

Scienxt Journal of Social Science

Volume-2 // Issue-1 // Jan-June // Year-2024 // pp. 1-9

"The psychology of candidate during interview performance: understanding the behavioral patterns"

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Abstract:

The interview process is a crucial step in the recruitment process where a candidate's skills, qualifications, and suitability for a particular job role are assessed. In order to succeed in an interview, candidates must display certain behavioral patterns that demonstrate their professionalism, confidence, and ability to communicate effectively. In addition to one's qualification, knowledge, skills and experience, Dress code and Body Language make a huge difference in impressing the interview panel. Dressing smartly is as important as speaking smartly, and so everyone tries to look well-groomed and professional. The important thing is that at the time interview, one should be flawlessly dressed and take care of his/her appearance and try to be as natural as possible. The term "body language" includes manner, gesture, or posture and eye contact for conveying meaning to the observers and to those who are involved in the particular context. The selection panel observes candidates appearance, frequency of eye contact, postures, gestures and facial expressions. Dress code and Body Language are the two important aspects of Non-verbal communication and interaction process involves both Verbal and Non-verbal communication. A harmonious blend of both Verbal and Non-verbal communication assures a win-win situation to the candidates.

This research paper explores the behavioral patterns of candidates who are facing an interview and the impact these patterns on their chances of being selected for a job.

Keywords:

Dress Code, Verbal communication, Non-verbal communication, Body Language, Interview, MNCs, Personality, behavioral patterns.

1. Introduction:

In today's global scenario, the students and practitioners need to enhance not only their English communication skills, but also appear for interview in a smart manner. Many MNC's and Govt. organizations select the candidates through the selection process where the candidate has to face multiple interviewers individually. Each interviewer submits his report and the reports are compared for final decision. In an interview, the candidate's appearance, and clothes play a supporting role in the interview process. While the clothes need not be costly, dazzling, new or of the latest fashion, they should be neat and clean. A well-dressed candidate will also feel confident.

2. Behavioral patterns in an interview:

During an interview, candidates unknowingly display certain behavioral patterns that showcase their communication skills, problem-solving abilities, and cultural fit within the organization. Some of the key behavioral patterns that are essential for a successful interview include:

2.1. Professionalism:

Candidates should dress appropriately, arrive on time, and maintain a professional demeanor throughout the interview process. This includes being polite and respectful to the interviewers, expressing interest in the job opportunity, and demonstrating a positive attitude.

2.2. Confidence:

Confidence is a key factor in making a good impression during an interview. Candidates should speak clearly, maintain eye contact, and answer questions with confidence and conviction. Confidence can help candidates to showcase their skills and qualifications effectively and create a lasting impression on the interviewers.

2.3. Communication skills:

Effective communication is essential in an interview as it helps candidates to convey their thoughts, ideas, and experiences clearly and effectively. Candidates should listen attentively, ask relevant questions, and provide concise and detailed responses to the interviewer's questions.

2.4. Problem-solving abilities:

Interviewers often pose challenging and hypothetical questions to assess a candidate's problem-solving abilities. Candidates should demonstrate their analytical thinking, creativity, and ability to think on their feet when faced with unexpected situations or problems.

2.5. Cultural fit:

Employers are not only looking for candidates with the right skills and qualifications but also those who will fit in well with the company culture. Candidates should demonstrate their values, work ethic, and interpersonal skills that align with the company's culture and values.

2.6. Appearance:

Appearance is determined by the candidate's conduct and by the manner of his/her movements and action. The candidate's appearance can convey a strong sense of trustworthiness to a prospective employer. It also conveys a sense of self confidence, dependability and professionalism. It is obvious that a great number of people agree that non-verbal language takes up more space in communication than verbal language.

2.7. Sitting posture:

A candidate's gesture speaks much louder than the words uttered by his tongue. A sloppy posture indicates a careless attitude and a lack of energy. Sitting on the edge of the chair can come across as being nervous and tense. Keep the back straight. Relax and Lean forward slightly to indicate interest and involvement. The candidates should not recline back into the chair fully; this shows that a candidate seems to be bored or disengaged. The sitting posture reflects high confidence and is a must in cracking any interview.

2.8. Eye contact:

Eye contact is the best way to show that a candidate is actually paying attention and engaging with the situation. Eye contact is essential in an interview body language, to establish rapport with your interviewer. With panel interviews it is best to look at and direct your answer to the person asking the question, with a glance periodically at the other interviewers. (5)

2.9. Leg postures:

Most of the candidates want to avoid nervous or bored body language like repeatedly crossing and uncrossing their legs or arms, fiddling with their hair or clothes, continually touching their face, scratching their head. Be aware of the interview body language message your legs are giving. A lot of leg movement is both distracting and indicates nervousness. Resting one leg or

ankle on top of a candidate's other knee makes that candidate look too casual and comes across as arrogant.

Crossing your leg high up conveys a defensive attitude in the one-on-one context of a job interview. Crossing them at the ankles or placing both feet flat on the floor conveys a confident and professional look during the interview. (5)

2.10. Personalities:

Various components of the personality are Dress, Body Language, Tone and Voice, Countenance and Manners. The candidate's movements and posture must be active, positive, live and responsive enough to make the group and the examiner take him/her seriously. The candidate's body language should reflect confidence, openness, readiness and a sense of humor. The candidate's eyes should radiate sincerity, friendliness and positive outlook.

In case of a telephonic interview, candidates have the advantage of not being seen. On the flipside, candidates can use only their voice to make an impression. The candidate should make sure that he is in the right environment during the interview. The call must be taken in a quiet room with no distractions. Smoking, eating or chewing must be strictly avoided. The interview call must not be packed within a tight schedule. This is because the call can't be cut short in case of another appointment or meeting. Smiling during the interview helps to keep one's tone friendly for it gives clues to a person's frame of mind, which includes body movements of the head, eyes, neck, hands, arm, feet or other parts of the body to reflect different expressions.

3. Tips for men & women:

3.1. Men:

- ✓ Regular formal shirts, preferably in solids (no stripes or checks)
- ✓ Coordinated and sober/conservative colors
- ✓ Belt should be the same color as your shoes. If wearing black or navy blue trousers, wear a black belt, black shoes, and black or navy blue socks
- ✓ Formal shoes should be polished and in good condition
- ✓ Clothing should not be transparent or form fitting

3.2. Women:

- ✓ Formal shirt or blouse with formal trousers/slacks
- ✓ Indian formal wear (salwar kameez/sarees) is fine but it should be sober
- ✓ If you are wearing a skirt it should be knee-length or longer
- ✓ Jewelry should be minimal and subtle
- ✓ Neckline should be conservative and not low
- ✓ Clothing should not be transparent, nor form fitting
- ✓ Handbags should be well-kept, moderate in size, neat in appearance

3.3. General tips for both:

- ✓ Be on time.
- ✓ Carry extra copies of your CV/resume.
- ✓ Give a firm handshake.
- ✓ Be enthusiastic about yourself, the job and the company.
- ✓ Be positive and confident.
- ✓ Be honest.
- ✓ Speak slowly and clearly, and your voice should be well modulated.
- ✓ Take time to think about an answer before giving it. Use phrases such as 'that's an interesting question' to buy some time.
- ✓ Never say anything negative about previous employers.
- ✓ Make eye contact.
- ✓ Control your body language. (4)

3.4. What not to do during an interview:

- ✓ Scratch or rub your head or back of neck. You'll look disinterested, distracted and uncomfortable.
- ✓ Drum with your fingers or fidget with your hands on the table in front of you. It will make you appear nervous, or distracted.
- ✓ Rub your nose, eyes or the side of face. It will make you look shifty or dishonest.
- ✓ Fold your arms in front of your chest. You'll appear arrogant and unfriendly.

- ✓ Rock back and forth or slouch down in on your chair. You'll look lazy and uninterested.
- ✓ Cross and re-cross your legs repeatedly. You'll come across as nervous and uncomfortable.

4. Grooming:

- ✓ Hair – Clean and Neat
- ✓ Details – No missing buttons, Lint or tags
- ✓ Hands – Clean, manicured figure nail
- ✓ Fit of clothing – Clean, pressed and proper fit.
- ✓ Smell – little or no cologne, no cigarette smell.
- ✓ Breath – Fresh, clean breath, use a breath mint

5. Body language in interview:

The term “body language” should reflect on manner, gesture, or posture that conveys meaning to the observer. Most of the researchers agree that the verbal channel is used primarily for conveying information, while the non-verbal is used for negotiating interpersonal attitudes, and in some cases, is used for verbal messages. Body language is especially meaningful in an interview as the interviewer will be paying as much attention to nonverbal cues as to what the candidates have to say. In an interview, the interviewer might find annoying, certain mannerisms like playing with a button or pen. Constant or bold gesturing should be avoided, since some of these mannerisms are often triggered by nervousness. On the other hand, some body language shows that the candidate is engaging in the interview. Some positive examples of body language in an interview include leaning forward slightly to show his enthusiasm and nodding whenever appropriate, particularly when their interviewer is making an important point. A candidate's verbal content only provides 7% of the message the interviewer is receiving from the candidate. Both the candidate's body language (55% of the message) and the way the candidate speaks, such as tone of voice (38% of the message), are as important in interview answers. (3)

6. Impact of behavioral patterns on interview success:

The behavioral patterns displayed by candidates during an interview can have a significant impact on their chances of getting selected. Employers assess candidates based on their behaviors, as well as their skills and qualifications, to determine their suitability for the job role. Candidates who display positive behavioral patterns such as professionalism, confidence, and effective communication are more likely to leave a lasting impression on the interviewers and increase their chances of being selected for the job opportunity.

On the other hand, candidates who display negative behavioral patterns such as lack of professionalism, poor communication skills, and lack of confidence are less likely to succeed in an interview. These candidates may come across as unprepared, disinterested, or unqualified for the job role, which can negatively impact their chances of being selected.

7. Conclusion:

Communication skills as well as the dress code are an important part of corporate sectors for their recruitment process and their expectations about candidates are high in order for them to withstand in the competitive world. The objective of the dress code isn't to draw attention to what you're wearing, but rather to draw attention away from one's appearance and toward the substance of the candidate's knowledge. If a candidate dressed neatly and appropriately enough, it provokes the committee members to say to themselves, "OK, this person looks fine".

In conclusion, the behavioral patterns displayed by candidates during an interview play a crucial role in their chances of success. Candidates who demonstrate professionalism, confidence, effective communication, problem-solving abilities, and cultural fit are more likely to make a positive impression on the interviewers and increase their chances of being selected for the job opportunity. It is essential for candidates to prepare thoroughly for an interview, practice their responses, and showcase their skills and qualifications effectively in order to succeed in the competitive job market.

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