

A STUDY ON CHALLENGES FACED BY EXPATRIATES IN RECRUITMENT AND SELECTION PRACTICES IN DUBAI

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Abstract: The purpose of this study is to determine the various challenges faced by expatriates in recruitment and selection practices followed by organizations based in Dubai. The UAE is the constitutional federation of seven Emirates. Dubai is one of the seven Emirates that make up the UAE and it is most populated city. Owing to the increase of investment in many business sectors which leads to creation of many job opportunities in Dubai, there is considerable number of expatriate populations in rendering the services, contributing to the total population of United Arab Emirates. The researcher aimed to suggest new practices to overcome the existing challenges that are faced by expatriates.

Keywords: Expatriates, Recruitment & Selection

INTRODUCTION TO THE STUDY:

The UAE has a very diverse population of which only 10% are UAE nationals and the remainder is made up of expatriates. An expatriate is a person who temporarily or permanently resides in a country other than their native for work reasons. The Organizations based in UAE follow different methods for manpower pooling and selection practices.

Engineers, sales executives and accountants are among the top skills in high demand in UAE today, as new real estate developments continue to raise and business look to stay competitive, opportunities for civil, mechanical and electrical engineers, foremen, draftmen and crane operators tend to dominate the lists of in-demand jobs.

Employment agencies and advertisements play a vital role in job placements for expatriates. Most of the organizations have a career section on their website and the team will post job vacancies in the career section with the requirements as well as the application procedure. One of the other methods is through recruitment agencies, most companies in Dubai particularly for high end job positions will hire recruitment agencies to help them to find the right candidate. The legitimate recruitment companies will never ask the applicant for an upfront fee as this is illegal according to the UAE laws. Recruiting a candidate from abroad is more expensive than sourcing a work force locally. Hence preference is given to the candidates who are physically in Dubai.

NEED OF THE STUDY:

During the phase of careers most of the people show interest to work in abroad countries like Dubai, USA etc., Dubai is preferred because of its never ending demand for skilled labor, lucrative compensation packages, tax free income and a luxury life style. Lack of awareness about the recruitment and selection many expatriates depend upon private consultancies and experienced bitter consequences. Hence it is very much essential to study about the topics.

OBJECTIVES OF STUDY:

1. To study about challenges faced by Expatriates in recruitment and selection process in Dubai.
2. To analyze the identified challenges faced by expatriates in recruitment process they have undergone.
3. To suggest new ways of improving the present recruitment & selection procedures.

REVIEW OF LITERATURE:

The authors have jotted down brief conclusion and recommendations followed by future directions, which authors believe will not only help the researchers to conduct future research but also practitioners in the relevant recruitment and selection section can take the benefits from this research.

If the expatriates are aiming for the middle to top management positions e.g., HR or Purchasing Manager to Director for Sales & Marketing, the companies interested in their qualifications are going to go beyond the regular process to have in them for an interview. And these are normally the multi-national corporations. When they don't have anyone in-house to fill the vacancy, they'd normally go to recruitment firms for an executive search. They would normally use several recruitment firms at once. When the firms have narrowed down the selection, company HR director will review the recommendations of the firm and make a shortlist. When the expatriate wind up in that shortlist, the fun begins. They will either fly him in for an interview, all expense paid, of course, or if they have regional headquarters where the expatriates are at, they will ask him to report to someone there, or they can arrange for a video-conference to interview him. Make no mistake about it, if they want him, they have both the money and the technology to see if he is really what they truly need or want.

Mr.Pankaj Mundra Managing Director at Nimai Capital Fund Manager Ltd, United Arab Emirates is an eminent chartered accountant and Post Graduate in Management having experience of 13 years of banking experience in Middle East and Asia ranging from Consumer Banking to Financial Institutions. Mr. Mundra began his career with ICICI Bank & then joined Standard Chartered Bank in India before moving to Dubai in 2004. He has also worked as Manager-Business Performance Management, Consumer Banking with ABN AMRO Bank, Dubai. His last stint was with Mashreq Bank where he worked as the Assistant VP - Financial Institutions with roles and responsibilities to monitor business performance for Dubai, five overseas branches and two representatives' offices. Because of his exemplary skills of sensing the opportune time, he co-founded the Nimai Management Consultants, a company wholly and solely into fund raising, specializing in advisory on finance cost minimization and trade solutions services in specific segments, in 2009 when Dubai was severely attacked by the Global crisis. Mr. Mundra has been awarded as the Champion Consultant at the SME World Summit 2014. He has also been the finalist for Regus Business Leader of the Year, 2013. Mr. Mundra has served the ICAI, Dubai Chapter in capacity of Vice Chairman, Secretary, Treasurer and as the 19th young, passionate and energetic Chairman of ICAI Dubai Chapter from 2016-2017.

Mr Mundra opines that “getting a job” & “easy to work “are two different aspects that people generally get confused with. It doesn't always mean that a person who gets a job easily feels easy to work and vice versa. In addition, he also states that expatriates can get a suitable job by using LinkedIn and job portals like Etisalat careers, Naukri gulf, Monster gulf and others. There are number of opportunities for the expatriates and the UAE government is very friendly and provides many opportunities to new entrepreneurs to startup businesses.

RESEARCH METHODOLOGY:

Research methodology is the process of collecting, analyzing & interpreting information to answer questions. It represents the technical steps involved in conducting the research. The present study is to analyze the challenges that are faced by expatriates in recruitment & selection process. The study was object oriented so the type of research was Descriptive research. Descriptive research also known as statistical research, describes data & characteristics about the population or phenomenon being studied.

TYPES OF DATA:

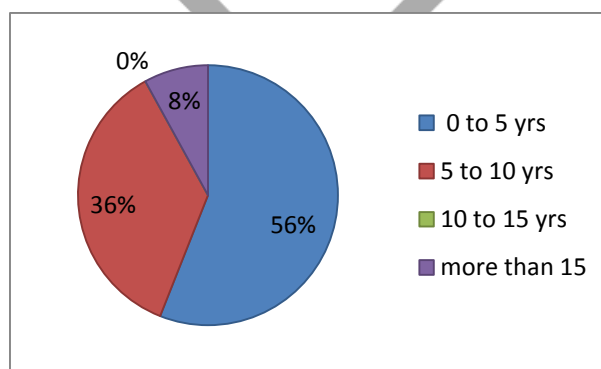
Primary data: The data which is collected for the first time is called primary data. In this method, data collection is through survey method. Questionnaire tools have been used for the research. These structured questionnaires are sent to the persons concerned with the request to answer the question in Google forms. Google forms are widely used to create surveys easily & quickly since they allow researchers to ask questions to respondents & collect diverse type of information in a simple & efficient way.

Secondary data: The data which have already been collected & analyzed by someone. In this research, newspapers, magazines, websites & journals have been used to collect the secondary data.

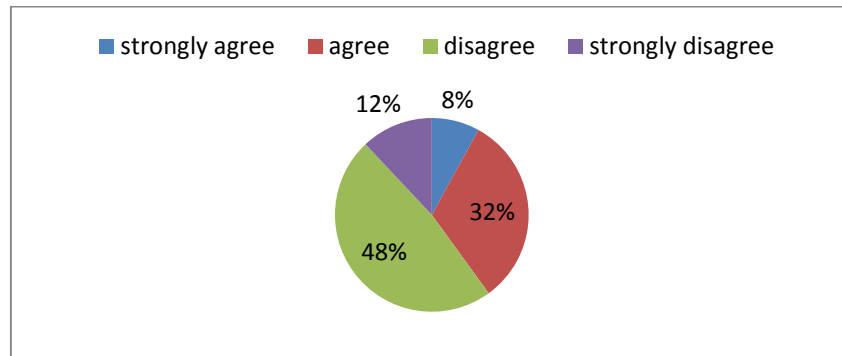
DATA ANALYSIS & INTERPRETATION:

Following graphical representations are based on a survey conducted in Dubai which is a questionnaire filled by the expatriates of the city.

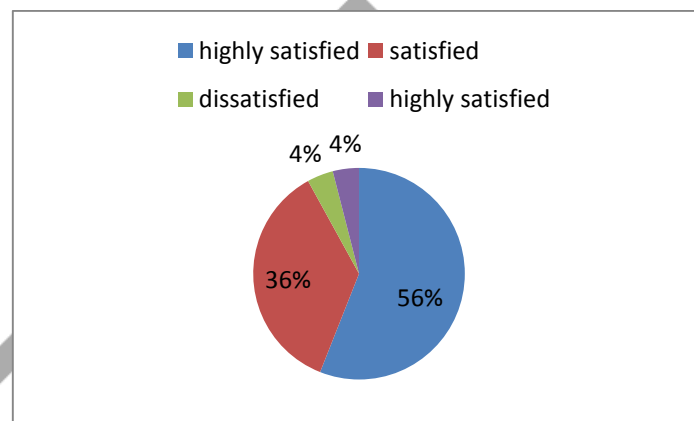
Number of companies' expatriates attend for interview in Dubai:



Is it easy to get a job in Dubai?



Whether the Expatriates are satisfied with offered salary:



FINDINGS AND SUGGESTIONS:

- Using this survey the researcher could identify the challenges that are faced by expatriates in recruitment and selection practices in Dubai.
- According to expatriate population of Dubai in 2018-19, most of the expatriates are from India, Pakistan, Bangladesh, Philippines and Iran. Expatriates and immigrants account for 88.52% Emirates make up remaining 11.48% of the population.
- The researcher identifies that lack of awareness regarding the visa availability & documentation process expatriates are facing problem.
- Most of the job openings are for banking & civil sector. Expatriates from other professions get lesser opportunities.
- Job aspirants take visit visa for employment opportunities in Dubai.

LIMITATIONS:

- The information collected is based on the perception of the respondents.
- The data needs to be updated for further usage of this research study.

CONCLUSION:

The Conclusion is drawn from the study & survey of respondents regarding challenges faced in recruitment and selection practices. Using this survey the researcher could identify the challenges that are faced by expatriates in Dubai. Further from this survey I hope that expatriates will be benefited & get awareness about the recruitment and selection practices which is followed in Dubai.