



BUSINESS STUDIES

BOOKS - SHREE RADHEY PUBLICATION

BUSINESS STUDIES (HINGLISH)

STAFFING

2018

1. Why is aptitude test conducted in the process of selection?



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2. Bhagwati Enterprises is a company engaged in the marketing of air-conditioners of a famous brand. The company has a functional structure with the four main functions purchase. Sales. Finance and Staffing. As the demand for the product grew. The company decided to recruit more employees. Identify the concept which will help the Human resource Manager to find out the number and type of personnel available so that he could

decide and recruit the required number of persons for each department.



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3. Vegetech Enterprise was a company manufacturing refrigerators. The company had a functional structure with four main functions-production Marketing Finance and Human Resources . As the demand for the products grew. The company decided to hire more employees. Identify the concept which

will help the Human Resource Manager in identifying the types of human resources necessary for the performance of various jobs and accomplishment of organisational objectives.



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4. Identify the concept which will help the human Resource manager in identifying the types of human resources necessary for the

performance of various jobs and accomplishment of organisational objectives.



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5. Why is 'employment interview' conducted in the process of selection ?



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6. Alpha Enterprises is a company manufacturing water geysers. The company

has a functional structure with four main functions. Production marketing Finance and Human Resource. As the demand for the product grew. The company decided to hire more employees. Identify the concept which will help the human Resource Manager in deciding the actual number of persons required in each department.



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Case Study

1. Bhagwati Enterprises is a company engaged in the marketing of air-conditioners of a famous brand. The company has a functional structure with four main functions -Purchase, Sales, Finance and Staffing. As the demand for the product grew, the company decided to recruit more employees.

Identify the concept which will help the Human Resource Manager to find out the number and type of personnel available so that he could decide and recruit the required number of persons for each department.





2. Akansha, Nikita and Parishma are the owners of a handicraft unit in the urban area of Dibrugarh in Assam, which is involved in the manufacturing and marketing of Sital pati, traditional mats and Jappi (the traditional headgear). They decided to shift this manufacturing unit to a rural area with an objective of reducing the cost and providing job opportunities to the locals.

They followed the functional structure in this

organisation with a view to increasing managerial and operational efficiency.

They assessed and analysed the type and number of employees required, keeping in mind that they had to encourage the women, and the people with special needs belonging to the rural area.

State the next three steps that they will have to undertake, for obtaining a satisfied workforce for their handicraft unit.



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3. Resolutions Pvt. Ltd. Is a publising company. Its book on Business Studies for class XII is in great demand. As a result the employees in the marketing department are always racing against time. The employees have to work overtime and on holidays to cater to the demand.

Managers in the marketting department are under stress as they have to handle more than two territories. the work stress has led to dissatisfaction among the employees and managers.

(a) Name and explain the step of staffing

process which has not been performed properly.

(b) State the next two stages immediately following the step identified in part 'a'.



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4. Joseph Bros. was a firm manufacturing jute lamp shades. It used left over jute pieces from various jute factories to manufacture economical lamp shades which are supplied to various hotels to nearby towns. It employs

men and women from nearby villages as workers for creating good lamp shade designs. Joseph Bros. is not able to meet its targets. Namish, the supervisor of the company was told to analyse the reasons for the poor performance. Namish found following problems and suggested certain solution in the working of the business. the number existing workers were overburdened. the firm decided to search for new workers and it asked the present employees to introduce candidates or recommend their friends and relatives to the firm. this enabled the firm in

"putting people to jobs" and assured attainment of objectives according to plans.

(a) Identify the function of management being performed by the firm in the above situation.

(b) Name the concept and its source used by the firm to attract more workers for the firm.



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5. Orient Ltd. Expanding its business operations. All the department heads were asked to fill up "Manpower Requisition from

and estimate the annual requirement of skilled and unskilled workers".

All the departmental heads submitted the requisition forms to HR manager. HR manager, complied all such requisition forms as:

Requirement of skilled workers-89

Requirement of skilled workers-89

Requirement of unskilled workers -265

After this, recruitment and further selection procedure was followed.

Name and explain the methods of recruitment which would be most appropriate in the above case.



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6. Mr. Murthy is the Human Resource Manager of Jai Hind Hospital in Vellore. He has to appoint nurses for the hospital. Since patients in the hospital are of different types, he wants to find out the candidates' maturity and emotions in dealing with the patients. he also wants to know about the candidates' ability to make decisions. Explain two types of tests that Mr. Murthy can use to meet his requirements.



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7. Nishant, the director of a garments company is planning to manufacture bags for the utilisation of waste material from one of his garments units. He has decided that this manufacturing unit will be set up in a rural area of Odisha where people have very few job opportunities and labour is available at very low rates. he has also thought of giving equal opportunities to men and women. For this he wants four different heads for sales. Accounts, Purchse and Production. He gives an

advertisement and shortlists ten candidates per post after conducting different selection tests.

Identify and state the next three steps for choosing the best candidate out of the candidates shortlisted.



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8. Blue Heavens Ltd. Purchased a new hi-tech machine from Germany for manufacturing high quality auto components in a cost

effective manner. But during the production process, the manager observed that the quality of production was not as per standard. On investigation it was found that there was lack of knowledge amongst the employees of using these hi-tech machines. So, frequent visit of engineers was required from Germany. this resulted in high overhead charges.

Suggest what can be done to develop the skills abilities of employees for producing high quality products by using these hi-tech machines. Also state how the employees or the

organisation will be benefitted from your suggestion.



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9. The General Manager of Indemnity Ltd. Was addressing employees during employee recognition program. Function. He stressed, "employees should make all efforts to increase their market value. To achieve this objective, they should increase their capacity, and efficiency. they should also make such

endeavour as to get job satisfaction. not only that it is equally essential that they should concentrate on minimizing the accidents".



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10. Name the Training Method in which :

(i) A newly appointed employee is acquainted with the organisation.

(ii) Trainee learns under the guidance of a master worker.

(iii) Trainee learns on the dummy equipments he/she will be using.



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11. Based on "Performance Appraisal Report (2016).", the HR manager of Gamma Ltd. Adopted the following ways of training for improving the quality of output and providing more job satisfactions to the employees.

(i) Mr. Ganesh was in the company so that he could practice the theoretical knowledge

acquired by him from his college.

(ii) Mr. Rahul was provided a dummy model of machinery to do practice on it.

(iii) Mr. Shekhar was asked to work with an expert for specific period of time so that he learns by observation.



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Ex

1. Human Resources Management includes many specialized activities and duties which the human resource personnel must perform. In the light of this statement. Explain any four such duties performed by human resource manager.



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2. Name the concept related to searching for prospective candidates.





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3. Why is selection called negative process?



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4. One of the functions of management injects life in the organisation. Name that function.



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5. Name the first two stages of evolution of HRM.



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6. Out of training and development which one is wider in scope ?



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7. Give any two methods of external recruitment.



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8. Under which source of recruitment do employees get motivated?



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9. What is the pre-requisite of selection?



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10. Is expense on training a waste?



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11. Define Training.



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12. What information do we get through aptitude test?



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13. Which test helps the company to know about the qualities and the moral values of the candidate?



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14. Name the process by which the most suitable candidate is placed to fill the vacant job position.



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15. State one objective of preliminary screening/interviews.



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16. What is the prime concern of staffing function.



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17. Name the concept which relates to forecasting and assessing manpower needs.



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18. Which function of management fills the jobs created by organising function.



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19. There is no need of human resource planning as so many people are available in the market these days. Do you agree with this statement? Give reasons.



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20. A newly appointed personnel manager is of the view that there is no need for training the workers. Do you agree with his views? Give reasons to support your answer.



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21. Name the concept related to searching for prospective candidates.



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1. Zenith Ltd. Is a highly reputed company and many people wanted to join this company. The employees of this organisation are very happy and they discussed how they came in contact with this organisation.

Aman said that he was introduced by the present sales manager Mr Joh.

Benu said that he had applied through the newspaper and was appointed as HR manager.

Vaibhav said that he was neither related to

any of the employee of the organisation not there was any advertisement in the newspaper even then he was directly called from IIM Ahmedabad from where he was about to complete his MBA.

(a) The above discussion is indicating an important function of management Name the function of management.

(b) The management function identified in part (a) follows a particular process. Explain the step of this process which is being discussed in the above para.



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2. Why do you think recruitment is a positive process?



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3. Name the concept which involves growth of individuals in all respects.



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4. Our assets walk out of the door each evening we have to make sure that they come back the next morning This statement relates to which function of management. Explain the importance of this function.



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5. Out of human resource management and staffing which one is wider?



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6. Name the source of recruitment in which newspaper. Employment exchange. T.V. etc are used.



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7. Name the method of training suitable for plumbers, electricians and iron workers. Explain that method.



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8. Which source of recruitment has the disadvantage of increase in labour turnover?



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9. Some learning opportunities are designed and delivered to improve skills and abilities of employment others are designed to help in the growth of individuals in all respects. Identify and explain the two concepts explained above.





[Watch Video Solution](#)

10. Which source of recruitment has the disadvantage of increase in labour turnover?



[Watch Video Solution](#)

11. Name the concept which relates to temporary separation of employer and employee.



[Watch Video Solution](#)

12. Define job analysis.



Watch Video Solution

13. Define job specification.



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14. An accountant is sent to learn the new software for accounting to prepare the books of accounts faster and accurately. He was

further sent to orientation to improve his motivational and conceptual skills.

(i) Identify and explain the two concepts explained above.

(ii) Differentiate these concepts on the basis of suitability, method used and nature.



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15. The workers of a factory are unable to work on new machines and always demand for help

of supervisor. The supervisor is overburdened with their frequent calls. Suggest the remedy.



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16. The workers of a factory remain the idle because of lack of knowledge of hi-tech machines. Frequent visit of engineer is made which causes high overhead charges. How can this problem be removed?



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17. The quality of production is not as per standard . On investigation it was observed that must of the workers were not fully aware of proper operation of the machinery. What could e the way to improve the accuracy?



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18. A company is manufacturing paper plates and bowls. It produces 1,00,000 plates and bowls each day. Due to local festival it got an urgent order of extra 50,000 plates. Advise

how will company fulfill its order and which method of recruitment would you suggest?



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19. An organisation provides security services. It requires such candidates who are reliable and don't leak out the secret of the clients. What steps should be incorporated in selection process? State next two steps of selection process.



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20. A company AB Ltd. Started a New plant for manufacturing solar based Motor Bikes in India. India is highly competitive and has cost effective production base in this sector. AB Itc. Is planning to capture 30% of the market in India and also aims to Export Motor Bikes worth rs5 crore in next two years. to achieve these targets. it requires highly trained and motivated work force Mr. X is appointed by the company to advise in this matter.

(i) Briefly explain the process of staffing which

the company has to follow.

(ii) Identify the value followed by the company



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21. Pure Energy Ltd. Imported a new hi-tech machine from Japan for manufacturing high quality and low cost solar panels in India. After a month the report of production Manager reflected a decline in quantity and quality of production. On investigation. It was found that there was lack of technical knowledge and

skills amongst the employees for using these hi-tech machines. This resulted in high overhead charges as well as frequent visits of engineers was required from Japan.

(i) Suggest what should be done to increase the quality of production.

(ii) Also state, how the employees will be benefited from your suggestion.

(iii) State any value which Pure energy Ltd. is following.

(iv) Identify the functions of management discussed above.



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22. In order to decrease the cost of production and increase quality of work x,y,z Ltd. Decided to modernise their plant. Now it is necessary to provide the knowledge of new technology to workers.



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23. Teja Ltd. Received 22.495 applications for the post of fifty supervisor. Preliminary.

Screening was done and 3,545 applications were filtered. Various steps of selection process were taken and finally fifty candidate as supervisor were selected. They were directly posted to their respective posts. After one-month performance appraisal of these candidates, it was found that out of 50, eight were not able to perform as per standards as they were facing practical problems while handling machines.

(i) In your opinion, what should be done to improve the performance of these eight supervisors.

(ii) How an organisation can be benefited by improving the skill level of employees.



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24. The workers of Vyam Ltd are unable to work on new and hi-tech machines imported by the company to fulfil the increased demand. Therefore, the workers are seeking extra guidance from the supervisor. The supervisor is overburdened with the frequent calls of workers. Suggest how the supervisor by

increasing the skills and knowledge of workers. can make them handle their work independently? Also state any three benefits that the workers will derive by the decision of the supervisor.



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25. A company has its own recruitment policy to fill the vacant posts with suitable employee.

(i) Top most positions are being filled by contacting specialised agencies so as to

attract the most capable work force
competitive organisation.

(ii) To foster the spirit of loyalty and motivate
the employees the middle level positions are
filled from within the organisation.

(a) Identify the sources of recruitment referred
above?

(b) Also give any one method of each source.



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26. In a company all recruiting, screening and training process for data entry. Etc. are done by one officer only. Their competitor was attracting most qualified employees. As a result this company had to choose from candidates who have soft skills and less qualifications. on the basis of above case answer the following questions:

(i) What problem do you see company is facing?

(ii) How can this problem be solved?



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27. A company X Ltd. Is setting up a new plant in India for manufacturing auto components, India is highly competitive and cost effective production base in this sector. X Ltd. Is planning to capture about 40% of the market share in India and also export to the tune of at least `

27. 5 million in about 2 years of its planned operations. To achieve these

targets it requires a highly trained and motivated work force. you has been retained by the company to advise it in this matter.

(i) Outline the process of staffing the company should flow.

(ii) Which sources of recruitment should the company rely upon? Give reason for your recommendation.

(iii) Outline the process of selection the company should follow with reasons?

(iv) Which methods of training and

development should company initiate?

Explain giving reasons.



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28. Ms. Jayshree recently completed her Postgraduate Diploma in Human Resource Management. A few months from now a large steel manufacturing company appointed her as its Human Resource Manager. As of now company employs 800 persons and has an

expansion plan in hand which may require another 200 persons. for various types of additional requirements. Ms. Jayshree has been given complete charge of the company's human resource department.

(i) Point out, what function does she suppose to perform?

(ii) What problems do you foresee in her job?

(iii) What steps is she going to take to perform her job efficiently?

(iv) How significant is her role in the organisation?



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29. Anurag runs a law firm in Delhi. His firm offers valuable financial and legal consultancy service to the clients . Whenever the hire any new employee, on the first day of their joining. They are welcomed to the organisation and are given details about hours of work, leave

rules, dressd codes, lunch arrangment introduced to the daily operations and key people in workplace. etc. They are also familarised with the organisation's policies and procedures including complaints and disputes, resolution etc.

In the context of above case name the type of traiing which is being referred in the above case.



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30. Smitha runs an NGO under the same serve karma in Delhi. The organisation is engaged in offering waste paper recycling services to all kinds of institutions in Delhi. It also made paper stationery out of recycled papers at very competitive price. The website of serve karma provides a link, to career sites. Wherein people desirous of joining the NGO can use simple job search to find the right opportunity for themselves. The NGO also keeps a database of

applications of jobseekers. so that they can be called whenever need arises.

In the context of above case: identify the two sources of external recruitment being used by Serve karma by quoting the lines from para.



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Ncert

1. Briefly enumerate the important sources of recruitment.



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2. What is meant by recruitment? How is it different from selection?



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3. Define training. How is it different from education?



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4. Distinguish between training and development.



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5. Why are internal sources of recruitment considered to be more economical?



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6. What is the importance of staffing function in today's environment?



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1. Define the staffing process and the various steps involved to it?



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2. Explain the procedure for selection of employees.



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3. What are the advantages of training to the individual and to the organisation ?



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4. The staffing function is performed by every manager and not necessarily by a separate department. Explain.



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5. Explain briefly different sources of recruitment.



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6. Explain the importance of staffing as a function of management.



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7. Explain any four techniques of training.



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Test Yourself

1. What is meant by orientation of employees?



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2. What is interview?



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3. List different types of tests used in selection process



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4. Describe briefly difference between training. Development and education.



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5. Distinguish between training and development on the basis of:

(a) Depth of knowledge imported.

(b) Initiative in learning.



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6. What is meant by employee's development?



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7. State with examples any two monetary incentives.



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8. Describe in briefly the stages of evaluation of Human Resources Management.



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9. What is job rotation?



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Short Ans

1. Explain briefly any four purposes of training



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2. What do you mean by HRM? Briefly state the activities of HRM.



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Thre Mark

1. Recruitment is one of the specialised activity performed by human resource management. Mention any two other

specialised activities of human resource management.



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2. State any three merits of external sources of recruitment.



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3. Explain in brief the following methods of training.

(i) Apprenticeship programmes

(ii) Induction training



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4. State any three merits of internal sources of recruitment.



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5. Briefly explain any three demerits of external sources of recruitment.



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6. State the steps in the selection procedure, after the employment interview and before the job offer .



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7. Atul-The Assistant Manager, Vikas-The marketing Head and Leena-The Human Resource Manager of Montac Enterprises

Ltd. Decided to leave the company.

Chief Executive officer of the company called the Human Resource Manager.

Leena and requested her to fill up the vacancies before leaving the

organisation. leena suggested that her

subordinate miss Rama Wadhwa is very

competent and trust worthy. if she could

be moved up in the hierarchy, she would

do the needful. the Cheif Executive officer

agreed for the same. Miss Rama Wadhwa

contacted Smith Recruiters who

advertised for the post of marketing

company Atul's vacancy was filled up by screening the database of unsolicited applications lying in the office.

(a) Name the internal/ external sources of recruitment used by Montac Enterprises Ltd. to fillup the above stated vacancies.

(b) Also state any one merit of each of the above identified source of recruitment.



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8. The workers of Vyam Ltd are unable to work on new and hi-tech machines imported by the company to fulfil the increased demand. Therefore, the workers are seeking extra guidance from the supervisor. The supervisor is overburdened with the frequent calls of workers. Suggest how the supervisor by increasing the skills and knowledge of workers, can make them handle their work independently? Also state any three

benefits that the wokres will derive by the decision of the supervisor.



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Four Mark

1. Why do employees become lethargic when the organisation uses internal sources of recruitment ?



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2. How is training of employees beneficial for the organisation ? State by giving any four reasons.



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3. Explain briefly 'transfers' and 'promotions' as internal sources of recruitment .



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4. Explain briefly 'casual callers' and 'labour contractors' as external sources of recruitment.



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5. Explain Direct Recruitment and Advertisement as external sources of recruitment.



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Five Six Marks Questions

1. Nishant the director of a garments company, is planning to manufacture bags for the utilisation of waste material from one of his garments units. He has decided that this manufacturing unit will be set up in a rural area of Odisha where people have very few job opportunities and labour is available at very low rates. He has also thought of giving equal opportunities to men and women. for

this he wants four different heads for Sales. Accounts, purchase and production he gives an advertisement and shotlists ten candidates per post after conducting different selection tests.

Identify and state the next three steps for choosing the best candidate out of the candidates shortlisted.



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2. Mohit Gupta is working with yellow Security Services Ltd. He is also recruiting security guards for the company. The company provides security services in Delhi and Noida at short notice to various companies. The guards are recruited on temporary basis. the guards provided by this company are known for their honesty and punctuality. mohit gupta is well known in his village for providing employment to unskilled people.

(a) Name the source of recruitment used by yellow security services Ltd.

(b) State any one disadvantage of this source of recruitment.

(c) Identify the need of Security Guards which is being fulfilled by the company as per Maslow's need hierarchy.



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3. Moga industries Ltd. Approached a well-established university in the city of

Madural to recruit qualified personnel for various technical and professional jobs. They selected Tanya, Ritu, Garima and Chetan for various vacancies in the organization.

After the selection and placement, Moga industries Ltd felt the need to increase the skills and abilities, and the development of the positive attitude of the employees to perform their specific jobs better. the company also realised the learning new skills would improve the job performance of the employees. hence the

company decided to take the actions for the same.

(a) Name the step of the staffing process regarding which the company decided to take action.

(b) State the benefits of the action to Moga industries Ltd.



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