

# JOB INTERVIEWS AND CV BUILDING

What happens after an ITI student is shortlisted



OUR AIM WAS TO GET AN IN-DEPTH UNDERSTANDING OF HOW ITI STUDENTS PREPARE FOR JOB INTERVIEWS AFTER BEING SHORTLISTED BY A COMPANY



**Location: Jasidih**  
**Duration: December 2018**

ITI students are facing a huge employment crisis today, added to this is the low basic skill level that we discovered when we assessed 650+ candidates in subjects like Maths and English. In December, we set out to understand what happens after a candidate is shortlisted for job opportunities. Based on our observation of and interactions with students who were at a local SME for interviews we learned that there are serious gaps in preparing for interviews, etiquette, and CV presentation, all of which have a direct impact on getting employment.

## CHALLENGE

To get an in-depth understanding of how ITI students apply and prepare for job opportunities

We learned that ITIs are able to place only about 20% of their candidates, mainly through contacts with local industries and manpower outsourcing agencies that hire in bulk. In both spaces, attrition is high. On their own, students are able to find jobs only through contacts. In some cases, they shift focus to preparing for competitive exams, other trainings, all this while doing a part time job with few growth opportunities.

We had previously conducted assessments in English, Maths, Science, GK, and Reasoning with students of a private ITI in Bokaro. Based on these parameters, a local SME based in Jasidih showed interest in hiring some of the candidates with a score of 70% and above in Maths & Science (remember, this makes them the cream of the crowd). A company description along with job roles were circulated to shortlisted students on Whatsapp which culminated into two days of interviews with 25 candidates.

## LEARNINGS

We observed three aspects of the hiring process and how candidates responded to these - preparation, the CV, and the interview.

### THE PREPARATION

The first thing that caught our attention was that it did not look like candidates had come in for an interview. They were dressed in casuals, with folded CVs, or none at all. Having spent a fair amount of time with the candidates, we felt that they could afford to wear a formal shirt, if not anything more.

When asked what the factory did, they did not know anything at all, not even about what they'd be expected to do on the job. This is a marker of "bas kaam chahiye" (we just want to work) attitude, which leads to attrition as candidates know little about what they are signing up for.

### THE INTERVIEW

With the preparation incomplete, the students had a difficult time with the interviews, even answering simple questions like what do they hope to learn from their work and how do they imagine contributing to the company.

Apart from this, nervousness was a major factor that the interviews shared with us. So much so, that candidates who scored well on the Maths exam had trouble with conversions in person. One candidate, the interviewers mentioned, was rejected largely due to poor body language and arrogance.

## INSIGHTS

Our attempt, as may seem unlikely to you, was not to find faults but to focus on areas where candidates can perform better. This experience taught us how important these 'soft' aspects of applying for jobs are and that candidates need help with basic aspects like how to build a CV, how to recognize the work that they have done, and maybe a couple of mock interviews. Contrary to popular belief, English was not important to the interviewers as much as understanding the capabilities of potential employees.

### THE CV

All candidates had the same CVs. Those with no access to computers would get one made at the nearest cyber cafe, and those who had received computer training had learnt the same format - one that is filled with information unnecessary for hiring, and covers very little about work experience. It does not provide basic details like the subjects the students took up, any practical classes that they took which involves electronic, electrical, and mechanical tools, as well as any projects that they took up as a part of their courses. We also learned that many candidates have done part-time jobs that have no mention here.

#### RESUME

Name : RANI MAHATO  
Father's Name : Mr. Ramesh Mahato  
Mother's Name : Ms. Radha Mahato  
Date of Birth : 28/02/2001  
Sex : Female  
Nationality : Indian  
Religion : Hindu  
Marital Status : Unmarried  
Language Known : Hindi & English  
Contact No. : 9999999911  
Address : Ranchi Road, Ramgarh, Jharkhand - 829117

#### Educational Qualification:-

Exam Passed	Board/ University	Passing Year	Division	Percentage of Marks
Class 12	CBSE Board	2019	2 <sup>nd</sup>	61
Class 10	CBSE Board	2017	1 <sup>st</sup>	75

Date:

Place:

Signature