UNIVERSITY OF NAIROBI

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SCHOOL OF CONTINUING AND DISTANCE EDUCATION

EXTRA-MURAL DEPARTMENT

FACTORS AFFECTING RECRUITMENT AND SELECTION

A CASE STUDY OF WELLS FARGO LTD

BY

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DECLARATION

I hereby declare that this research paper is my original work and has not been submitted to any institution, college or university.

Sign: Nyanseme Daniel Mbuge Date: 06/08/2009

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This work was done under my supervision as a lecturer of the University of Nairobi.

Sign: Mr. Makori Edwin Date: 7/12/09

Mr. MAKORI EDWIN
Abstract

The purpose of this study was to know the factors that affect recruitment and selection in Wells Fargo Ltd. Recruitment and selection should be conducted in any organization so as to fill vacancies that are caused by various factors.

The objective of this study sought to tackle issues that force the company to hire more workers or the factors that creates difficulties during recruitment and selection, how to they plan for recruitment and selection, the sources and method of recruitment used.

The research also sought to determine how change in technology, government policy and organization policy, the labor market and organization conditions impact on recruitment and selection.

While conducting the study, the researcher concentrated on Wells Fargo Ltd only as a case study.

The selection and identification of a sample size of 25 employees was based on administrators, support staff and general managers because a clear structure exists in human resource department.

The questionnaires were administered to the respondents to acquire primary data while textbooks; journal and company publications were used to provide secondary data.

A fairly accurate and representative data was analyzed using both quantitative and qualitative approach.

The findings of this study showed that most employees of human resource department are aware of how different factors affect recruitment and selection in Wells Fargo Ltd. It also shows that they conduct planning for recruitment and labor turnover is calculated annually. Labor turnover is the most influential factor and has the most employees tending to leave the organization. However, the firm needs to improve its score on training and career development programs, compensation system and performance management in order to minimize the rate at which people leave the organization.