



COMPARATIVE STUDY BETWEEN VIRTUAL & IN-PERSON INTERVIEW

* Mrs. Sonali Prajapati

* Faculty at J.M Patel College of Commerce, Goregaon (West)

Abstract

Since the advent of the Internet, online interviews have been the standard for largely selecting candidates. As technology advances, interviewers have more efficient, cost-effective, and quicker ways to connect with prospects. Virtual interviews as a method for talent acquisition have grown rapidly in the last several years. Online interviews are far more common than physical interviews for large-scale recruiting, according to numerous studies. This research paper aims to examine the key distinctions between the online and offline interviewing processes regarding interviewer and interviewee demography, technology utilization, availability, and attitudes. The dramatic change from in-person to virtual interviewing that took place during the COVID-19 pandemic presented a unique opportunity to assess the impact of such a change on the educational application process since selecting applicants has traditionally been done through interviews.

Keywords: Virtual, talent acquisition, video-conferencing.

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Introduction:

A planned interaction in which one party asks questions and the other responds is called an interview. The term "interview" often refers to a one-on-one discussion between the interviewer and the interviewee. In response to the interviewer's inquiries, the interviewee typically provides information. That data may be put to use right away or shared with additional audiences at a later time. This characteristic is shared by many different kinds of interviews: although there may not have been anybody else present during a job interview or interview with a witness to an incident, the responses will subsequently be made available to other parties involved in the hiring or investigation process. Information can also be exchanged both ways during an interview. Direct questions and follow-ups are allowed in the classic two-person interview approach,

sometimes referred to as a one-on-one interview. This helps the interviewer assess the precision and applicability of responses more accurately. It's a flexible setup since you may modify later questions to make prior responses clearer. It also removes the possibility of distortion brought about by the presence of other participants. While in-person, and face-to-face interviews are the norm, videoconferencing and telephone interviews can allow parties to be geographically apart. Speaking between two or more people is a common aspect of interviews. A "conversation" may occasionally occur between two people who type questions and responses. The classic face-to-face interview is no longer the only method for finding and evaluating applicants in today's fast-paced, globally linked society. Thus, in the context of advancement in technology and communications, the

phrases "online" and "offline" have distinct meanings; "online" denotes a remotely connected state, whilst "offline" denotes a closely connected state. Forbes argues that virtual interviews are "here to stay" and "will continue to remain an option for talent acquisition, depending on the situation."

Literature Review:

The focus of the numerous sustainability studies that the literature study turned up has always been on how technology can support growth and development and how it can make processes like hiring new employees through interviews easier with its many benefits. Due to the rapid expansion and diversification of sectors and businesses, technology must be used in conjunction with qualified team members. Virtual interviews will therefore grow more common in the future, and everyone involved—interviewers and candidates alike—will need to figure out new and improved ways to make the most of technology.

Objective of Study:

1. To state the importance of interviews in talent acquisition.
2. To examine the advantage & disadvantages of online & offline interview
3. To understand the future of virtual interviews.

Research Methodology:

This conceptual work is built on secondary data from research papers and periodicals. The majority of the data is gathered from secondary sources, such as research papers, journal articles, and professional interviews that have been published in newspapers, magazines, and websites of various businesses.

Importance of Interview in Talent Acquisition:

Interviews play a crucial role in the hiring process because they allow HR managers to meet a range of applicants and choose the best fit for their organization. Interviews can assist you in identifying the applicants most suited for the job since they provide you the chance to evaluate a possible hire's experience,

abilities, and professional background. This could help you select the best applicants to move on to the next round of the employment process. Thus, with this assistance, selecting the top candidates to go to the next stage of the hiring process could be simpler. Interviews are essential to the talent acquisition process, for several reasons:

1. Evaluating Competencies and Qualifications: During an interview, one can assess a candidate's technical proficiency, domain expertise, and suitability for the role.
2. Cultural Harmony: Interviews facilitate determining a candidate's compatibility with the corporate culture. This entails assessing their interpersonal abilities, work style, and values.
3. Proficiency in Communication: During an interview, hiring managers and recruiters can assess a candidate's verbal and nonverbal communication skills—both of which are crucial in a professional setting.
4. Critical Thinking and Problem-Solving: Recruiters can evaluate a candidate's critical thinking and problem-solving abilities through a variety of interview questions and scenarios.
5. Conducting Behavioural Evaluation: Conducting behavioural interviews aids in comprehending a candidate's prior responses to circumstances, offering valuable insights into their probable future conduct.
6. Inspiration and zeal: During an interview, you can determine a candidate's level of motivation, excitement, and commitment to the position and business.
7. Advantage of Competition: A well-executed interviewing process can give the business a competitive edge by drawing in top people and enhancing its employer brand.
8. Experience of Candidate: Long-term employer branding and luring top talent depend heavily on a

favourable candidate experience, which is mostly dependent on a positive interview experience.

Virtual Interview:

An online interview is sometimes referred to as a virtual interview. It is a novel technique brought about by technological advancements that are changing the way employers and job seekers communicate with one another. It is a remote job interview carried out over video conferencing apps like Zoom, Skype, or Google Meet. The use of online interviews has grown dramatically during the COVID-19 outbreak and has been more and more common in subsequent years.

Advantages of Virtual Interviews:

1. Conducting interviews online rather than in person gives the researcher the chance to conduct interviews with a population that is widely distributed geographically.
2. Certain participants may find interviews conducted in open online spaces like discussion boards and chat rooms unsettling.
3. Provide financial savings to the researcher by cutting down on expenses like travel and venue rental
4. Accurately and swiftly record the data. With desktop software, recording Skype conversations in both audio and video is simple.
5. The candidate can save time and money on traveling by attending the interview from the comfort of their own home. Similarly, the employer does not have to travel to the interview location; the interview can be conducted from anywhere in the world.
6. Online interviews allow for greater flexibility. The interview can be scheduled by the employer at a time that works for everyone. It is also easier for the applicant to attend interviews because they can do so from any location.

Disadvantage of Online Interview:

1. Online interviews depend on technology, they may be disrupted and the interview process hampered by

technical problems including slow internet connectivity, malfunctioning microphones or webcams, and software problems.

2. Online interviews don't allow for face-to-face communication, which could make the candidate feel distant from the interviewer. This may affect the employer's ability to assess the candidate's interpersonal abilities.
3. Distractions Background noise, interruptions from family members, and pets can all be sources of distraction during online interviews. This may divert the interviewer's attention and affect the candidate's assessment.
4. The use of technology in interviews increases the risk of technical difficulties and connectivity concerns, which can ruin the interview process and negatively affect the candidate experience as a whole.

Offline Interview:

An offline interview, sometimes referred to as a face-to-face interview, is a customary in-person employment interview. These meetings are held at a prearranged site, which is typically the employer's office.

Advantage of Offline Interview:

1. Employers can assess an applicant's interpersonal and communication abilities in person during an offline interview. This can be useful in figuring out whether the candidate will fit in well with the company's culture.
2. During an offline interview, the employer might assess an applicant's body language to ascertain whether or not they exude confidence and a good attitude.
3. An improved assessment of the applicant's qualifications and experience is possible with offline interviews. This is so that the company can probe further and get clarification on any issues they may have regarding the applicant's qualifications.

4. Compared to online interviews, offline interviews are more formal and professional, which might boost the applicant's confidence and give them a better impression.

Disadvantage of Offline Interview:

1. For the applicant, offline interviews can be inconvenient, particularly if they reside far from the interview site.
2. Time-consuming, as both the applicant and the employer must go to the interview place, thus offline interviews take a lot of time. This may require a substantial length of time, particularly if the candidate must travel far.
3. Expensive as the employers must cover the costs of hiring an interview space, offering refreshments, and sometimes even covering the applicant's travel and lodging fees, which makes offline interviews expensive.
4. Restricted Adaptability because the scheduling flexibility is limited with offline interviews as the applicant and the company must agree on a specific time and place.

Future Trends of Virtual Interview:

1. Hybrid Work Environments: It's likely that the idea of hybrid work, which blends remote and in-person work, will endure. For companies adopting hybrid work arrangements, virtual interviews will be essential components of the employment process.
2. Technological Developments: As technology progresses, virtual interview platforms could become more complex, with capabilities like augmented reality (AR) for virtual office tours, sophisticated analytics for candidate evaluations, and enhanced AI-driven tools for preliminary screenings.
3. International Talent Acquisition: Virtual interviews facilitate firms' access to a worldwide talent pool. Without requiring a lot of travel, employers can

interview candidates from various geographic locations.

4. Improved Candidate Experience: It is possible to plan virtual interviews so that candidates have a smooth and enjoyable experience. Interactive components, online tests, and virtual onboarding procedures might all be part of this.
5. An increase in the use of video assessments and asynchronous interviews, in which applicants record their answers to questions in advance, is also a possible trend. Both hiring teams and candidates can benefit from this flexibility.

Finding:

1. The new interviewing methods are becoming more and more commonplace among candidates and employers because the advantages far outweigh the disadvantages.
2. Virtual interviews are anticipated to become more common in the employment process as technology develops.
3. Organizations may access a varied talent pool and optimize their recruitment procedures by adopting this digital change.
4. Candidates need to become conversant with the technology, practice proper conduct during virtual interviews, and figure out how to successfully convey their qualifications and talents over a screen.
5. In-person interactions will always be necessary for jobs involving management, customer relations, or manual labour.
6. Effective virtual interviewing techniques must be developed by employers; these tactics should include careful planning, the selection of suitable video conferencing platforms, and the creation of a welcoming virtual atmosphere.

Conclusion:

The hiring process has evolved in a way that is better for the future. The introduction of virtual interviews has benefited candidates and companies alike in many

ways. It has completely changed the employment process by enabling businesses to reach talent worldwide without being limited by geographical proximity. While there are issues with the technology being employed today. Every company will have to assess its requirements, adapt, and welcome new hiring practices. In the post-pandemic world, the phrase "hybrid approach" is often misused, yet it still has relevance when discussing hiring practices. In the end, the hiring organization's preferences, logistics, and unique circumstances will determine whether to do an online or physical interview. To guarantee an impartial and efficient assessment of candidates, it is crucial to select the strategy that most closely fits the objectives and specifications of the interview process. Virtual interviews are anticipated to become more common in the employment process as technology develops. The decision between in-person and virtual interviews ultimately comes down to the hiring needs of the business, as well as the preferences of both the applicant and the employer. There are several elements to consider when deciding between an online or offline interview, such as the demands of the organization, the position being filled, and the applicant's and employer's preferences. There are benefits and drawbacks to both forms of interviews; which is optimal for a certain hiring scenario will determine which to choose. The best way to conduct interviews depends on the kind of hiring that is being done. For jobs that will be entirely remote, or for high-volume recruitment, for instance, video interviews are advantageous. "You might begin a senior role virtually at first, but eventually you would want to engage with people in person. Employing

someone for a senior position is an investment, so you should meet potential candidates to learn more about their work style and personality. But this doesn't mean that in-person interviews are no longer necessary—far from it. In-person interactions will always be necessary for jobs involving management, customer relations, or manual labour. The only reliable approach to assess someone's people abilities and management style is in person. Thus, depending on the situation, companies may decide to conduct all of their interviews offline or online for preliminary screening and offline interviews for final selection.

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