

The Importance of Preparing for a Job Interview: A Case Study of OSRAM Czech Republic s.r.o.

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ABSTRAKT

Tato bakalářská práce se zabývá důležitostí přípravy na pracovní pohovory, zejména pak ve společnosti OSRAM Česká Republika, s. r. o. Teoretická část této práce se věnuje průzkumu, který může uchazeč o práci provést ve svém domově, včetně příprav na pohovor, které zahrnují i jazykové znalosti, plánování času či případné odmítnutí. Dále práce rozebírá pracovní pohovory obecně a zmiňuje jejich typologii. Poslední kapitola teoretické části je zaměřena na samotný den pracovního pohovoru. Praktická část se věnuje analýze výzkumného šetření k danému tématu za pomoci dotazníků.

Klíčová slova: příprava na pracovní pohovor, druh pohovoru, den pohovoru, OSRAM, odmítnutí, nezaměstnanost

ABSTRACT

The bachelor thesis deals with the importance of preparing for the job interview, especially at the company OSRAM Česká Republika, s. r. o. The theoretical part of the thesis focuses on the research that a job applicant can do at home, including preparing for the interview which covers also language skills, time management or rejection. The work also discusses job interviews in general and mentions their typology. The last chapter of the theoretical part is dedicated to the day of job interview. The practical part is devoted to the analysis of the survey on the topic using the questionnaire.

Keywords: preparing for the job interview, interview, type of interview, day of the interview, OSRAM, rejection, unemployment

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INTRODUCTION

Work and career are undoubtedly one of the most important factors of successful and happy life for each individual. Everyone wants to build a career and achieve as much as possible in their job, get recognition and, if possible, to have a job that is going to be entertaining, satisfying and will also help them secure the family financially. The unemployment, fear of rejection and various other reasons, may thwart the chances of a great career.

The importance of the issue is also demonstrated by the interest of the European Union, and last but not least, by the interest of the press and media. The unemployment is no longer a problem of people who do not want to work. This is really a global phenomenon which after the financial crisis dismantles economy in many countries.

I chose the topic because I think it is interesting and may also be useful for my future life. The good preparation for the job interview may provide me one of the few vacancies in the place where I live. I have to take into consideration that I live in the district where the problem with jobs have persisted for several years, Bruntál belongs among the districts with the highest unemployment rates.

People who are interested in working, should be aware of many things during the job search process. Everything in our world is accelerating and moving forward and people should do something as well. They should be ready to take their future into their own hands, not to underestimate the preparing and to do everything possible to be those who may gain the job of their dreams.

The survey was conducted with the help of the questionnaires and its main objective was to find out whether the respondents are aware of the importance of preparing, since they work for one of the largest employers in the district where the unemployment rate is quite high. The theoretical part provides basic information about the job interview and its types, about the preparing for the interview including language skills, time management, research and rejection.

I. THEORY

1 JOB INTERVIEW

This chapter will inform a reader about issues connected with job interviews, there will be mentioned one of the definitions of job interview, it will give a description of job interview, its length and essentials. In next parts of the chapter there are described different types of job interviews and in the end the assessment centre and headhunting companies which are possibilities a company can use instead of the traditional interview.

A job interview is reality of modern times. It is very likely that every person undergoes in his life at least one job interview. Nowadays, majority of vacancies is filled on the basis of personal meetings between employers and candidates. The basic purpose of the interview for the applicant is to convince the potential employer that he is the most appropriate future employee. Furthermore *“The interview is your chance to present your education, experience, and skills to match what the employer seeks.”* (McNary 2008) On the other hand, for employers these consultations are about obtaining information. Wages and salaries often reach more than 70 percent of the total costs of the company and costs associated with advertising vacancies are also high. It is therefore clear, that job interviews are for the organization also a very important process. (Corfield 2005, 5)

The job interview can take place in the boardroom or in the office of the person who conducts it. It should always be a closed room in which is not present any other person who does not participate in the interview.

In most cases, the interview do not last more than an hour. If the candidate and the consultant are both well prepared, it is enough time for the consultant to make an opinion and on the other hand for the applicant to ask questions. (Jobs spojení s elitou)

It is important to keep in mind that it is not just the employer or HR manager who choose. There are two main types of candidates. The first type of applicant is the one who has already some working experience from the previous employment. For these, the decision to change their employer may not stem from the lack of money. But they may be looking for opportunity for the career growth or further education offered by the employer. The second type is the candidate for whom this could be the first job. These applicants may seek work experience, money or stability. Expectations of particular applicants can be different and the employer is often unable to please everyone. Therefore, the potential employee should use this opportunity to decide whether the job he is applying for is really something he wants to do and if it meets its requirements.

The job interview process may vary in different companies but mostly it begins with the mutual introduction after which the company representative presents the basic information about the company to the candidate, the consultant describes the integration of position in the organizational structure, job description and possible criteria for its successful execution. Next step is on the habits of the concrete organization but frequently it is time for the interview itself.

1.1 Types of interview

Methods of interviews are one of the hardest methods and diagnostic procedures, they differ mainly because are means of networking. Every interview should have a goal and the plan of the process. The questions, its wording and clarity should be often clear in advance. Questions can be basically divided into two main groups. First, open questions give to the candidate the opportunity to express itself. For example, through questions such as “What are your hobbies?” or “What do you do in your free time?” the employer can find out a lot about the interviewee. For example, you cannot assume that person who sits for hours in front of TV or computer will be a beneficial and flexible worker. Second, closed questions should lead to brief, clear and short answers. Here HR can easily determine if the person is bright, prepared and does not think over things for a long time. We distinguish several basic types of interviews:

1.1.1 Nondirective interview

There are no pre-defined questions, it is very spontaneous and requires the more experienced consultant who is responsible for leading the interview, asking meaningful and relevant questions. This type can be less stressful for the candidate nevertheless the preparation is also needed because it is heading to a specific goal, only the way how to get there is not set. The advantage is that there is a possibility to get back to a specific previous topic.

1.1.2 Structured interview

The interviewer follows questions which were prepared in advance. The strategy is clear, to ask certain questions in the same order and form. Responses are recorded and it is of course easier to evaluate them later. This type of interview probably does not require so much preparation by the questioner. In this case, I consider as an advantage that the conditions are identical for all applicants.

1.1.3 Situational interview

Some situation is given to the applicant and his task is to deal with it (correct answers are mostly predetermined). Usually it is used as a part of the selection process for management positions. The purpose of this interview is to find out how good problem-solving skills of individual candidates are. As for the aspirants, they can mostly use their own experience from the job which they were doing before or use their instinct to solve the given situation to the employer's satisfaction.

1.1.4 Serialized interview

Every interviewer rates the candidate and the ratings are compared later to make a decision. Actually, it is a series of consecutive interviews, however, the candidate meets only one or two interviewers at a time. The company has an opportunity to use different interviewing styles and techniques. Unlike the panel interview, not all members of the committee are able to hear every answer, so for example if the applicant makes some mistake it should not affect all of them. (Staffing and Recruiting Essentials 2012)

1.1.5 Panel interview

The applicant is interviewed by a larger group of interviewers. Each member of the panel asks and is responsible for a different type of questions, mostly according to their own specializations. For example, the manager is interested in management experience, on the other hand the HR asks questions relating to leadership skills. They can all hear the answers so when it comes to evaluation all interviewers have the same information but they might have be of different opinions. Because of that, the result should be less biased. (Staffing and Recruiting Essentials 2012)

1.2 Using External Companies in Recruitment

It is important to mention here that job interviews are not always held directly within the company and may not always be controlled by HR from the specific firm. Especially larger organizations do not have any time for interviewing candidates and these companies prefer hiring external firms to do that for them. For easier understanding we will describe how these agencies work in the following paragraphs.

1.2.1 Personnel agencies and headhunting companies

Job interviews in a personnel agency or headhunting company are usually more general. Consultants are trying to give applicants a choice from various job offers which meet candidate's criteria. These agencies are usually hired by a company that is looking for a suitable candidate for the position which is important for the organization and which might be very expensive for the company, for example managers, directors etc. or for the position for which the company expects a large number of candidates. The interviews in the agency tend to focus more on candidates personnel qualities than on professional ones. They are a gateway for the interview directly in the company. The aim of these consultations is a pre-selection and selection of the smaller number of candidates to the next round according to the company specific requirements. (Profesia)

1.2.2 Assessment centre

Nowadays, assessment centre are among the most modern approaches of testing job applicants and they are useful especially in those cases where the wrong decision can cause the company great losses, for example it can be used for managers positions, a selection of employees who are in a direct contact with a client or a position which a large number of candidates apply for and need quickly eliminate unsuitable applicants. It is a special diagnostic method which is used to select employees from a larger number of candidates. The amount and complexity of the methods corresponds to the criteria that have been established for the evaluation of participants. The main feature of the assessment centre is the presence of more assessors who judge candidates from different perspectives. Participants are evaluated in specific situations that stimulate real problems and their task is to decide what to do, create a team, communicate with each other. Firstly, this allows to get to know participants from many angles and create a comprehensive view. But on the other hand, this method of selecting employees is mostly longer than the classic interview, it often takes the whole day. (Akademie Orlita 2005)

Unless the company has a psychologist among its employees and human resources officer experienced in this field mostly assessment centre are organized by the external company.

The output should be the successful candidate who is suitable for the job. To make this decision the results from psychological test are needed, the assessment of practical

exercises and presentation of the candidate and also consent of the representative of company for which the candidate was chosen.

The benefits of the assessment centre are the larger number of evaluators which reduces a subjectivity of a final evaluation, the candidates can be seen in the interaction with other people, therefore it is possible to assess an ability of teamwork and last but not least the qualities of applicants are better compared because they are all present at the same time. (Akademie Orlika 2005)

2 THE JOB INTERVIEW AT OSRAM COMPANY

This chapter describes how a three round system of job interviews is working at OSRAM company. It is included here because the reader needs to understand what respondents who answered the questionnaire had to go through.

As in other companies job interview is tailored to its needs and interests. Specifically, as it has been already mentioned above, the job interview consists of three rounds. In the first round, recruiters select suitable candidates from received CV's. That means, several employees go through dozens of resumes trying to find candidates who are appropriate, have the necessary education and required experience.

The second round has a more classical form. It is the non-directive interview in which however some questions are predefined. Because of that, we can say it is a combination of non-directive and structuralized interview. Only the best candidates proceed to the last round, and get a chance to show what they can do.

The third round is about experience, in this case the candidates deal with the situational interview. For example they are seated in the office and perform the job, they would do in the case of getting the occupation. None of the personnel is present there, so the applicants do not feel being constantly watched and therefore they should not be nervous. For recruiters it is the result of the work which is important. Alternatively they find out from colleagues, whether the applicant uses a mobile phone during working hours too much or asked too often what to do or how to deal with the given task.

As you can see, the job interview is quite challenging. The applicant must demonstrate not only theoretical knowledge, but the experience and professionalism as well. The most successful candidate of all three rounds gets the required job.

3 PREPARING FOR AN INTERVIEW

This part will deal with a preparing for an interview, its importance, as with the importance of having a job, it will mention the problems of unemployment which are highly connected with the job interviews. Furthermore, in sub-sections it is described in details how to prepare properly, for what pay attention to, how to schedule time and what to do to increase chances for success, or conversely how to deal with failure. This part of the thesis is directly connected with the practical part and with the research.

“One important key to success is self-confidence. An important key to self-confidence is preparation.”(BrainyQuote) So It is time to prepare. As it has been already mentioned in the chapter one, job interviews are inevitable parts of our everyday life. According to Buchtová, work occupies an irreplaceable position in the life of a human and it is a crucial condition of its dignified existence. Working in a group offers a social environment in which a person evaluates himself and is compared with others. It also creates a social field of structured contacts and allows you to talk, to meet different people or form a relationships. (Buchtová 2002, 75-76)

In other words, having a job is important and not just from a psychological perspective obviously there is also a material aspect. If you want to get a job, mostly the only thing that stands between you and your possible career is the job interview.

In the current time the average unemployment rate (*This is the number of unemployed persons divided by the number of people in the labor force.(Investopedia)*) in the Czech Republic is about 9.4% and in the Moravian-Silesian region where the branch of OSRAM is located even more than 11%. With regard to the European Union, *“Between February 2012 and February 2013, the unemployment rate for males increased from 10.7% to 11.9% in the euro area and from 10.1% to 10.9% in the EU27 (which includes the Czech Republic). The female unemployment rate rose from 11.2% to 12.0% in the euro area and from 10.3% to 10.9% in the EU27.”(Eurostat Newsrelease Euroindicators 2013)*

Unemployment is historically and currently one of the most watched and most discussed phenomena of market economy also *“Unemployment is often used as a measure of the health of the economy.”(Investopedia)* Nowadays the long-term unemployment has not only considerably expanded, but it is also becoming a difficult socio-political problem with the multiplicative effect of unemployment. In other words, the longer are people unemployed, the less chance is for them to find work again. The average length of long-termed unemployed individuals is also growing. Duration of unemployment increases, for

example short-term market rigidities (there is a lack of information about career opportunities in the labor market) or difference between the structure of labor demand and supply. (Mareš 2002, 68-76)

There is no doubt that unemployment affects our life. Specifically in the Bruntál district there are for one job position almost 40 applicants. And naturally each of the candidates would like to be the one who really gets the job in the end. The situation is even worse for graduates from comprehensive schools and for people without education. Therefore there is more competitions for jobs today than probably ever before. (Buchtová 2002, 75-77)

With such a competition it would be irresponsible and unprofessional to underestimate the preparation. To be well-prepared for the interview is one of the prerequisites for success. A common mistake of most applicants is that they rely too much on their education, work experience or even social background. Organizations and employers are looking for a smart and experienced staff but on the other hand, they also want to hire somebody who is engaged to the job, do something extra and is interested in the company. And if you do not know what the organization deals with at all it is mostly pretty obvious.

For a personal interview 20 or even more candidates may be invited and they can all have a great education, lots of experience from previous jobs and impressive references. But a well-prepared applicant who is able to respond promptly to queries and who did not underestimate the preparing for the interview has a great advantage. There are several important steps that we should not miss while preparing and which I would like to describe in greater details and stress their importance.

3.1 Preparing at home

Good preparation for the successful interview begins at home. Instead of the boss it can be husband or wife who is asking, instead of the panel it can be a friend who is listening or the mirror who is watching and instead of awkward silence it can be the internet that is helping to answer the questions. The applicants should try to take advantage of their homes, the places where they feel good and comfortable to prepare themselves. The essential steps of the home preparation will be described in the following chapters.

3.1.1 Research

Do your research. You should never go to an interview without any knowledge about the company you are applying to. There is almost one hundred percent certainty that the employer will be interested in that knowledge. Therefore, you should find out some information before. A great source of information could be the official website of the company. Often on the websites there can be some information concerning history, products, future plans, name of the HR and so on. The applicant should also look at where subdivisions of the company are located and decide whether it is a problem for him to work on a different branch. Other very useful internet sources could be social networks as Twitter, Facebook or Google+. *“Technologies have continued to move forward, and at the same time we have continued to see social media become more and more accepted by businesses and individuals.”*(Social Media in Business 2012) Each of these social networks has more than 500 million active users so there is a good chance that even the company you are applying to is registered. For example, OSRAM has on its Facebook page pictures of their products that can be really helpful, it allows candidate to imagine what they are working on. Nevertheless if you cannot find your organization on Facebook and so on there is always an option to do Google searches. You can find here some articles from the history of the company, its successes and failures or for example reports about expansions to various markets. Last but not least source of information could definitely be one of the current or former employees. They already had passed the selection process and their knowledge or tips could give you an idea how it looked at the interview or even how it looks inside the company.

When you are gaining some new information about the company, you should not forget to get some information about the vacancy. A social worker, salesman, handyman may have in one company a different job description than in other company. Therefore it is necessary to find out exactly what job involves and what the requirements of potential employer are. There is mostly a telephone contact listed in the advertisement. It is good to ask obvious questions as: *“What are your requirements for education and experience?”*, *“Which documents besides CV you need?”* Getting information about the vacancy presents your interest. You can ask similar questions also via email. (Hroník 2009, 33)

These preparations can often take several days so try to take advantage of the acquired knowledge. Now, you should know about the organization well enough and you should not be surprised by any of the HR's inquiries. It will apparently help you to feel more

confident and to ask more intelligent questions. The preparation should also help partly overcome the nervousness from a personal meeting with a potential employer. So be aware of it, use it, ask questions, be confident but never be arrogant.

3.1.2 Language skills

In addition to the research, the candidates should focus on language skills as well. Knowledge of a foreign language can help improve the ability to move from place to place without any restrictions. Also language skills are among the most desired competencies for both, the college and high school graduates. (Info Absolvent) At the present time, when all Member States of the European Union have allowed free movement of people within the Union, it is almost necessary to be able to speak at least one foreign language. Especially if applying for a job in the multinational company, there is a high possibility that during the work communication with foreign colleagues or business partners is needed. Therefore in a large proportion of cases interviews in these companies are lead in a foreign language, so the employer can verify at the beginning whether the candidate is able to speak a language.

If the potential employee is not quite sure in using a foreign language, it should definitely be the part of the preparation for the job interview. Any of a large variety of language schools and courses can help with improving language skills. (Šudoma 2006, 9-15)

Although, there are lots of options how to improve language skills, of the citizens of the Member States of the European Union is still not ideal. According to the research undertaken by European Union in 14 European Union countries, 16 different educational systems which were attended by 54,000 pupils in the age range of 14 to 15 years, *“only 42% of tested pupils were found to be competent in the first foreign language tested and just 25% in the second.”*(European Commission 2013) Moreover *“A large number of pupils did not achieve the level of a basic user: 14% for the first foreign language and 20% for the second foreign language.”* (European Commission 2013)

It is important to mention that this survey only examined three main competencies: reading, listening and writing. Speaking was not a part of the survey.

The European Union has a long-term plan called *“Education and training 2010”* which describes the importance of early language learning. According to the survey, which is mentioned in the preceding paragraph, it is obvious that it is necessary to continue in improving the conditions for learning foreign language, in order to achieve the objective of

the European Union in this field, which is: *“The EU’s guiding principle is that every person should be able to speak two foreign languages in addition to their mother tongue.”*(European Commission 2013)

3.1.3 Time management

Plan your time. The job interview itself is a very stressful issue therefore minimizing of a possible unpleasant situation allows full concentration on what matters the most. *“Effective time management is a primary means to a less stressful life.”*(Mayo Clinic 2012) To reduce the excitement of an important moment, you should prepare everything necessary the evening before the interview. You should prepare all written documents such as CV, copy of educational attainment, copy of every attended course, some block or paper for note-taking which may indicate an interest from the candidate and of course it makes a good impression on the employer, but not only that. In the case of preparations for the next round of the selection process in the same company or firm it can help the candidate to refresh the memory and with further preparation. Also representative stationery, a personal organizer or calendar (there is a possibility of second appointment), photos, written references from former employers are important. These things are probably the most important ones and we should take them to the interview even if the employer has already seen them or if were attached with the CV which we sent to the company. It can happen that the employer or its secretary can accidentally lose any of these documents and if you were asked to give them another copy and you would not have it, you could look unprepared. (Siegel 2003, 89)

Plan your journey. There is a meeting waiting for you in the morning that could change your life and being in the office where the job interview is held at least 15 – 20 minutes before the interview begins is something like a rule. You should not ruin your chances of succeeding before beginning, so if you are from a different town or are not sure where the company is or how you are going to get there, make a plan. Try to find out how much time it takes. Make sure you know where the nearest parking is and that you will be here on time because that will give you time to relax for a couple of minutes, to turn off your mobile phone and to find an appropriate office.

3.2 Rejection

You have to be prepared for anything. No matter how well people prepare, most of the applicants will experience a rejection someday. *“Rejection, and the fear of being rejected,*

ranks among the most potent and distressing of every day events that people experience."(Psychologist anywhere anytime 2005) But it is important to realize that it is not uncommon and it is not personal at all. The applicant should always try to react positively to the rejection, for example: you are still interested in working for the company, and therefore you are applying for a new chance in case that there is an appropriate position. And you would like to participate in the selection process during its occupation. (Jobs)

If you were well prepared and did everything you could it is time to move on. Stop complaining about failures and instead proactively improve the searching strategy. Constantly monitor major web pages offering jobs and also official webs of the companies themselves, many of them post up their own offers. In the past it was easier to find a job through answering advertisements. Nowadays it is slightly shortsighted to restrict our searching only to these types of advertisements. According to a comprehensive study, which took place in the USA, only 12% of its employees found the companies through an advertisement on the websites. On the other hand 27% of the employees came from the internal resources – from networking (network of contacts). It is therefore good to start creating new contacts through various parties, appointments and professional meetings which take place in the vicinity of the applicant's place of residence. But do not forget that *"Networking is a two-way street. You need to assist people in your network, too."*(Society for Human Resource Management) Otherwise you will not get a good reputation. Also the applicant should not forget to ask his family or friends if they do not know about the suitable unoccupied job. The more contacts the candidate has, the bigger is his chance to find a job. (Superkariera 2008, Nierenberg 2005, 35-36)

Every day try to do something new that expands and improve searching. Positive actions and motivation are eliminating anxiety and other negative emotions. Finding a job may not be easy but it is important to keep fighting, not to let yourself beat by couple failures.

According to Galassis research, *"persistence pays. And applicant may approach the search in a manner similar to a door-to-door vendor: If I get turned down at one door, that just increases the likelihood that I'll have success at the next one."* (Galassi and Galassi 1978)

Job interviews are demanding especially mentally. Some people can forget unsuccessful interviews and continue searching but on the other hand, for some it could be a very stressful situation. *"The act of rejection can make the person experiencing it*

undergo a sudden drop in positive emotion.” (Psychologist anywhere anytime 2005) In these cases depressions, lack of motivation, lowering of standard of living, growing tension in the family and other interpersonal relationships fear that they cannot financially secured family and last but not least feeling of helplessness may appear. Friends and family can be very helpful but sometimes it could be necessary to visit some counselor or psychologist.

4 DAY OF THE INTERVIEW

Finally, the actual day of the interview is here. As we had everything necessary ready in advance, we should be in the company in time. It is important to be polite to everyone the candidates meet in the company before, during and after the interview because the applicants never know who is important in the company.

First knock on the relevant door and enter the room. Upon entering the room greet everyone with a smile and introduce yourself, briefly tell something about the reason of the visit. The applicant must be aware that this step is irreversible (you can never make a first impression again) therefore it is appropriate to be well prepared for it. The appearance could play an important role in evaluating of candidates. Mostly, the overall appearance decides on the first impression that a recruiter will form. Even seemingly insignificant little things may be important, such as a smile, a handshake, choosing sober, decent and respectable clothes and accessories. Also beware of your facial expression and gestures – it is always better when it is moderate because nonverbal communication could tell a lot about the candidate's self-confidence, enthusiasm and desire to work. It never hurts to rehearse your performance at home in front of the mirror. Try your entire speech with facial expressions and gestures. You will then feel much safer and will not make mistakes. You should not forget also hygiene and careful hair styling. In the case of women you should wear a solid-colored, dark, sober suit, with color-matched blouse and classic pumps or medium high heels. The overall picture is completed by a hairstyle, suitable jewelry and makeup, perfectly groomed hands and nails. In the case of men you should wear a conservative dark suit, a light shirt with long sleeves, perfectly cleaned dark shoes and shaven face, clean hands and nails. (Česká Televize)

Also a handshake can tell a lot about a person, therefore it should be adequate and also it is necessary to maintain an eye contact.

During the interview you should be listening very carefully. That is probably the only possible way how to understand what the other side is interested in, then you can focus more on quality of your responses. Yes or no answers can guarantee the candidate that the interview will be very quick, but on the other hand it does not guarantee the candidate's participation in next round. Therefore it is appropriate to be more informative. *“But you don't have to go into great depth in answering the question asked. Burn only as much time as necessary to satisfy the interviewer.”* (Forbes 2013) If questions are not well understood,

ask for further explanation. Do not say “I don’t know” but try to think about it longer or if you really do not know the answer, give a brief explanation, for example: “It is not my field, but I am willing to broaden my horizon if the job requires it.” You should put employer’s interests first, what you want to know is in this case always in the second place. The candidate should never interrupt the interviewer, but should wait until the applicant gets the word. Job applicants often try to take the initiative and seek to obtain information that they consider important for themselves. But at this stage the main objective is to satisfy the employer, as it decides whether to invite you to the next meeting or not. Moreover, the employer nearly always gives you information about the company or vacancy which are considered substantial or will let you ask questions most often at the end of the meeting. When asking questions you should make sure that they refer to your interest to work in the company. Appropriate questions are those concerning duties, responsibilities, professional or professional development. The applicant should never speak badly about its former employer or employment, any comments should remain rather neutral or positive because this is the way of showing your loyalty. (Siegel 2003, 83-7)

II. ANALYSIS

5 RESEARCH

This bachelor thesis deals with standardized approaches of job interviews in the company OSRAM Česká Republika s. r. o. It will take a look at the preparation of job applicants and also personal managers. The preparation for the interview could be the key factor when selecting a suitable candidate.

The practical part of this work is focused on the research itself. It provides answers to questions of research objectives, type of research, research methods, research sample, on which the research was conducted and the way of data processing.

5.1 Research objectives

The aim of the research is to determine if and how the applicants prepare for individual job interviews.

The research of sub-questions deals with:

- a) *Socio-demographic and quota characters of applicants* (Questions number: 1, 2, 3, 4)
- b) *Methods of preparing for a job interview* (These methods were investigated in questions number: 9, 10, 11, 12, 13)
- c) *General awareness of the company* (Questions concerning general awareness about the company are: 5, 6, 7)
- d) *Personalities of candidates* (Personalities of candidates were examined in questions number: 8, 14, 15, 16, 17)

5.2 Type of research

As a type of research I have chosen quantitative research (*“Quantitative research is a formal, objective, systematic process in which numerical data are used to obtain information about the world”*) (Burns and Grove 2005, 78-80), which in this case allows to address a higher number of respondents, in a shorter period of time.

The research tool is a questionnaire because it is less time-consuming and in the company of the size of OSRAM it will help to collect a lot of relevant information.

5.3 The questionnaire

The questionnaire contains 17 questions including personal information such as sex, age or education and was filled in by 109 respondents. It was in the Czech language to

avoid misunderstanding because it was possible that not every respondent can speak English. There were predefined questions that allowed only one possible answer, some questions allowed the respondents to give their own answer as well. Replying was anonymous, which limited the distortion of responses and increased the objectivity of the data.

The distribution of questionnaires among employees took place in February and was done with the help of one of HR and also I was personally present at the distribution of them. The questionnaire is enclosed in appendix.

5.4 Hypothesis formulation

H1: I suppose that people who attended the job interview at the company OSRAM consider the preparation important.

5.5 Research group

The research itself was realized in the Bruntal's branch of the company called OSRAM which employs around 40 000 people all over the world. *“OSRAM is one of the two leading light manufacturers in the world. In the 2011 financial year (30 September), it achieved a turnover of € 5 billion. OSRAM is a high-tech company in the lighting sector and 70 percent of its turnover comes from energy-efficient products. The company, which is very much internationally oriented, has around 41,000 employees worldwide, supplying customers in 150 countries worldwide from its 44 production sites in 16 countries.”*(OSRAM)

OSRAM is one of the biggest employers in Bruntal district and also one of the small number of prosperous companies in the Moravian-Silesian region.

The implementation of the project was arranged with the leading personal manager of the Bruntal's branch. The research sample were people above 18 years, the upper age limit of employees was not restricted. Among respondents there were men and women with completed high school, vocational school or university educated. This means that respondents were from various positions in the company. The goal was to find out whether the preparing of future workers for various positions is equivalent or significantly different. They were helpful, kind and they provided all necessary information.

5.6 The way of data processing

The preparation of the questionnaire to a research survey was conducted during December 2012, a data collection took place in January 2013. Processing of data from survey questions were performed by using simple statistical summation. When processing data program Microsoft Word 2003 was used.

5.7 Research results and their interpretation

The total number of distributed questionnaires was as I have already mentioned 109 and they were all completed correctly and could be used in the research. Subsequently, each question relating to the preparation for job interviews was processed and evaluated. For better clarity, questions are either displayed graphically or in a table.

6 ANSWERS ANALYSIS – GRAPHICAL AND WRITTEN COMMENTS

6.1 The evaluation of individual questions

First three questions were personal identification questions including gender, age and education of respondents. The rest of the questions have focused on information about the company OSRAM, on preparing for the job interview, what the candidates mostly prepared for, who helps them with the preparation, on the importance of appearance and choice of clothing. The penultimate question examines whether employees expect a feedback in the job interview, last question relates to consultations with a psychologist.

6.1.1 Gender

The aim of the first question was to determine the gender of respondents. In order to clearly show the number of men and women I made a small chart including the total number of respondents, numerical representation of men and women and last but not least also the number of females and males expressed as a percentage.

Total number of respondents: 109			
<i>Men</i>		<i>Women</i>	
Number	Percentage	Number	Percentage
48	44.04	61	55.96

Table 1 Gender (Source: own research)

From the chart it is visible that among respondents there were more women by 10.92 percent.

6.1.2 Age

Age	<i>Men</i>		<i>Women</i>	
	Number	Percentage	Number	Percentage
18 – 25 years old	5	4.59%	6	5.50%
26 – 35 years old	17	15.60%	19	17.43%

36 – 50 years old	17	15.60%	29	26.61%
51 years and older	9	8.26%	7	6.42%

Table 2 Age (Source: own research)

The question number 2 investigated the approximate age of the respondents. We can see that the most-represented group included people at the age of 26 to 50 years. These are people of working age, who usually have completed their education, have a responsible approach to work and necessary practice. Especially women at the age of 36 to 50 were among employees the most represented group, it is probably because these women already have a permanent family situation as older children, and above mentioned necessary practice, therefore they are appropriate employees. The fact that people over 51 years old were more numerous than the group of people under 26 years old was also surprising. The reason might be the motivation of young people for education, which is in my opinion currently much discussed issue and almost all fields require college or at least upper secondary education. Additionally, these people do not have the required practice, so they are usually unsuitable for the company.

6.1.3 Education

	<i>Men</i>		<i>Women</i>	
Education	Number	Percentage	Number	Percentage
Primary Education	1	0.92%	4	3.67%
Secondary vocational education	12	11.01%	13	11.93%
Upper secondary education	20	18.35%	29	26.61%
Higher education	15	13.76%	15	13.76%

Table 3 Education (Source: own research)

Also in the chart 3 which dealt with education in the company is clearly visible that the number of people who have at least a secondary or higher education is much bigger. A relatively strongly represented group 22.94% includes people having secondary vocational education who are interesting for the company especially for their expertise. On the contrary, the number of people with primary education is decreasing. This fact, in my opinion is not only visible within the studied company, but it became a social phenomenon.

6.1.4 Your current position that you are working at in the company is:

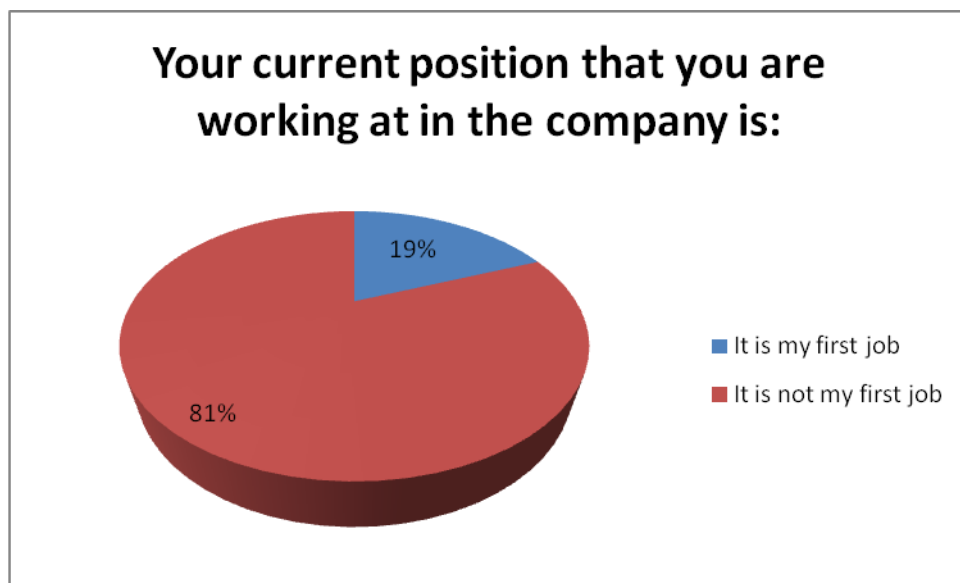


Figure 1 Current position of a respondent (Source: own research)

In this question there were only two possible options. This work could be their first job (the answer A) or was not their first job and that implies they already had some previous experience. Then the answer B was chosen.

The graph shows that for the absolute majority of employees this is not their first work experience. Since, in view of the fact that the OSRAM is the multinational, manufacturing company and again, one of the largest employers in the district, is self-evident that it chooses experienced staff.

The employees for whom the work is their first job are represented by 19%, which is not such a small number. Therefore it is evident that if graduates are good in their field and stand at the interview, they have a chance to get a job even without prior experience.

6.1.5 How did you find out that the company is hiring new workers?

<i>Possible answers</i>	<i>Number of respondents</i>
A. I have been informed by my relatives	55
B. I have got the contact from the local employment office.	12
C. I have read the advertisement	15
D. I have read the advertisement on the website of the company	21
E. Other (please specify)	6

Table 4 Information about a vacancy (Source: own research)

According to the research, which have already been mentioned in the theoretical part of the work, the essential part of new employees comes from internal resources. This is demonstrated also by my own research where even 55 employees (51%) learned about the vacancy from someone in their contacts.

It is also confirmed that regular checking of websites of potential employers and controlling if some information about new vacancy appear is good. That paid off to 21 employees (19%).

Other 12 employees have received a contact for the employer from the local employment office. For this option, I expected a slightly higher number, because in my opinion the employment office should be a major help in unemployment.

Fifteen workers found a new job because they had read advertisements elsewhere than on the websites of the company itself.

The remaining 6 employees chose the option E which means “other”. They stated for example that they were informed by their college professor or they visited work fair, were contacted through the agency and one woman visited a personnel department by herself and was lucky.

6.1.6 Why did you choose this company?

The objective of this question was to find out why people working in OSRAM chose this company. They had a choice from 4 options, one of the options was again “other” where respondents could give their own answer. In the following chart we can see that 57 people (52%) chose the option C, so they do not care where they are working, just wanted to find some job. That is not surprising, considering the level of unemployment in the region and globally in the Czech Republic.

The second possibility was the option A, which means that they were interested in the reputation of the company. This implies that even today, when everything is expensive and rate of unemployment is quite high, people are still interested in the company’s reputation, rather than in the money.

As their own answers respondents stated some dissatisfaction in their previous job, work access, and two women in the age range of 18 to 25 wanted to gain experience for their future career.

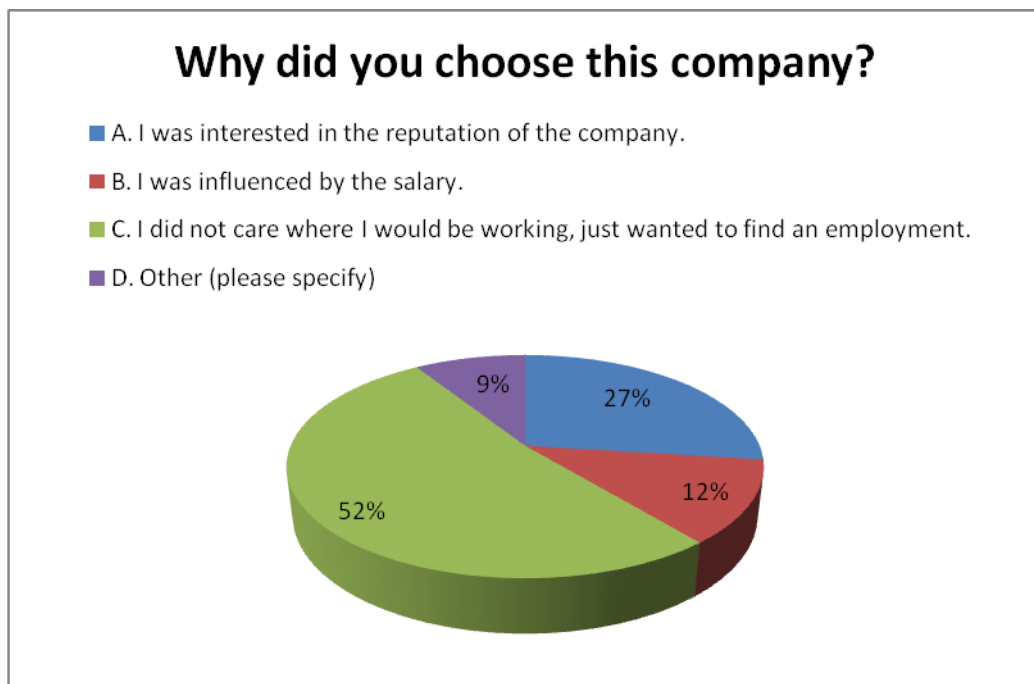


Figure 2 Reason for choosing the company (Source: own research)

6.1.7 How is in your opinion the company OSRAM perceived in the district?

Possible answers	Number of respondents
A. It is one of the biggest companies in the city with an excellent reputation.	35
B. It is one of the biggest companies in the city.	59
C. I have not dealt with this issue.	15
D. Other (please specify)	0

Table 5 Perception of the OSRAM (Source: own research)

According to the chart, 59 employees which is more than a half (54%) think that OSRAM is perceived as one of the largest companies in the district. Which is of course true, in such a small town OSRAM really stands out above most of other employers.

Another large group of the staff (32%) thinks that OSRAM is even perceived as the company with a great reputation, probably due to the fact that OSRAM is the multinational company with lots of awards and achievements (for example famous Oscar award for “HMI - continuous improvement of HMI for professional motion pictures or Prime Time Emmy Engineering Award for the safety features of its HMI lamps“ (OSRAM)) Probably, if the employees themselves know that they are working for a company that has in their opinion an excellent reputation, they will try to keep the reputation and will try work harder.

The remaining 14% of employees were never concerned with this issue. It can be caused by having their own opinion about the company, so they do not have to care what the others think. Or they just simply do not need to know how the others perceive the company for which they are working.

6.1.8 How do you think that you are the most beneficial to the company?

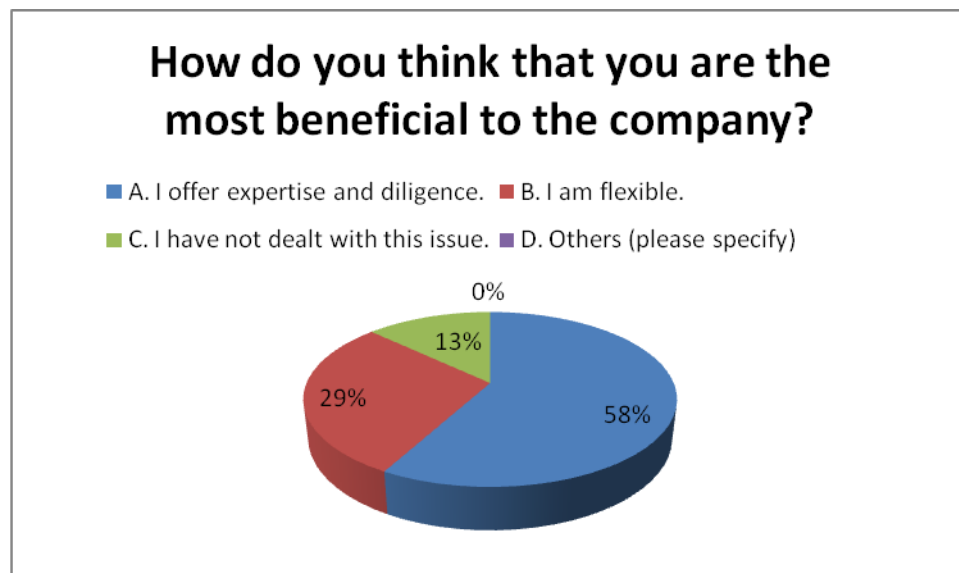


Figure 3 Contribution to the company (Source: own research)

The results of this question show that the largest group of people whole 58% consider as the most important thing they can offer the company their expertise and diligence. Whereas OSRAM is a manufacturing company that produces high quality products (“OSRAM is the world's number one supplier of automotive lamps and LED for vehicles. OSRAM is also one of the market leaders in the field of electronic control gear (ECG) for

lamps.”(OSRAM)) and needs employees who are good in their field, the expertise might be really something that the company is looking for and the employees can offer.

The second important group, specifically 29% sees as their biggest advantage flexibility. This is also important for both, employees working in production for example those who can operate several machines and even employees working in offices.

The remaining 13%, which is not an insignificant number never thought about this question.

6.1.9 If you were preparing for your previous job interview, how did you feel during the interview itself?

<i>Possible answers</i>	<i>Number of respondents</i>
A. I felt positive and confident.	48
B. The preparation did not particularly help.	13
C. I had no preparation before the interview.	47
D. The preparation helped, but I did not feel confident.	1

Table 6 Feeling during the interview (Source: own research)

Question number 9 was: “If you were preparing for your previous job interview, how did you feel during the interview itself?” The results were quite surprising. The largest part of the answers is split between two options, answer A and C. This means that 43% of respondents chose C so they had no preparation before the job interview. On the other hand, 44% of employees who on the contrary prepared for the interview, felt during the interview positive and confident.

The preparation did not particularly help to 12% of people and one man wrote his own answer (although in this question there was not such a possibility) “The preparation helped, but I did not feel confident.” This implies that the preparation helped at least somehow the 49 out of the 62 prepared candidates.

6.1.10 How much time did you spend preparing for the interview?

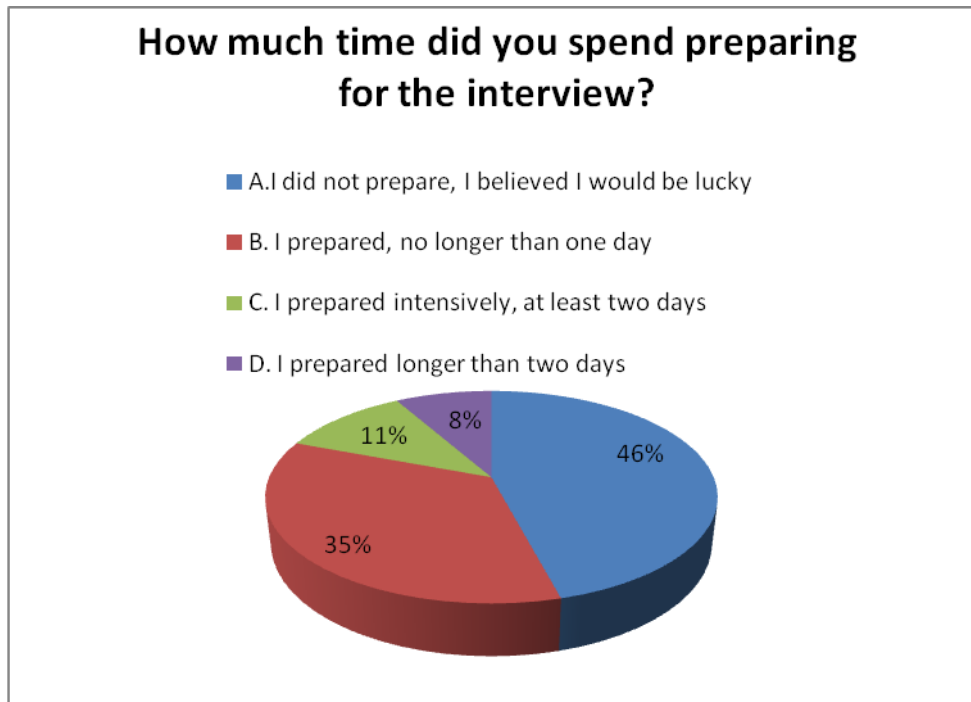


Figure 4 Time spend on preparing (Source: own research)

Again, as in the results of the preceding question, we can see that a significant part of employees did not prepare for the interview and believed in luck. Since most of the respondents were in the age range of 26 to 50 years old, it is possible that some of these candidates relied on their experience from previous job interviews. Nevertheless, I was not expecting such a high number of those who did not prepare at all.

The respondents who were preparing at least one day are also represented in fairly large numbers (35%). Almost 20% are people who prepared themselves for 2 days or even longer. The graph shows that 54% of candidates prepared for the job interview at least one day. In other words, more than half of all respondents recognized the importance of preparing for the job interview.

6.1.11 When preparing for a job interview, you focus on:

<i>Possible answers</i>	<i>Number of respondents</i>
A. The facts relating to the company (values, history)	37
B. Improvement in a foreign language	6
C. The requirements the company has for the candidate	61
D. Other (please specify)	5

Table 7 A field on which the candidate is focusing (Source: own research)

During the preparation, the requirements that the company has should be among the most important things we are preparing for. It is therefore understandable that 61 respondents (expressed as a percentage – 56%) chose option C “The requirements the company has for the candidate.”

As we can see in the chart, on the second place there was option A “The facts relating to the company (values, history).” For that reason, it is evident that employees recognize how important it is to know something about the company in which you are applying for a job. Be familiar with the history of the company, its development and field of activity.

However, it is surprising that the option B “Improvement in a foreign language” was chosen by only 6 out of 109 respondents. As previously described in the section *Language skills*, the language skills are among the most desired competencies and many job interviews are conducted in English, people should not underestimate the training in this area.

In option D people mostly used the combination of previous answers.

6.1.12 Who helped you when preparing for the job interview?

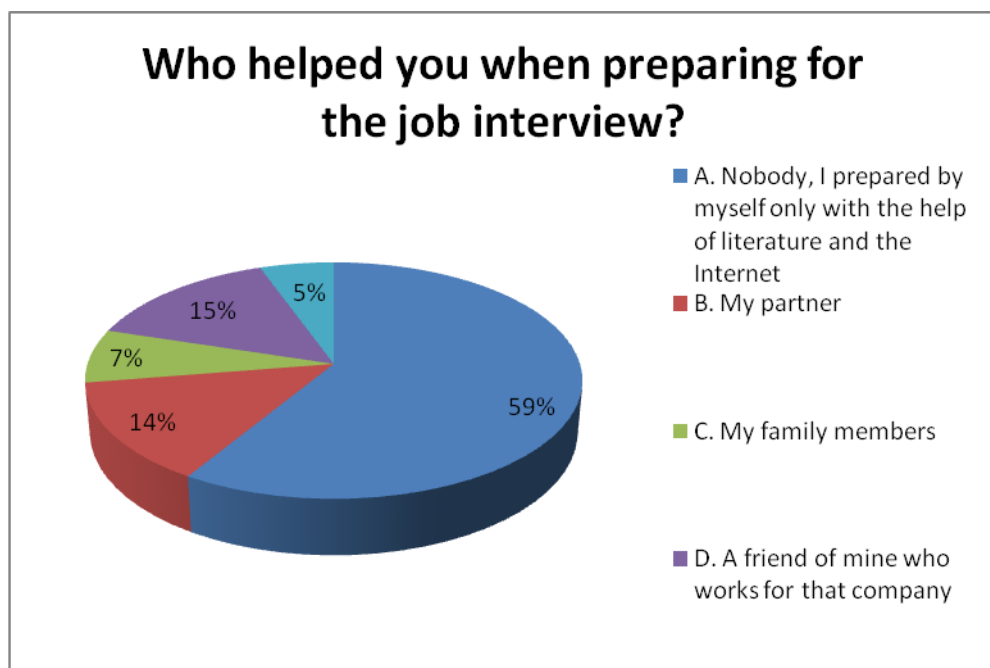


Figure 5 Assistance with preparing (Source: own research)

From the results of this question it is clear that people preparing for a job interview mostly use only the literature or the Internet. They are searching for the information, as we have already mentioned in the theoretical part in the chapter *Research*. With the help of the

Internet or literature the applicant can seek information about the company or going through frequently asked questions.

On the other hand it is obvious that employees often used a help of someone who is already working in the company and therefore has some experience with the specific job interview. Approximately the same amount of respondents relied on the help of their partners.

Only 7 respondents (6%) were helped by a family member. Such a small number is probably due to the fact that people of working age mostly do not live with their parents or siblings and since most of them prepare for the interview a day it is their partner or friend who is around.

The answer E was mostly chosen by those respondents who never prepared for the interview and does not know who would help them.

<i>Possible answers</i>	<i>Number of respondents</i>
A. At a high school	37
B. My family helped me	33
C. I used an offer of employment agency.	5
D. Other (please specify)	34

Table 8 Prior preparation (Source: own research)

6.1.13 Have you ever passed some prior preparation?

The task of this question was to determine whether the respondents underwent some previous preparation. The responses indicate that 37 employees (34%) had at least some preparation at high schools. This is in my opinion an excellent result. Some high schools are aware of the importance of preparing for job interviews and they try to prepare its students in advance. From my own experience, I can confirm that high school pupils often have a chance to try out the interview.

Other 33 respondents (30%) have used previous experience and help of family members, which probably could be the easiest solution for the candidate. Most of respondents have someone in their family who has already undergone a greater number of job interviews.

The third group which did not have a large representation (only 5%) were those who used an offer of an employment agency. The reason is probably quite a small representation of these agencies in the district. There are some in the region, for example Anex, Specialist Services, Ltd or an agency Pragma. The first two, however have the office in Ostrava and the agency Pragma in Olomouc. (Personální agentury, Služby)

The last group of 34 respondents (31%), were those who have decided to write their own answer. Among these responses there was the most prevalent option they used their experience from practice and previously attended interviews. In addition, the applicants mentioned that the great source of information was television or media in general. Several employees wrote they had no previous preparation at all and two men were preparing before at university in Ostrava.

6.1.14 Does the appearance play an important role in how good impression you will make on the potential employer?

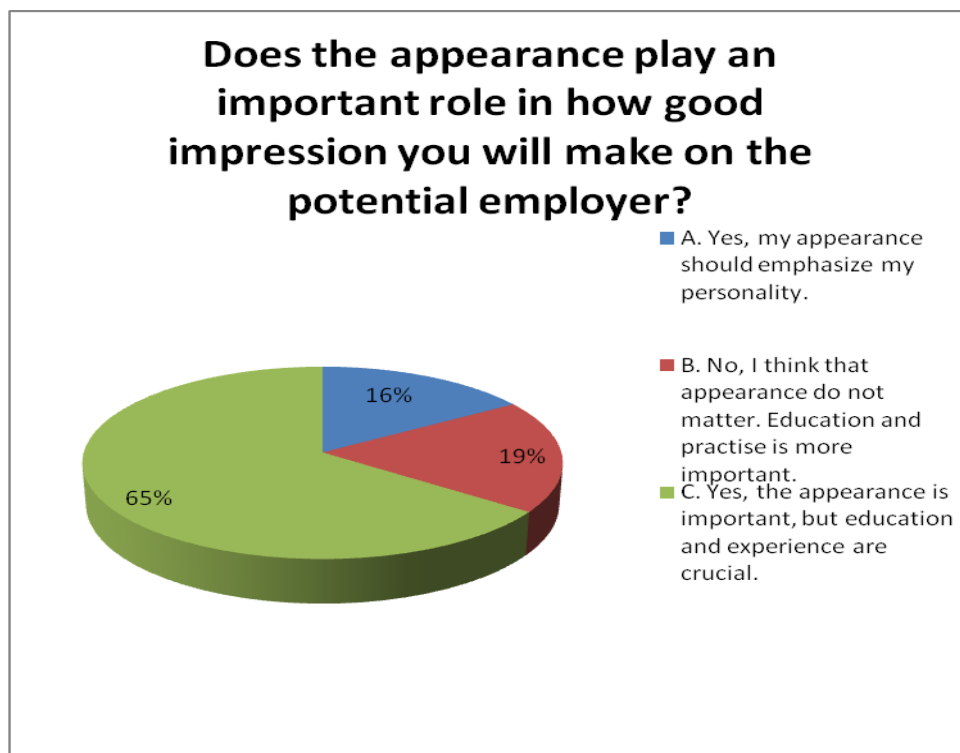


Figure 6 Role of appearance (Source: own research)

As it has already been mentioned earlier, in the chapter *The day of the interview* the appearance may play an important role. Especially, the appearance may be essential if we want to make a good impression on the potential employer. Nevertheless, if the employer is solid, it should never play a decisive role. This view is shared by 65% of all respondents, so

we can say the vast majority. According to them, the appearance is important, education and experiences are crucial.

Almost one fifth (19%) even think that the appearance is not important and the only thing that matters is education and practice.

The remaining 16% of employees agree the appearance should emphasize their personality.

6.1.15 May the selection of your clothing affect the outcome of the job interview?

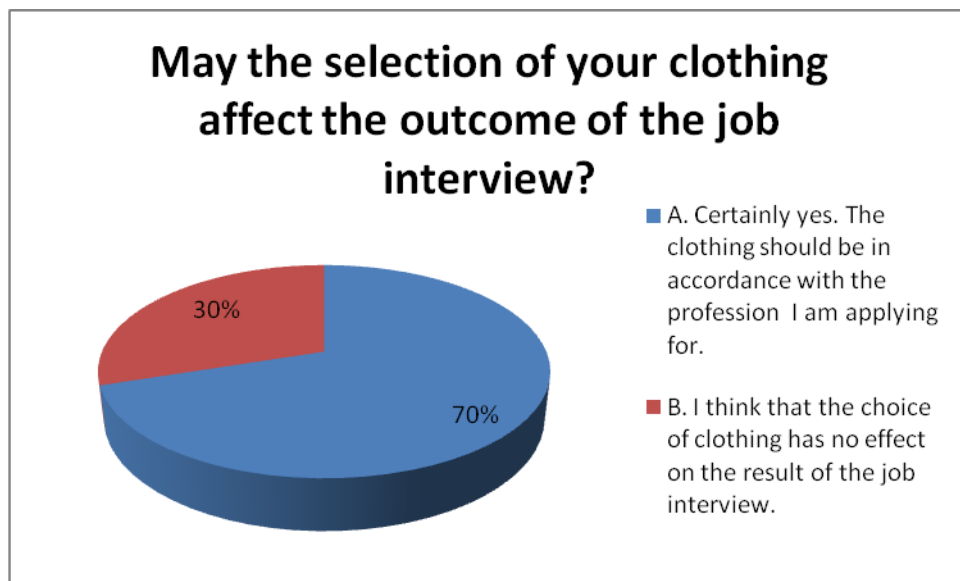


Figure 7 Selection of clothing (Source: own research)

Despite the fact that in the previous question number 14 most employees stated that crucial matter was education and experience, in this question 70% of respondents chose option B that the selection of clothing may affect the outcome of the job interview. It is therefore clear that although the employees think the appearance is not the most important element, at the same time they also realize that to be decently dressed for the job interview is a part of etiquette. *“Etiquette is about presenting yourself in a way that shows you can be taken seriously.”*(Society for Human Resource Management) To dress properly is the least the candidate can do not to destroy its chances before the interview even begins.

6.1.16 Do you expect a feedback from recruiters after the interview?

<i>Possible answers</i>	<i>Number of respondents</i>
A. Yes because I want to improve and grow professionally.	66
B. No, I do not expect any feedback.	11
C. I have not dealt with this issue.	32

Table 9 Feedback (Source: own research)

This issue investigated whether respondents are interested and expect a feedback after each interview. The results show that only 11 of them (10%) do not expect any feedback.

On the other hand, 66 respondents do expect some feedback due to the high unemployment rate and respondent’s willingness to improve and grow professionally, the sincere evaluation can help them work on their mistakes or imperfections and can also teach them what to do differently next time. Unfortunately, because of the high number of applicants for most of the vacancies, potential employers are not able to provide a feedback for every single candidate.

The lack of interest in this question may be due to the fact they have never received the feedback from recruiters.

6.1.17 In the case of frequent failures, would you ever undergo a consultation with a Psychologist?

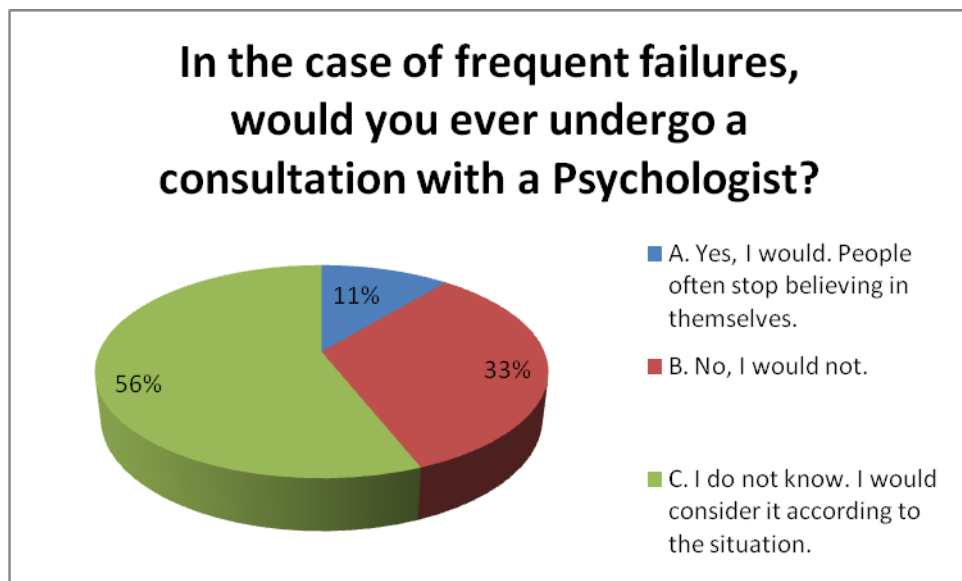


Figure 8 Consultation with a Psychologist (Source: own research)

The majority of respondents chose option C, it would depend entirely on the specific situation. This answer was chosen by 56% of employees.

Another part of candidates answered definitely no. That was a group of 33% respondents. These may have some bad previous experience with a consultation with the psychologist, or on the contrary they may have no experience and cannot imagine that would be discussing their personal life and career with strangers.

In this question there was the smallest group of candidates, who chose option A, In the case of frequent failure would undergo a consultation with a psychologist.

The good psychologist could for the applicant be the best thing. As *“experiencing failure is actually the best qualification for any difficult occupation* (Psychology Today 2013), and so if those candidates get through the depression of failure, it may be the greatest benefit for a new employer in the future.

CONCLUSION

The aim of this bachelor thesis was to summarize the essential steps that a job seeker should follow when preparing for a job interview. The theoretical part was there to provide the reader with necessary information regarding the job interview. This information may be essential when searching for a job. Especially for those who are applying for laborers or similar position that do not require a college education and which are almost filled in the Bruntal district. According to Mgr. Tomáš Františ, personnel employee of OSRAM, almost 150 candidates apply for one specific vacancy in this field. Therefore, I decided to focus the theoretical part on the basics the person can do to improve its behavior and performance during the job interview.

The next purpose of the thesis was to find out whether the respondents do realize the importance of preparing. The survey revealed that many respondents did not prepare for their job interview at OSRAM. It is possible this was caused by the fact that some respondents who answered the questionnaire have been working in the company for a long time. Because of the fact that, at a time when they applied for a job a situation on the labor market was to some extent different. But on the other hand, more than 60% of employees answered in question 16 they want to improve themselves and grow, so apparently they do care about their career. That implies they probably would be more aware of the importance of the preparing at current times. Based on this, I can say the employees of OSRAM do to some extent realize the importance of preparing for the job interview, at least more than in the past.

To conclude my thesis, the paper describes the most important topics connected with the preparation for the job interview. In the real life, it could serve other authors who will be writing about the similar topic or the people interested in the issue. It could also assist people in looking for the job, which is main goal of the thesis. At the end of this paper I would like to claim that all goals of this thesis were fulfilled.

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LIST OF ABBREVIATIONS

CV Curriculum Vitae

HR Human resources

APPENDICES

P I Czech Questionnaire

P II English Questionnaire

APPENDIX P I: CZECH QUESTIONNAIRE

Vážení respondenti,

mé jméno je Tomáš Kašpařík a jsem studentem bakalářského studia Univerzity Tomáše Bati ve Zlíně. Žádám Vás o vyplnění tohoto dotazníku, který bude použit pro praktickou část mé bakalářské práce zaměřené na Důležitost přípravy na pracovní pohovory. Vždy zakroužkujte pouze jednu správnou odpověď. Dotazník je anonymní a nezabere Vám více než 5 minut času. Děkuji vám za čas, který věnujete vyplnění tohoto dotazníku.

1. Pohlaví

- a. muž b. žena

2. Věková kategorie

- a. 18 – 25 let
b. 26 – 35 let
c. 36 - 50 let
d. 51 let a více

3. Dosažené vzdělání

- a. základní
b. střední
c. středoškolské s maturitou
d. vyšší odborné
e. vysokoškolské

4. Vaše současná pracovní pozice, kterou ve firmě vykonáváte je pro Vás:

- a. Vaším prvním zaměstnáním.
b. Nejde o Vaše první zaměstnání.

5. Jak jste zjistil/a, že firma přijímá nové pracovníky?

- a. Byl/a jsem informován/a svými blízkými.
b. Kontakt jsem získal/a prostřednictvím ÚP.
c. Přečetl/a jsem si inzerát.
d. Zjistil/a jsem to z webových stránek firmy.
e. Jiným způsobem (prosím uveďte):

6. Proč jste si vybral/a pro svou práci právě tuto firmu?

- a. Zajímalo mě renomé společnosti.
b. Ovlivnila mě výše platu.
c. Bylo mi jedno, kde budu pracovat, hlavně, že najdu uplatnění.
d. Jiný důvod (prosím uveďte):

7. Jak je dle vašeho názoru společnost OSRAM ve městě vnímána?

- a. Je to jedna z největších firem ve městě s výbornou pověstí.
b. Je to jedna z největších firem ve městě.
c. Touto otázkou jsem se nezabýval/a.
d. Jiná možnost (prosím uveďte):

8. Čím si myslíte, že jste firmě nejvíce užitečný/á?

- a. Nabízím firmě odbornost a pracovitost.

- b. Jsem přizpůsobivý/a.
- c. Nevím, o této otázce jsem nepřemýšlel/a.
- d. Jiné (prosím uveďte):

9. Pokud jste se na své předchozí pracovní pohovory připravoval/a, byl/a jste u nich dle Vašeho názoru:

- a. Jistější, cítil/a jste se sebevědoměji.
- b. Příprava Vám nijak zvlášť nepomohla.
- c. Nepřipravoval/a jste se.

10. Pokud jste se připravoval/a, jak moc času jste přípravě věnoval/a?

- a. Nepřipravoval/a jsem se. Věřil/a jsem, že budu mít štěstí.
- b. Připravoval/a jsem se, ale ne déle než 1 den.
- c. Připravoval/a jsem se intenzivně alespoň 2 dny.
- d. Připravoval/a jsem se déle.

11. Pokud se připravujete na pracovní pohovor, pak se zaměřujete na:

- a. Skutečnosti týkající se firmy, v níž se ucházíte o pracovní místo (velikost, historie).
- b. Zdokonalení se v cizím jazyce.
- c. Požadavky, které má firma na uchazeče.
- d. Jiné (prosím uveďte):

12. S přípravou na pracovní pohovor Vám pomohl:

- a. Nikdo, připravoval/a jsem se sám/a, pouze za pomoci odborné literatury či internetu.
- b. Partner/partnerka.
- c. Jiný rodinný příslušník.
- d. Kamarád, který ve firmě pracuje.
- e. Někdo jiný (prosím uveďte):

13. Na pracovní pohovor jste byl/a dříve připravován/a:

- a. Na střední škole.
- b. Pomohla mi rodina.
- c. Využil/a jsem nabídku pracovní agentury.
- d. Jinak (prosím uveďte):

14. Hraje podle Vás vzhled zásadní roli v tom, jak celkově zapůsobíte na potenciálního zaměstnavatele?

- a. Ano, můj vzhled by měl podtrhnout mou osobnost.
- b. Ne, myslím si, že na vzhledu nezáleží. Důležitější je vzdělání a praxe.
- c. Ano, vzhled je sice důležitý, ale hlavní je vzdělání a praxe.

15. Může výběr Vašeho oblečení ovlivnit výsledek výběrového řízení?

- a. Zcela jistě ano. Oblečení by mělo být v souladu s profesí, o kterou se ucházím.
- b. Myslím si, že volba mého oblečení nemá na výsledek výběrového řízení žádný vliv.

16. Očekáváte po pracovním pohovoru zpětnou vazbu ze strany personalistů?

- a. Ano, protože se chci zdokonalovat a profesně růst.
- b. Ne, zpětnou vazbu neočekávám.
- c. Touto otázkou jsem se nezabýval/a.

17. Vyhledal/a byste v případě častých nezdarů u pracovních pohovorů konzultaci s psychologem?

- a. Ano, vyhledal/a. Mnohdy si lidé z důvodu neúspěchu přestanou věřit.
- b. Psychologa bych nikdy nevyhledával/a.
- c. Nevím, zvážil/a bych dle situace.

Ještě jednou Vám děkuji za čas, který jste strávil/a při vyplňování dotazníku a přeji Vám krásný den.

APPENDIX P II: ENGLISH QUESTIONNAIRE

Dear respondents,

My name is Tomáš Kašpařík and I am a student of Tomas Bata University in Zlín, Czech Republic. I am kindly asking you to fill in the following questionnaire, which will be used for the practical part of my bachelor's thesis aimed on The Importance of preparing for a Job interviews. Always choose only one correct answer. The questionnaire is anonymous and will not take you more than five minutes of your time. Thank you very much in advance for your time.

1. Gender

- a. Male
- b. Female

2. Age

- a. 18 – 25 years old
- b. 26 – 35 years old
- c. 36 - 50 years old
- d. 51 years and older

3. Education

- a. Primary education
- b. Secondary vocational education
- c. Upper secondary education
- d. Higher education

4. Your current position that you are working at in the company is:

- a. It is my first job.
- b. It is not my first job.

5. How did you find out that the company is hiring new workers?

- a. I have been informed by my relatives.
- b. I have got the contact from the local employment office.
- c. I have read the advertisement.
- d. I have read the advertisement on the website of the company.
- e. Other (please specify)

6. Why did you choose this company?

- a. I was interested in the reputation of the company.
- b. I was influenced by the salary.
- c. I did not care where I would be working, just wanted to find an employment.
- d. Other (please specify)

7. How is in your opinion the company OSRAM perceived in the district?

- a. It is one of the biggest companies in the town with an excellent reputation.
- b. It is one of the biggest companies in the town.
- c. I have not dealt with this issue.
- d. Other (please specify)

8. How do you think that you are the most beneficial to the company?

- a. I offer expertise and diligence.
- b. I am flexible.
- c. I have not dealt with this issue.
- d. Other (please specify)

9. If you were preparing for your previous job interview, how did you feel during the interview itself?

- a. I felt positive and confident.
- b. The preparation did not particularly help.
- c. I had no preparation before the interview.

10. How much time did you spend preparing for the interview?

- a. I did not prepare, I believed I would be lucky.
- b. I prepared, no longer than one day.
- c. I prepared intensively, at least two days.
- d. I prepared longer than two days.

11. When preparing for a job interview, you focus on:

- a. The facts relating to the company (values, history)
- b. Improvement in a foreign language.
- c. The requirements the company has for the candidate.
- d. Other (please specify)

12. Who helped you when preparing for the job interview?

- a. Nobody, I prepared by myself only with the help of literature and the Internet.
- b. My partner.
- c. My family members.
- d. A friend of mine who works for that company.
- e. Someone else (please specify)

13. Have you ever passed some prior preparation?

- a. At a high school.
- b. My family helped me.
- c. I used an offer of employment agency.
- d. Other (please specify)

14. Does the appearance play an important role in how good impression you will make on the potential employer?

- a. Yes, my appearance should emphasize my personality.
- b. No, I think that appearance does not matter. Education and practice are more important.
- c. Yes, the appearance is important, but education and experiences are crucial.

15. May the selection of your clothing affect the outcome of the job interview?

- a. Certainly yes. The clothing should be in accordance with the profession I am applying for.
- b. I think that the choice of clothing has no effect on the result of the job interview.

16. Do you expect a feedback from recruiters after the interview?

- a. Yes, because I want to improve and grow professionally.
- b. No, I do not expect any feedback.
- c. I have not dealt with this issue.

17. In the case of frequent failures, would you ever undergo a consultation with a psychologist?

- a. Yes, I would. People often stop believing in themselves.
- b. No, I would not.
- c. I do not know. I would consider it according to the situation.

Once again, thank you for the time you have spent filling the questionnaire and have a nice day.