Expert Interview Services

Prabhakar Deshpande

Abstract: *Many universities use GRE scores and GMAT scores for admissions. These are standardised tests conducted by specialised testing organisations. Similarly companies undergo quality certification like CMM or ISO which assures customers of quality. Does it then make sense for corporations to use expert interview services conducted by specialised organisations, besides their own recruitment services? Candidates can submit standardised interview scores similar to GRE/GMAT or ISO/CMM.*

I.   Introduction

Recruitment is the most challenging aspect of an organisation. Employees are the sole differentiators between one organisation and other. Therefore it is important to exercise best efforts and utmost caution in recruitment.

Interview is the common way of recruitment. However interviewing is an art and not every organisation has people competent to interview. But interviewing is not outsourced. Of course recruiting is outsourced but not necessarily to organisations with best practices interviewing.

The corporate philosophy in 21st century is to concentrate on core competence and outsource others – transportation, catering, security, housekeeping and infrastructure.

Can interviewing be outsourced to standardised expert services? After all, universities do outsource GRE and GMAT tests to educational testing services. Similarly companies undergo quality certifications like ISO or CMM to assure their clients of quality. Can interviews be similarly outsourced and its results used by all organisations, not instead of interview at organisation, but as an addition to it.

This paper explores this innovative idea and its pros and cons. However since there is very little preceding research on this, there isn't any literature survey.

GRE, GMAT etc

Students aspiring for post graduate education usually take standardised admission test, such as GRE or GMAT that checks their Analytical, Quantitative and Verbal skills. Test scores are submitted to universities which use scores to decide on admission. These scores are valid for 5 years.

Universities do not have expertise to conduct individual tests to measure aptitude of students. Again it is economical and efficient for a common body to conduct aptitude test, besides being effective. Students don't have to take multiple tests and universities do not have to conduct aptitude test. So it is a win-win situation for everybody.

Of course, Universities do not rely on GRE or GMAT scores alone. Universities also take into account academic performance of students and reference letters from their professors. Besides, there are other criteria.

However GRE and GMAT are widely used in Universities around the world for post graduate education, especially in USA.

ISO, CMM etc

Companies go through quality certifications such as ISO or CMM. This is done not so much to improve their procedures, but to assure other companies of their quality.

An ISO or a CMM certified company is regarded with respect and acceptance that confers financial benefit to company.

Companies cannot themselves conduct quality certification of companies. Hence it a quality certifying organisation, serves their purpose by helping them assure of quality credentials of company they are dealing with.

Quality certifications are economic, efficient and effective for everybody thus becoming a win-win proposition.

Standardised Interviews similar to GRE/GMAT and ISO/CMM?

Admission to Universities is similar to Recruitment in a company. While aptitude matters more in a university, attitude matters more in a company. Achievement matters in both places.

Hence there could be an idea of pooling the attitude test for companies similar to aptitude test for Universities. Of course, this idea has never been discussed and it may seem preposterous. But just because something has never been tried doesn't mean it never should be.

And it is not such a wild idea. After all, companies do use placement consultants, recruitment firms and employment agencies to filter candidates. Companies still conduct their own interviews and select candidates on their own despite using outside support.

It is exactly the same thing here. The standardised interview system can only be used to filter out candidates. This will reduce burden, besides providing an assessment of potential of candidate. And similar to GRE/GMAT or ISO/CMM, this is economic, efficient and effective and thus a win-win proposition.

There are many cons, since attitude is a qualitative characteristic and hence cannot be measured similar to quantitative characteristic of an aptitude or standardized procedures of a quality certification. However these attitude tests are not meant to replace internal interviews but meant to supplement and complement and thus ease and relieve the burden of recruitment department.

Not so wild an idea

This idea of outsourcing interviewing is not so wild an idea. Indeed there are some examples like this already. We are not discussing recruitment firms, employment agencies or placement organisations.

For instance in India there is an organisation called HRBulb. Their offering can be summarized from their websites as follows:

"Are you struggling to conduct interviews with your in-house team? You can outsource coding, technical interviews and interviews for other senior management hires to The HR Bulb. The HR Bulb will conduct interviews on your behalf and provide you with a recorded interview and a detailed interview summary through its EiP platform"

There is another organisation in India called FloCareer that offers free lance interviewers. Here is what they offer

"We interview the candidates by industry experience interviewers that you source using the Flocareer platform.Interviewers are qualified professionals with not just technology expertise but also interviewing knowledge and skills.Crowd sourcing of questions from a carefully assembled panel of experts allows us to keep our content fresh and of high quality.Equipped with the best interviewing infrastructure, these experts focus on the candidate's technical strengths. Assessment of required soft-skills is also catered to.Get a detailed feedback report with video recording of the interview and share it with other stakeholders and clients."

Finally there is another organisation called Cangra, where you can outsource technical interviews by top IT engineers. These people have interviewing skills on various platforms such as Backend Java, Backend .NET, Backend. Python, Javascript, Microsoft Azure, Docker, SAP, Amazon Webservices, React, angular, Android & IOS.

II.   Conclusion

This idea is very revolutionary and has never been suggested before. And there could be several negative points that merit discussion. These ideas must be discussed in academic, corporate and media adequately and its implementation attempted.

Data Availability Statement: Data sharing is not applicable to this article as no new data were created or analyzed in this study.

References
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