization.
- 5. In order for such interviews to be successful, there should be a free and frank atmosphere to enable the truth to be known.
- 6. A cordial atmosphere should be maintained at all cost so that there is no bitterness on any side.

Online Interview

- 1. Such interviews are preferred these days since time and cost of the candidate's travel is saved.
- 2. The candidate is also comfortable in his own environment and thus can perform better.
- 3. Involves the use the exchange of information using internet or computer-mediated communication.
- 4. Videos could also be used. (the purpose of the interview is the deciding factor)
- 5. if it is a questionnaire for research, emails could be used.
- 6. If it is a selection interview, Skype or WebRTC where face-to-face interviews become possible. (all advantages of face-to-face communication is thus possible here)
- 7. Some organizations may prefer the candidate to use webcam to answer questions while some may prefer web-based systems like Spark Hire.
- Such interviews save cost for both... interviewer and interviewee.
- The major disadvantage is that if the candidate or interviewer is not comfortable with this system, the interview may not be successful.

Preparing an Interview

- The preparations for an Interview involve three factors.
- 1. Physical
- 2. Mental
- 3. Psychological
- **PHYSICAL**
- 1. The candidate must strive to appear neat, clean, healthy and with an attractive as well as positive personality.
- (i) Cleanliness, health and hygiene are habits one must inculcate right from the beginning. It is not a thing that can be done overnight.
- (ii) If skin or hair conditions are not very good, medical help must be sought.
- (iii) Eating good, healthy food to develop immunity against illness should be done as a habit. Falling ill just before the interview will not help achieve success in competition.
- (iv) Clothes worn should be suitable, formal, well-washed and ironed.
- (v) Documents like mark sheets and certificates should be filed properly to be presented when asked for.

Mental Preparations

- 1. The candidate should have good updated knowledge of current affairs. Making a habit of reading newspapers or following the news regularly and seriously on TV or internet is a must.
- 2. A very good revision of the specialized subjects studied should be done.
- 3. The subject most concerned with the job at hand should also be revised well.
- 4. A good preparation of how the candidate wishes to introduce himself should be done with special attention to desirable qualities and qualifications as well as achievements rather than name, age and address which can be found in the resume.
- 5. The candidate should prepare “strengths” and “weaknesses” , keeping in mind that weakness discussed should also be actually a strength.
- 6. One should be prepared to ask questions like job prospects, job profile etc.
- 7. The candidate should have found out all things about the organization that he should know, including a general idea of how they pay employees in similar situations.

Psychological Preparations

- 1. The candidate should prepare to be confident and not nervous. His/her confidence should be apparent in the way the candidate walks into the room, speaks, holds himself/herself etc.
- 2. He/she should take this as a learning step and prepare even better those points where he/she may have stumbled this time.
- 3. The candidate should attempt as many interviews as possible and prepare as well as face them seriously. This will give him/her enough practice to build confidence.

Preparations by the Employers/Interviewers

- 1. The day, date, time and venue of the interview should be carefully selected to suit everybody concerned.
- 2. The profiles of all eligible, prospective candidates should be carefully studied beforehand to enable better selection.
- 3. A list of questions should be pre-prepared which could be asked along with other questions.
- 4. The interviewers should be prepared to be courteous and sensitive to the candidate while interacting with him so as to not create a bad image of the organization.
- 5. Questions asked should be based on acquiring information to judge the best suitable candidate for the job.
- 6. Information about the organization should be given so that the candidate may take the decision of joining or not joining the organization.
- 7. A comparative, unbiased evaluation of all candidates has to be done after the interview.



 **THANK YOU**

