

Graphology for Employee Recruitment

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Abstract. Graphology can indicate well a person's personality structure, abilities, capabilities to grow and develop, and perhaps most importantly, integrity. This research aimed at knowing how Graphology works in daily lives. Graphology is a scientific method in a basis of analyzing strokes. Combinations of strokes have significant interpretation. The method used was qualitative method. The data collected consisted of primary data and secondary data. Primary data were obtained through observation and interview to employee and Graphologist. While, secondary data were obtained through literature study. The sample was employees selected by using Graphology (20 employees). In analysing the data, N Vivo11 was used. The result concluded that the role of Graphology is very important because it is helpful in terms of knowing the extent of the competencies of the employee.

1. Introduction

Recruitment plays a very important and vital role in the business world. The recruitment is an important term used in human resource management for all types of business organizations. In addition, recruitment can also be interpreted as a process in determining the employees, who will be accepted and become part of the company, or who will be rejected and not allowed to be part of the company. Effective recruitment can help organizations to generate a better profit by choosing the most appropriate employees quickly. The main purpose of recruitment is to determine the right people quickly, thus that production costs can be used efficiently [1]. Inability in creating competitive employees becomes one of many failures of organization in coping with the changing business environment. Inability in recognizing internal potential leads to shift attention more to external potentials by organization in which it causes the lack of long-term competitive advantages. Organizational potentials can be utilized by integrating human resources strategies into corporate strategic. Unsuccessful recruitment can be a cause of the business failures. Some organizations may emphasize the importance of various tests for selection, while others may emphasize interviews and reference checks. There are several types of tests available to be used as tools for the recruitment, such as ability test, personality test, honesty/integrity test, etc. The implementation of individual personality and characteristic tests can identify and produce the success of the work throughout the organization. Graphology is one of characteristic tests. Nowadays, many companies conduct a graphology test for recruiting prospective employees.

2. Literature review

A lot of questions are related to the credibility of the handwriting. However, it was reported that 6,000 companies in the United States has selected all their employees by using Graphology [2] Graphology is a scientific method in the standard system of analyzing strokes. Combination of stroke has a significant interpretation. This is a form of modern psychology that identifies personality. On the other hand, graphology is described as a scientific study and handwriting analysis, or the art of interpreting characters and personality from specificities in handwriting [3]. The debate about the value of Graphology as an assessment tool has been conducted for several years.

The first special research on handwriting analysis was written in 1622 by Camillo Baldo, an Italian doctor and Professor at the University of Bologna [4]. He wrote the first book on Graphology entitled "How to Assess the Character of People from his letter". In his book, it is said that it is impossible for two people to be able to write in the same handwriting. Modern versions of graphology are rooted in the late nineteenth and early 20th centuries. Writing has been known at least a century old, and a book known about graphology was firstly found in Spain in 1552.

Handwriting analysis is often defined as a method to know one's characteristics in predicting the personality of the author. For analyzing the results of handwriting itself, it can be considered to use several six types of main features: (i) font size, (ii) letter and word slope, (iii) baseline, (iv) pen stroke, (v) distance among letters and (vi) distance among words in a document. These six features are used to identify the characteristics of the author [5].

Graphology or handwriting analysis is a field of study to identify and understand the personality, behavior, and character of people. Handwriting analysis can be applied in many fields. Some fields that apply the techniques of writing analysis are in job profiles, worker recruitment, marital compatibility, criminal investigations, psychological analysis and medical diagnosis [6].

There are two methods in Graphology, namely the French and the German approaches. The French approach is when the handwriting is divided into various components, and examined separately. [The German approach, known as holistic or gestalt approach, stated that isolated element does not mean anything if there is only one element of handwriting, thus there is no any significance. This approach analyses the sample in terms of the arrangement on the page, the form of the writing, and the movement. It gives an intuitive impression of the entire writing, and it can also make certain assumptions about the writer. Either the holistic or the isolated method is the "best", but when it is used in combination, it provides the most complete description of the person's disposition. Today, professional graphologists use a combination of both methods [7].

Debates in the past generally discuss of credibility and reliability from handwriting analysis as a tool to assess one's personality. At this time, the debates over this matter have been shifted by the proof of the emergence of handwriting analysis as a new and independent study. The credibility and reliability of handwriting analysis has been proven as the latest and independent study. There are three main elements of graphology [8]. which are research, development, and education. These elements are related to what happens to our brain. With the existence of graphology, the research and the development of insight can be conducted in order to re-educate organization for being able to use the handwriting analysis [9].

Graphology can be used as a new alternative method to replace the other selection methods used in the past. Graphology offers a number of benefits that are not obtained from other methods. One advantage is that the handwriting samples can be obtained easily. Therefore, the long-term research and collecting data does not take a high cost and a long time. Although graphology is very simple, it can provide the information needed. [10]

Handwriting analysis also provides a lot of information with relatively inexpensive fees. [11] This is proved by a lot of characteristics that can be demonstrated by the Graphology, and the costs incurred are only used to pay for graphologist. However, handwriting analysis in practice will be very difficult to be fraud because in handwriting analysis, it can be seen whether the handwriting is original or made up. Respondents were sometimes often making up a particular handwriting, even though it still can be detected by using handwriting analysis.

3. Methodology

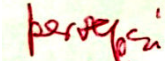
The research method used was qualitative method. The data collected consisted of primary data and secondary data. Primary data were obtained through observation and interview to employee and Graphologist. Secondary data were obtained through literature study. The sample consisted of the employees selected by using Graphology and not using Graphology (30 employees). Handwritten results of participants were collected and processed by Graphologist. Moreover, N Vivo 11 was used as a tool to analyse data. N Vivo software is a program that is able to support a qualitative method.

4. Analysis

Spencer [12] described that effective recruitment are strategically important to any company. Recruiting the wrong candidates can implicate negative cost, while effective processes can contribute to a reduction in turnover and an increase in productivity. Therefore, many companies use various


tools for recruitment, for instance, graphology. Graphology is a science of revealing personality traits from someone’s handwriting, not of identifying the author. Graphology is a self-validating science [13]. In other words, this means the credibility of the method can be proven immediately by the feedback obtained from the graphologist. Validation of graphology has also come from the scientific community, thus in this research, data verification was conducted by the graphologist. Data collection was obtained from the handwriting of employees. The data were divided into two groups, the handwriting from the employees selected using handwriting and the data of the employees selected without using handwriting. Here was an example of data processing by graphologist for selected employees using Graphology.

Table 1. Data processing by graphologist for selected employees using Graphology for 24L

Employee	Handwriting	Characteristics
24L		<ul style="list-style-type: none"> • Being controlled by head not by heart. • Not showing their expression • Being able to be calm in an emergency. • Participating when someone makes them angry, but it does not let their emotion control them • Expressing his feelings with actions not words • Believing in facts and not with emotional stories. • Having social skills and interacting well. • Being able to respect and treat others with dignity and expecting people to act accordingly. • Keeping a lot of things secret especially about them and certain events in the past. • Having good thoughts, high creativity, and being able to solve problems quickly. • Being able to look into the future and have high goals and can really achieve them. • Being able to achieve whatever level of success he wants. • Being able to achieve the greatest potential in him, brave, and not afraid of failure. • Being independent and careful in choosing friends. • Having a healthy and clear imagination.

The example of data processing by graphologist for selected employees without using graphology for 5L

Table 2. Data processing by graphologist for selected employees without using Graphology for 5L

Employee	Handwriting	Characteristics
5L		<ul style="list-style-type: none"> • Having several types of trauma and problems with trust. • Withdrawing and rarely showing feelings except for emergencies. • Having extreme extroverted properties. • Saving feelings for them. • Bearing a grudge, but not blowing up his anger. • Requiring time and space alone. • Having good skills in socializing and interacting. • Being Sensitive to criticism. • Not being able to accept reality well and often not facing what happened in his life. • Being able to be diplomacy well. • Thinking cumulatively and procedurally. • Thinking methodically. • Having a low level of confidence. • Having a tendency to procrastinate. • Having a healthy imagination. • Often failing because they do not complete what they do thoroughly. • Often exaggerating something that is physical.

All the data that had been processed was made its average. The result of the data's sample found that there are differences between the selected employees using graphology and the selected employees without using graphology. The average comparisons of competencies employee selected using handwriting and without using handwriting analysis could be described below:

Table 3. The average comparisons of employee competencies selected using handwriting and without using handwriting analysis

	Without Graphology		With Graphology	
	Value	Category	Value	Category
Intellectual Competency	1.783	Not good	2.218	Good
Emotional Competence	1.868	Not good	2.208	Good
Social Competence	2.106	Good	2.224	Good
Spiritual Competence	1.980	Not good	2.156	Good

Based on Table 3, it showed that the employees selected using Graphology had higher competencies than the employees selected not using Graphology.

Based on the results of handwriting analysis above, it could be concluded that the role of handwriting analysis was very important. The results of this handwriting analysis were helpful in terms of knowing the extent of the competencies of the employees. If it is based on data of existing employees, it could be seen that the employees selected without using handwriting analysis could not develop their career.

This result showed that handwriting was accurate because the structure of our actual handwriting was indicated to the power of our subconscious mind. Our handwriting changes as our personality evolved or changed as a reaction to life's many positive and negative events. The use of graphology in recruitment processes had become a popular tool in many human resources companies. A major problem in using graphology for marketing research was obtaining acceptance. Even open-minded researchers might feel a sense of embarrassment about a technique equated with such unscientific practices as palmistry and astrology. Graphology played an important role whenever it was useful to know something about human personality. It could be used in personnel recruitment, compatibility analysis, career guidance, assisting lawyers and law enforcement agencies; enabling teachers to identify the strengths, weaknesses, aptitudes of students; supporting social workers and counsellors in identifying and dealing with their client's behaviors and personalities, and diagnostic procedures in medical field.

On the other hand, Rafaeli & Drory [14] examined the relationship between graphology and job performance. Handwriting scripts of 60 employees were analysed by a graphologist and rated on 13 related items. Supervisory assessments of on the job behaviour were obtained using the same 13 jobs related items. The correlation between the graphological ratings and the subjective assessment of performance were highly significant for 10 of these items. The use of graphology in recruitment processes had become a popular tool in many human resources companies.

5. Conclusion

This research concluded that recruitment is a key factor for performance. A good recruitment process is the first step to ensure the succession of the organization. Recruitment is conducted to find the competence of prospective employees in accordance with the needs of the organization. Competence is a key role in improving performance that can be detected using graphology.

Effective recruitment systems identify the competencies in associated with high performance, establish assessment techniques that successfully measure the presence of competencies in candidates, and repay their own expense through the additional productivity of new recruits. This validates the appropriateness of competency is much needed to guarantee high company performance, thus is it is not found irrelevant bias. Recruitment systems represent a key area of competitive advantage. Graphology can be the answer for the right of recruitment process. As mentioned above, effective

recruitment can lead to the successful organization. This research tries to find the role of graphology in the complete process of achieving organizational success. This competence can be detected using graphology. Therefore, graphology is important in the recruitment process because it can be a determinant of succession of an organization. Organizations with good performance certainly need to be supported by employed owned good competence.

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