

of communication that contribute to the purposeful exchange of meanings which is the interview.

- “An interview is a purposeful exchange of ideas, the answering of questions and communication between two or more persons.” It is a conversation with a purpose and the purpose “to get information”, “to give information”, and “to make a friend”- According to Scott
- According to Jucius Michael, the interview is a face to face, oral, observational and personal appraisal method”.

III. Objective

1. To get an opportunity to judge on applicant's qualifications and characteristics as a basis for sound selection and placement. This type of interview is referred to as selection or placement interview.
2. To give the applicant essential facts about the job and the company such as nature and hours of work, medical requirements, opportunities for advancement, special hazards, employee benefits and services, company policies, etc., to help them decide if the job or the company is for them.
3. To establish a mutual understanding and confidence, between the personnel department and the applicant who is to be employed.
4. To promote goodwill towards the company whether the interview culminates in employment or not. The goodwill is generated by unfailing courtesy to the interviewees, by providing them with vocational literature, pamphlets, by offering constructive suggestions, and by showing interest in them.
5. Interviewing can be used as a tool for disciplinary action, handling grievance and relations with unions.
6. To solve problems such as counselling a student conferring with a career guidance person or discussing a grievance with a superior. Such interviews are also termed as counselling interviews.

❖ Principle # 7. Be Courteous towards the Candidate:

The interviewers should be courteous towards the candidate and let him feel at home, so that he or she can say everything about her/himself with an open and free mind.

❖ Principle # 8. Encourage the Candidate to Talk:

Interviewing is for the particular candidate to shine; they must be given a full opportunity to talk more. That is why interviewers must avoid the temptation of talking too much and should give enough opportunity and encouragement to the candidate to talk more and in details about himself. The best interview is usually one in which the interviewers talk the least.

❖ Principle # 9. Attentive and Patient Listening:

The interviewer must listen attentively and patiently to the interviewee during the interview. He should be focus during the interview, though the candidate may or may not be to their satisfaction. The information from the applicant can be elicited only when the interviewer gives him a patient, prolonged and skillful hearing.

❖ Principle # 10. Objectivity in Decision Making:

The interviewer must rely on the principle of objectivity rather than subjectivity. There should also be a scientific process and methodology of testing and interviewing the candidates. They should understand the interviewee's point of view and has to keep himself away from the bias, prejudice, personal judgement and whims. There should be

❖ Principle # 11. Closing the Interview:

The interview will be done when the interviewer became sure that he already collected sufficient information and make sure the candidate has the personality traits that required. At this point the interviewer should stop the interview and will extend his thanks to the candidate for the interest he exhibited towards the organization.

8. Disappointment – If the interviewee feels disappointed because interviewer keep on asking unrelated questions to the job, it can cause in neglecting a suitable candidate.
9. Time consuming – It can happen in preparation for the interview, taking interviews and interpretation of the responses required much time, which makes the interview method time consuming.
10. Costly – Generally interview method is expensive and requires substantial expenses.
11. Inefficiency of the interviewer – Interview is a systematic process of data collection. That is why the interviewer must be efficient. Interviewer being inefficiency can lead to misleading results.

The interview is the most used tool in selection. But it is also the most complex selection technique because it includes measuring the entire relevant characteristics, integrating and classifying all other information about the applicant. In all organizations, interviewing is used for a variety of purposes, including selection, appraisal, discipline action and problem solving.

IX. Illegal Questions

There are many types of interview questions that would be considered illegal.

1. National origin
2. Age
3. Marital status
4. Religion
5. Disabilities
6. Criminal record
7. Personal questions