



# **BUSINESS STUDIES**

## **BOOKS - ARIHANT BUSINESS STUDIES (HINGLISH)**

### **STAFFING**

#### **Check Point 1**

1. How highest performance is achieved through staffing ?



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**2. State any two activities performed by Human Resource Department ?**



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**3. How the concept of Human resource manager came into being ?**



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4. Give examples of some indirect payment in the form of compensation.



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## Check Point 2

1. Why is recruitment said to be a positive process?



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2. State any two activities involved in the process of recruitment.



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3. Name two websites that serve as a source of recruitment.



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4. Why is selection regarded as a negative process?



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5. What is personality test ?



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6. Learning while doing' refers to which method of training ?



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## Short Answer Type Questions

1. Briefly enumerate the important sources of recruitment.



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2. What is meant by recruitment ? How it is 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. Internal sources of recruitment are better than external sources of recruitment . Do you agree with this statement ? Give any two reasons in support of your answer.



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7. Give there reasons in support of your answer .





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8. How can internal sources of recruitment be better than external source ? Give three reasons in support of your answer .



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9. Internal sources of recruitment are better than external source of recruitment'. How ? Explain by giving any four reasons.



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



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**11.** Define 'staffing' as a function of management and state its importance.



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**12.** Why is staffing considered as an important function of management in all types of organisations ? State any three reasons.



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**13.** In today's competitive world, on one hand, companies need competent people while on the other hand, employees need handsome remuneration and career opportunities to

grow them. Highlight the need of staffing in this respect.



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## Long Answer Type Question

1. Define the staffing process and the various steps involved in it.



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2. Describe briefly the steps in the process of staffing.



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3. Which process needs the crucial analysis of manpower and what are the steps which should be kept in mind while using this process ?



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4. Explain the procedure for selection of employees.



**Watch Video Solution**

5. Briefly describe the steps taken in the selection of personnel.



**Watch Video Solution**

6. Describe briefly the process of selection of worker starting from employment tests.



**Watch Video Solution**

7. How are candidates short-listed through preliminary and selection interviews ?



**Watch Video Solution**

**8.** What is the meant by selection ? Explain any five steps involved in the process of selection of employees.



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**9.** The process of selection involves judgement about the performance potential of the candidates and thus involves a number of steps'. State the steps in the process of selection ?







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10. You are personnel manager of ABLID Company Ltd. You have been directed by the directors of the company to select a characted accountant for the compamny for the company.

Explain the selection procedure you will follow for the same.



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



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**12.** "Training is beneficial both for the organisation as well as for the employees'. Explain any three benefits of training towards the organisation and any three towards the employees.



**Watch Video Solution**

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



**Watch Video Solution**

**14.** Explain in brief the importance of staffing as a function of management.



**Watch Video Solution**

**15.** Explain the need and importance of staffing function.



**Watch Video Solution**

**16.** Which function of management helps in obtaining right people and putting them on the right place/jobs? Explain any five points importance of this function.



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**17.** Distinguish between training and development on the basis of

(i) level of persons involved

(ii) objective , (iii) duration

(iv) Meaning



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**18.** A newly appointed manager is of the view that there is no need for training the workers

who have been selection? Do you agree with the viewpoint? Give reasons .



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**19.** Explain the on-the-job methods used for training of worker.



**Watch Video Solution**

**20.** Describe any four off-the-job training methods.



**Watch Video Solution**

**21.** What is an off-the-job method of training ?

Explain any three methods of off-the-job training.



**Watch Video Solution**

**22.** What is meant by 'recruitment' ? Explain any five external sources of recruitment of employees.



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**23.** As per the manager of ADICS, recruitment is a positive process . Do you agree with the view of manager ? Explain any four external sources of recruitment .



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**24.** What are the internal sources of recruitment ? State any four advantages and



four limitations of internal sources of recruitment.



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**25.** Filling vacancies from within the organisation has some advantages as well as limitations. Explain any three such advantages and any three limitations .



**Watch Video Solution**

**26.** Which source of recruitment is needed to bring new blood in the organisation ?

Explain any three advantages and two limitations of this source .



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**27.** Moga Industries Ltd. 'approached a well established university in the vity of Madurai to recruit qualified personnel for various technical and professional jobs. They selected

Tanya, Ritu, Garima and Chetan for various vacancies in the organisation.

After the selection and placement, 'Moga Industries Ltd.' felt the need to increase the skills and abilities , and th development of positive attitude , and the development of positive attitude of the employees to perform their specific jobs better. The company also realised that learning new skills would improve the job performance of the employees . Hence , the company decided to take action for the same.

(a) Name the step of staffing process

regarding which company decided to take action .

(b) State the benefit of the action to 'Mega Industries Ltd'.



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## Application Type Questions

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

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



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2. The workers of a factory remain 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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3. 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?



**Watch Video Solution**

4. 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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5. 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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## Case Problems 1

1. A company X Ltd. is setting up a new plant in India for manufacturing auto components. India has a highly competitive and cost effective production base in this sector. Many reputed car manufacturers source their auto components from here. X Ltd is planning to capture about 40 % of the market share in India and also export to the tune of at least \$5 million in about 2 years of its planned



operations. to achieve these targets it requires a highly trained and motivated work force. you have been retained by the company to advise it in this matter. While giving answer keep in mind the sector, the company is operating.



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2. A company X Ltd. Is setting up a new plant in India for manufacturing auto components. India has a highly competitive and cost

effective production base in this sector. Many reputed car manufacturers source their auto components from here. X Ltd is planning to capture about 40 % of the market share in India and also export to the tune of atleast \$5 million in about 2 years of its planned operations. to achieve these targets it requires a highly trained and motivated work force. you have been retained by the company to advise it in this matter. While giving answer keep in mind the sector, the company is operating.

Which source of recruitment should be

company rely upon? Give reasons for your recommendation .



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**3.** A company X Ltd. Is setting up a new plant in India for manufacturing auto components. India has a highly competitive and cost effective production base in this sector. Many reputed car manufacturers source their auto components from here. X Ltd is planning to capture about 40 % of the market share in

India and also export to the tune of atleast \$5 million in about 2 years of its planned operations. to achieve these targets it requires a highly trained and motivated work force.you have been retained by the company to advise it in this matter. While giving answer keep in mind the sector, the company is operating.

Outline the process of selection the company should follow with reasons.



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4. A company X Ltd. Is setting up a new plant in India for manufacturing auto components. India has a highly competitive and cost effective production base in this sector. Many reputed car manufacturers source their auto components from here. X Ltd is planning to capture about 40 % of the market share in India and also export to the tune of atleast \$5 million in about 2 years of its planned operations. to achieve these targets it requires a highly trained and motivated work force. you have been retained by the company to advise it in this matter. While giving answer

keep in mind the sector, the company is operating.

Which source of recruitment should be company rely upon? Give reasons for your recommendation .



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## Case Problems 2

1. A major insurance company handled all recruiting, screening and training processes of

data entry/customer service representative.

Their competitor was attracting most of the qualified, potential employees in their market.

Recruiting was made even more difficult by the strong economy and the 'job seeker's market.'

This resulted in the client having to choose from candidates who had the 'soft skills' needed for the job, but lacked the proper 'hard' skill and training.

As an HR manager what problems do you see in the company?



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2. A major insurance company handled all recruiting, screening and training processes of data entry/customer service representative. Their competitor was attracting most of the qualified, potential employees in their market. Recruiting was made even more difficult by the strong economy and the 'job seeker's market.' This resulted in the client having to choose from candidates who had the 'soft skills' needed for the job, but lacked the proper 'hard' skill and training.

How do you think it can be resolved ?





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## Case Problems 3

1. A public transport corporation has hired 1,000 buses for the different routes for the passengers of Metropolitan city. Most of the 3,000 crewmen (drivers, conductor, helper etc) of these buses have been found to be wanting in satisfactorily dealing with public and daily commuter. They seem to be little interested in the job and the job seem to have lost all

meaning to them.

As a manager of the public transport company, what measures do you suggest to improve the working of crew men in question ?



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2. A public transport corporation has hired 1,000 buses for the different routes for the passengers of Metropolitan city. Most of the 3,000 crewmen (drivers, conductor, helper etc) of these buses have been found to be wanting

in satisfactorily dealing with public and daily commuter. They seem to be little interested in the job and the job seem to have lost all meaning to them.

Is it possible to modify their behaviour by planning a suitable type of training ? Suggest one.



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**3.** A public transport corporation has hired 1,000 buses for the different routes for the

passengers of Metropolitan city. Most of the 3,000 crewmen (drivers, conductor, helper etc) of these buses have been found to be wanting in satisfactorily dealing with public and daily commuter. They seem to be little interested in the job and the job seem to have lost all meaning to them.

Suggests a few on-the-job methods for training of employees.



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1. Ms Jayshree recently completed her post graduate 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, the company employs 800 persons and has an another 200 persons for various types of additional requirements. Ms Jayshree has been given complete charge of the company's human resource department.

Point out what functions is the supposed to perform.



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2. Ms Jayshree recently completed her post graduate diploma in human resource management. A few months from now a large steel manufacturing company appointed her as its human resource manager. As of new, the company employs 800 persons and has an another 200 persons for various types of

additional requirements. Ms Jayshree has been given complete charge of the company's human resource department.

What problems do you foresee in her job ?



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**3.** Ms Jayshree recently completed her post graduate diploma in human resource management. A few months from now a large steel manufacturing company appointed her as its human resource manager. As of new, the

company employs 800 persons and has an another 200 persons for various types of additional requirements. Ms Jayshree has been given complete charge of the company's human resource department.

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



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4. Ms Jayshree recently completed her post graduate 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, the company employs 800 persons and has another 200 persons for various types of additional requirements. Ms Jayshree has been given complete charge of the company's human resource department.

What problems do you foresee in her job ?



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1. Placing right person at right job is known as

A. selection

B. placement

C. training

D. staffing

**Answer: D**



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2. Which is the first step of the process of staffing ?

A. Estimation of manpower requirement

B. Recruitment

C. Selection

D. Performance appraisal

**Answer: A**



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**3.** Give one word for all the forms of payments or rewards given to an employee.

A. Recruitment

B. Selection

C. Compensation

D. Placement

**Answer: C**



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4. Staffing function deals with which element of management ?

A. Human

B. Machine

C. Money

D. Material

**Answer: A**



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5. Under which of the following method of recruitment, a notice is placed on the notice board of the enterprise specifying details of the jobs available ?

- A. (a) Casual callers
- B. (b) Advertisement
- C. (c) Direct recruitment
- D. (d) Web publishing

**Answer: C**



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6. Which of these involve shifting of an employee from one job to another ?

A. Apprenticeship programmes

B. Coaching

C. Internship training

D. Job rotation

**Answer: D**



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7. Which source of recruitment motivates the employees for better performance and leads to satisfaction among employees ?

- A. Placement agencies
- B. On site recruitment
- C. College placement
- D. Internal source of recruitment

**Answer: D**



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8. Columns appearing in newspapers and journals for motivating people to apply for jobs is an example of

A. advertisement on T.V.

B. advertisement

C. casual callers

D. None of the above

**Answer: B**



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9. Under which of the following external sources of recruitment, a business organisation keeps a database of unsolicited applications in their files and such files are recalled to fill current vacant positions.

- A. (a) Advertisement
- B. (b) Casual callers
- C. (c) Campus recruitment
- D. (d) None of the above

**Answer: B**



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**10.** For the purpose of recruiting employees, M/s X Ltd placed a T.V. commercial on a leading channel. This is an example of recruitment through

- A. (a) advertisement on electronic media
- B. (b) advertisement on print media
- C. (c) advertisement on web
- D. (d) None of the above

**Answer: A**



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**11.** Recruitment of employees from external source increases dissatisfaction among the present employees as their chances of ..... are reduced .

A. promotion

B. voluntary retirement

C. salary increment

D. None of these

**Answer: A**



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12. For the purpose of selecting employees for the post of 'sales executives' for its retail outlets, Reliance Fresh conducted a recruitment programme at Rajasthan University. Considering the vast number of job seekers, group discussions were conducted

and the candidates who were selected had to face interview and then they were offered job if they passed such interviews.

Such programmes are often known as

- A. advertisement
- B. campus recruitment
- C. campus selection
- D. direct recruitment

**Answer: B**



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**13.** Training is a systematic learning , always better than ..... which leadsto wastage of efforts and money.

- A. coaching method
- B. programmed instructions method
- C. internship training method
- D. hit and try method

**Answer: D**



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**14.** Which is a long-term process and takes place through out the life of a person ?

A. Development

B. Education

C. training

D. Internship

**Answer: A**



**Watch Video Solution**



15. Training is provided to employees on the actual machines, but away from actual work floor is known as vestibule training . It is provided where the employees are supposed to work on

A. sophisticated machinery

B. clients

C. outdated technology

D. None of the above

**Answer: A**



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**16.** Under which of the following methods, training is not provided to employees at the place where he actually performs his work ?

A. Coaching

B. Internship programmes

C. Job rotation

D. Conferences

**Answer: D**



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**17. Which of the following is not a benefit of training and development to employees ?**

A. Improved skills and knowledge

B. Increased efficiency

C. Increased satisfaction and morale

D. Results in higher profits

**Answer: D**



**18.** Which of the following statement is not true ?

- A. (a) Training improves performance of an employee and helps him to earn more
- B. (b) Training is for present managers only
- C. (c) Induction training is an on the job training method

D.(d) Off the job training methods are based on the principle learning before doing

**Answer: B**



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## **Very Short Answer Type Question**

1. How does staffing help to ensure optimum utilisation of human resources ?



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**2. What is meant by staffing ?**



**Watch Video Solution**

**3. Give any two reasons why staffing is needed in an organisation.**



**Watch Video Solution**

4. Give the meaning of 'placement' as a step in the process of staffing .



**Watch Video Solution**

5. Give the meaning of orientation as a step in the process of staffing.



**Watch Video Solution**

**6.** State the meaning of 'estimating manpower requirement' as a step in the process of 'staffing'.



**Watch Video Solution**

**7.** How does staffing help to ensure higher performance of employees ?



**Watch Video Solution**



8. State how staffing ensures 'continuous survival and growth of enterprise.'



**Watch Video Solution**

9. Providing for social security and welfare of employees' is one of the specialised activities performed by Human Resources Management. Mention any two other specialised activities of Human Resource Management.





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**10.** Why selection is regarded as a negative process ?



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**11.** Define recruitment.



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**12.** Staffing is the responsibility of all managers. List any two responsibilities performed by a manager.



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**13.** HRM is the most important task. Why ?



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**14.** What is the role of human resources in achieving the organisational goals ?



**Watch Video Solution**

**15.** Name the factor, which is considered as the most important instrument of success in an organisation under human relations approach.



**Watch Video Solution**

**16.** Name the first two stages of evolution of HRM.



**Watch Video Solution**

**17.** Name the source of recruitment, which is needed to bring new source of recruitment



**Watch Video Solution**

**18.** Write any two benefits of internal sources of recruitment.



**Watch Video Solution**

**19.** State any two limitations of internal sources of recruitment.



**Watch Video Solution**

**20.** Write any two merits of external sources of recruitment.



**Watch Video Solution**

**21.** Enumerate any two demerits of external source of recruitment.



**Watch Video Solution**

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



**Watch Video Solution**

**23.** How are employees motivated to improve their performance when the organisation uses internal sources of recruitment ? State



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**24.** Give one reason, why transfers are done ?



**Watch Video Solution**

**25.** Give the name of any two websites, which are commonly visited both by the employer and prospective employees.



**Watch Video Solution**

**26.** Explain the importance of interview in the selection process.



**Watch Video Solution**

**27.** Which test helps in knowing a person's emotions, maturity or ethics?



**Watch Video Solution**

**28.** What is the aim of preliminary screening ?



**Watch Video Solution**

**29.** What is the major difference between aptitude test and trade test ?



**Watch Video Solution**

**30.** Give an advantage of selection tests.



**Watch Video Solution**

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



**Watch Video Solution**

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



**Watch Video Solution**

**33.** What is the purpose of training ?



**Watch Video Solution**

**34.** Which process helps the employees to grow and actualise their potential ?



**Watch Video Solution**

**35.** Enumerate two benefits of training to the organisation.



**Watch Video Solution**

**36.** Identify the type of training, in which the trainee learns under the guidance of a master worker.



**Watch Video Solution**

**37.** Give an advantage and disadvantage of vestibule training. ?



**Watch Video Solution**

**38.** For whom is internship suitable ?



**Watch Video Solution**

**39.** Name and state the 'on-the-job method of training' that is used to give training to the electricians.



**Watch Video Solution**

**40.** Identify the step in which capability of the employee is judged.



**Watch Video Solution**

**41.** Name the process of searching for prospective employees and stimulating them to apply for job in the organisation.



**Watch Video Solution**



**42.** Which is the horizontal movement of employees called ?



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**43.** Identify the source through which unskilled and semi-skilled labours are recruited.



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**44.** What is the pre-requisite of selection ?



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**45.** Name the method of training, in which actual work environment is created in a classroom and trainees learn on the equipment they will be using.



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**46.** Name the method of training in which the trainees work directly with a senior manager

and the manager takes full responsibility of the trainee.



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**47.** 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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**48.** 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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**49.** Is intelligence test used to evaluate the occupational proficiency ?



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50. Details of job title , duties and responsibilities and allowances payable to employees are given in which document ?



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



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## Short Answer Type Question

1. Staffing is an integral part of management process. In the light of this statement, state some of its features.



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2. The staffing function has great importance these days'. Why ?



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3. Give the meaning of 'placement', 'orientation' and 'training' in the process of staffing.



**Watch Video Solution**



**4.** Human Resource Management includes many specialised activities and duties'. State any four such activities.



**Watch Video Solution**

**5.** Give two roles of human resource personnel.



**Watch Video Solution**

6. State the important feature of Human Resource Management.



**Watch Video Solution**

7. Frequent transfers of employees may effect their productivity . In the light of this statement, discuss in brief any four limitations of internal sources of recruitment.



**Watch Video Solution**

**8.** What are external sources of recruitment ?

Give any two common external sources of recruitment.



**Watch Video Solution**

**9.** External sources of recruitment are better than internal source of recruitment'. Do you agree with this statement? Give three reasons in support of your answer.



**Watch Video Solution**

**10.** State any four advantage of external sources of recruitment.



**Watch Video Solution**

**11.** How can external sources of recruitment be better than internal sources ? Give four reasons in support of your answer.



**Watch Video Solution**

**12.** Briefly explain any three demerits of external sources of recruitment.



**Watch Video Solution**

**13.** External sources of recruitment are time consuming than internal sources. Do you agree?



**Watch Video Solution**

**14.** Explain the following terms

(i) Web publishing , (ii) Campus recruitment

(iii) Transfers



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**15.** A company is manufacturing greeting cards. It prints 1, 00, 000 cards each day . But due to the arrival of Christmas and New Year, it has got an urgent order of extra 50, 000

cards. Which method of recruitment do you suggest ?



**Watch Video Solution**

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



**Watch Video Solution**

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



**Watch Video Solution**

**18.** List and explain the different types of test used in selection process.



**Watch Video Solution**



**19.** Explain the importance of interview in the selection process.



**Watch Video Solution**

**20.** What is meaning of training ? What are its chief objective ?



**Watch Video Solution**

**21.** Explain in brief 'job rotation'.



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22. Atul is working in an organisation. After every three months, his manager transfers him from one department to another so that he may gain understanding of all the departments of the organisation. Name and explain the method of training Atul is undergoing.



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



**Watch Video Solution**

**24.** Why is training important for an organisation? State any three reasons ?



**Watch Video Solution**

**25.** Explain in brief the following methods of training.

(i) Apprenticeship programmes

(ii) Induction training



**Watch Video Solution**

**26.** 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.



**Watch Video Solution**

**27.** Differentiate between on-the-job training and off-the-job training .



**Watch Video Solution**

**28.** There is no need of staffing as many people are available in the market these days'. Do you

agree ? Give reasons .



**Watch Video Solution**

**29.** Mention two reasons for increasing involvement of managers in staffing.



**Watch Video Solution**

**30.** Staffing function is considered to be the key to other functions of management. Do you agree ?



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**31.** Staffing is an inherent part of Human Resource Management'. Discuss .



[Watch Video Solution](#)

**32.** 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.



**Watch Video Solution**

**33.** Selection is a negative process' . Do you agree ?



**Watch Video Solution**

**34.** Gaurav, an HR professional of Naunidh Tyres had conducted an interview of 100



different professionals.

In the second round he had taken the selection tests of candidates. What was the reason behind conducting the selection test and two advantage and disadvantages of such tests ?



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**35.** A public transport company has hired 50 drivers, 30 conductors, 20 helpers for their buses. The vacancies are in bulk , so they hired

freshers. After sometimes it became difficult to manager their problems, as they were facing problems in operation. On the basis of above case

(i) What is the role of hiring manager ?

(ii) What are the training measures he should adopt in this case ?



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**36.** HR Manager of Gangotri Ltd is frequently receiving the calls from workers that the new

machine, which was installed last week is complicated to handle.

The workers are unable to operate new machine. Briefly explain how a manager can resolve this issue ?



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**37.** Manu, a Chief Manager in a company using highly sophisticated machines and equipments, wants that every employee should be fully trained before using the

machines and equipment. Suggest the best method of training that Manu can use for training of the employees.



**Watch Video Solution**

**38.** The workers of a factory remain 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 ?



**Watch Video Solution**

**39.** 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.



**Watch Video Solution**

**40.** Atul-The Assistant Manager, Vikas-the Marketing Head and Leena- The Human Resource Manager of 'Montac Enterprises Letd.' decided to leave the company.

The Chief Executive Officer of company called the Human Resource Manager, Leena and requested her to fill up the vacancies before leaving the organisation. Leena suggested that her subordinated Miss Rama Wadhwa is very competent and trustworthy, if she could be moved up in the hierarchy, she would do the needful. The Chief Executive Officer agreed for the same.

Miss Rama Wadhwa contacted 'Smith Recruiters' who advertised for the post of marketing head for 'Montac Enterprises Ltd'. They were able to recruit a suitable candidate

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

(i) Name the internal/external sources of recruitment used by the above stated vacancies.

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



**Watch Video Solution**

**41.** Ashish, the Marketing Head Kaman, the Assistance Manager and Resource Manager of 'Senor Enterprise Ltd' decided to leave the company. The Chief Exective Officer of the compant called Jyoti, the Human Resource Manager and requested hr to fill up the vacancies before leaving the organisation. Information that her subordinate Miss Alka Pandit was very competent and trustworthy, Jyoti suggested that if she could be moved up in the hierarchy, she would do the needful. The Chief Executive Officer agreed for the same.



Miss Alka Pandit contacted 'Keith Recruiters' who advertised for the post of marketing head for 'Senor Enterprises Ltd'. They were able to recruit a suitable candidate for the company.

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

(i) Name the internal/ external sources of recruitment used by 'Senor Enterprises Ltd.' to fill up the above stated vacancies.

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



**42.** Vinod - The Human Resource Manager, Umesh-The Assistant Manager and Ashok-the Marketing Head to Hitashi Enterprises Ltd decided to leave the company.

The Chief Executive officer of the company called the Human Resource Manager, Vinod and requested him to fill-up the vacancies before leaving the organisations. Vinod suggested that his subordinate. If he could be moved up in the hierarchy, he would do the needful.

The Chief Executive Officer agreed for the same. Rajest contacted 'Zenith Recruiters' who advertised for the post of marketing head for 'Hitashi Enterprises Ltd'. They were able to recruit a suitable candidate for the company. Umesh's vacancy was filled-up screening the database of unsolicited applications lying in the office.

(i) Name the internal/external sources of recruitment used by 'Hitachi Enterprises Ltd'.  
to fill-up the above stated vacancies.

(ii) Also, state any merit of each of the above identified source of recruitment.



**Watch Video Solution**

**43.** Differentiate between transfers and promotions.



**Watch Video Solution**

**44.** What are the differences between internal and external sources of recruitment ?



**Watch Video Solution**

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



**Watch Video Solution**

## Case Studies

**1.** The BPO manager has more often than not been projected as a person who presides over hundreds of young professionals , with headphones and attitudes, and whose biggest

challenge is to keep his young wards from joininh the competition.

A new industry, no experience a young work force, stringent service-level agreements the list is endless, Understanding these equally important facets to the BPO Manager's job will help reveal that the operation head's is oneof the most challenging jobs.

A BPO is often seen as a job and not a career - a mere stop-gap arrangement and stepping stone for those hoping to get an early start. But the BPO industry offers a challenging environment for growth and provides ample

opportunities, not only at junior positions but for middle to senior -level executives to work in global teams and gain international and industry specific offers a challenging environment for growth and provides ample opportunities, not only at junior positions but for middle to senior-level executives to work in global teams and gain international and industry specific exposure. Playing a pivotal role in the BPO environment, a manager is the critical link between the customer and the delivery team.

Putting the client's business first is the

starting rule to success.

Most BPO Managers in the industry hail from fields like telecom, insurance, banking, hospitality, retail and manufacturing . The challenge lies in extracting best practices from these diverse disciplines and crafting a unique system that is best suited to the needs of the outsourcing industry. This calls upon learning the intricacies of the job 'on the job'.

Although BPO companies impart comprehensive training at the entry level, managers have to use their professional experiences and translate those learnings into



the BPO environment.

On the basis of the above paragraph , identify the function of manager that helps them to keep the staff intact in the organisation.



**Watch Video Solution**

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the BPO environment.

Explain the process of this function.



**Watch Video Solution**

**3.** Staffers across many It companies have won themselves iPods or Asian holidays, motorbikes or even a Maruti Swift. Clearly, employee referrals or buddy recruitment are increasingly becoming bi-ticket incentives with staffers enjoying freebies along with hefty bonuses.

On its part, the company not only gets the kind of talent it is eyeing, but also manages to cut recruitment cost considerably, not with standing the high payouts. Recruitments through a consultant would typically cost in the last two years. Companies have realised that they can bring down the recruitment cost by the about 50 % through this system.

At the \$2.4 billion Juniper Networks, the referral system accounted for 50 % of the 290 employees recruited this year.

Referral bonus helps encourage employees to bring like-minded people to the company. This,

in turn, will improve retention rate, said Junipur India MD. Besides monetary benefit, 'successful recruiters' within Juniper also hold a chance to win gift like motorbikes and flat screen *TVs* every quarter.

Referral system, corporates say , help minimise risks in a tight job market. Most companies allow employees to refer another person on the first day of the appointment itself in the form of a buddy list.

Besides lower costs, referrals help companies ensure the new recruit's sound credentials. Unlike an unknown resume, a referred person

is considered to be more reliable as employees also tend to share a certain responsibility in this case .

Identify the source of the recruitment in the case given above.



**Watch Video Solution**

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What are the advantages of this types of source of recruitment ?



**Watch Video Solution**

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Discuss the disadvantage of this source.



**6.** Indian employees have never had it so good. Intense competition and rising attrition levels are forcing companies to hand out 15 – 20 % mid-term salary hikes.

Reliance Industries, Marico and Dabur have offered mid-term increments and out-of-turn hikes of 15 – 20 % to top performers in recent months. This is over and above the 15 – 20 % salary hikes handed out during annual appraisals last year. This comes at time when India Inc. is desperately trying to hold

back talent, especially in telecom, It, BPO and retail.

A massive recruitment spree in sunrise sectors like *BPO*, telecom and retail has led to a demand- supply mismatch and mid-term hikes going up to 40 % Average attrition rates in *IT* have moved up to 22 % from 18 % and those in *BPOs* to 50 % from 46 % . In the manufacturing sector, talent exodus is averaging 8 – 12 % .

Several corporates are even offering bonuses and increments on a quarterly basis to top teams. An HR head said , "Although it is a



short-term reaction, we have to react proactively to the market scenario and retain our performers. If one loses an employee, the average time taken for a new person to pick up the skills is up to six months, which is critical time lost for a company. Also, replacement costs like hiring consultant would in any case add up to a huge expense and a lot of pressure on HR," said Dabur India HR chief.

Company are identifying people who may be tempted to leave and devising ways of retaining such talent-offering learning and development facilities for freshers, sending

them abroad on one-year bonds (for six months postings), etc.

From the above paragraph, identify the two stages of staffing process.



**Watch Video Solution**

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Explain any three other steps in the process of staffing.



**View Text Solution**

8. Dressed in traditional kurta-payjama and a Gandhi topi, these two swayed HR managers from across the country. While the presentations made by HR managers from reputed companies on developing human potential , HR perspective at Ahmedabad Management Association were wellreceived, it were Dabbawalas from Nutan Mumbai Tiffin Box Supply Charity (NTBSC) Trust who stole the show . Both Gangaram Talekar and Raghuanath Medge made power-point presentations from their laptops.

From supply-chain managment to

organisation structure , each slide on the screen gave audience an insight into how NTBSC has successfully run their organisation for over 115 years.

This with error rate of just one in 16 million , six sigma of 99.9999 % without any technology back-up standard pricing and no strikes. Above all, they also spoke about the zero attrition rate at NTBSC. Of the 5,000 people associated with the service, over 3,500 are illiterate. we don't even know what six sigma means, but we touched upon time management , customer care, value system of

the organisation and training.

"Our experienced members teach trainees. For them it is very important to understand the code, as most of the new people who come to us are illiterate. We conduct a training programme for them. That's the reason why we have been able to maintain such a low error rate," said Medge.

With reference to the above case, define training.



**Watch Video Solution**



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What kind of training is used by 'Dabbawallas' ?



**Watch Video Solution**

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Explain any three methods of training of this kind.



**View Text Solution**

11. Blue Heavens Ltd. Purchased a new machinery from Germany for manufacturing some auto components. It was a cost-effective and quality production machine but during the production process, manager observed that the quality of the production was not as per standards. On investigation, it was found that there was lack of knowledge of using these hi-tech machines. So, frequent visits by engineers were required from Germany but this resulted in high overhead charges.

Suggests what can be done to develop the

skills and abilities of employees for producing  
qua



**Watch Video Solution**

**12.** 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 marketting of Sital Patim traditional mats and Jappi (the traditional headgear). They decide to shift this manufacturing unit to a rural are 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 the 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.



**Watch Video Solution**

**13.** 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 discuss how they came in contact with this organisation. Aman said that he was introduced by the present Sales Managers, Mr. John.

Benu said that he had applied through the newspaper and was appointed as the H.R. Manager.

Vaibhav said that he was neither related to any employee of the organisation nor was there any advertisement in the newspaper, even then , he was directly called from IIM Ahmedabad from where he was about to complete his MBA.

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



**Watch Video Solution**

**14.** 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 discuss how they came in contact with this organisation. Aman said that he was introduced by the present Sales Managers, Mr. John.

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there any advertisement in the newspaper, even then , he was directly called from IIM Ahmedabad from where he was about to complete his MBA.

The Management function identified in part (1) follows a particular process. Explain the step of this process of which is being discussed in the above paragraph .



**Watch Video Solution**

**15.** Divya wants to start a designer studio in her locality. For this, she proposed Monica to get into a partnership firm, who was a diploma holder in HRM. The two analysed that they need a designer for the studio. They also need dynamic sales staff and an accountant for maintaining accounting records. Therefore, after determining the organisational structure, they started the staffing process with the guidance of Monica.

Identify the first three steps in the process of staffing.



**Watch Video Solution**

**16.** Divya wants to start a designer studio in her locality. For this, she proposed Monica to get into a partnership firm, who was a diploma holder in HRM. The two analysed that they need a designer for the studio. They also need dynamic sales staff and an accountant for maintaining accounting records. Therefore, after determining the organisational structure, they started the staffing process with the guidance of Monica.

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**Watch Video Solution**

## Self Assessment Multiple Choice Questions

1. In factory system where thousands of workers work under one roof, the responsibility of hiring and maintaining staff is assigned to officers known as



- A. (a) personnel officers
- B. (b) labour welfare officers
- C. (c) human resources manager
- D. (d) None of these

**Answer: A**



**Watch Video Solution**

2. Human resource management includes many specialised activities to be performed by HR personnel except

A. (a) recruitment

B. (b) preparation of job description

C. (c) handling employee grievances

D. (d) customer focus

**Answer: D**



**Watch Video Solution**

**3.** During the phase of industrial revolution, emergence of trade unions led to the need of

a person who act as a mediator between and owners. Such a mediator is known as

- A. (a) labour welfare officer
- B. (b) personnel officer
- C. (c) personnel manager
- D. (d) human resource manager

**Answer: A**



**Watch Video Solution**

4. A psychological test used to measure the level of IQ of an individual and his ability of take decisions is known as

- A. (a) trade test
- B. (b) interest test
- C. (c) intelligence test
- D. (d) aptitude test

**Answer: C**



**Watch Video Solution**

5. Which of the following is not a factor which put limitations on the use of internal sources of recruitment ?

- A. (a) Low productivity
- B. (b) Reference check
- C. (c) Lethargic employees
- D. (d) No induction training

**Answer: D**



**Watch Video Solution**

## Self Assessment Very Short Answer Type Question

1. Name the part of management process which is concerned with obtaining , utilising and maintaining a satisfactory and satisfied workforce.



**Watch Video Solution**

2. In which step of staffing process, is manpower requirement estimated ?



**Watch Video Solution**

**3.** Why is recruitment said to be a positive process?



**Watch Video Solution**

**4.** What is the purpose of job analysis ?



**Watch Video Solution**

5. Name the process by which employees are helped to grow and actualise their potential ?



**Watch Video Solution**

## Self Assessment Short Answer Type Question I

1. What purpose does performance appraisal serve ?



**Watch Video Solution**



2. Discuss staffing as a part of Human Resource Management .



**Watch Video Solution**

## Self Assessment Short Answer Type Question li

1. Explain the objective of selection and training.



**Watch Video Solution**

2. Discuss the merits of imparting training of employees.



**Watch Video Solution**

3. Why should an enterprise use external sources rather than internal sources for recruitment?



**Watch Video Solution**

**Self Assessment Long Answer Type Question I**

1. Explain the steps involved in the staffing process.



**Watch Video Solution**

## Self Assessment Long Answer Type Question li

1. Discuss the steps involved in the process of selection .



**Watch Video Solution**

# Cbse Examinations Archive Very Short Answer Type Question

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



**Watch Video Solution**

2. Providing for social security and welfar of employees' is one of the specialised activities performed by Humaan Resources Management. Mention any two other

specialised activities of Human Resource Management.



**Watch Video Solution**

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



**Watch Video Solution**

4. How are employees motivated to improve their performance when the organisation uses internal sources of recruitment ? State



**Watch Video Solution**

5. Define recruitment.



**Watch Video Solution**

6. State the meaning of the term 'recruitment' in one sentence.



**Watch Video Solution**

7. Name and state the 'on-the-job method of training' that is used to give training to the electricians.



**Watch Video Solution**

**8.** Give the meaning of orientation as a step in the process of staffing.



**Watch Video Solution**

**9.** State the meaning of 'estimating manpower requirement' as a step in the process of 'staffing'.



**Watch Video Solution**



10. Give the meaning of 'placement' as a step in the process of staffing .



**Watch Video Solution**

11. What is meant by 'selection of employees' ?



**Watch Video Solution**

12. What is meant by staffing ?



**Watch Video Solution**

**13.** How does staffing help to ensure higher performance of employees ?



**Watch Video Solution**

**14.** Give one limitation of internal sources of recruitment.



**Watch Video Solution**

**15.** Give one advantage of external sources of recruitment.



**Watch Video Solution**

**16.** Name the method of training in which trainees learn on the equipments they will be using .



**Watch Video Solution**

**17.** Name the method of training in which the trainees works directly with a senior manager and the manager takes full responsibility of the trainee.



**Watch Video Solution**

**18.** Name the method of training . In which the trainee learns under the guidance of a master worker.



**Watch Video Solution**

## Cbse Examinations Archive Short Answer Type Questions

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



**Watch Video Solution**

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



**Watch Video Solution**

3. Why is training important for an organisation? State any three reasons ?



**Watch Video Solution**

4. Why is training important for an organisation? State any three reasons ?



**Watch Video Solution**

5. Why is training important for an organisation? State any three reasons ?



**Watch Video Solution**

6. Why is staffing considered as an important function of management in all types of organisations ? State any three reasons.



**Watch Video Solution**

7. Define 'staffing' as a function of management and state its importance.



**Watch Video Solution**

8. Explain staffing as a function of management . Also explain by giving any four reasons why proper staffing is required in an organisation.



**Watch Video Solution**



9. External sources of recruitment are considered better than important than internal sources give any three reasons is support of this statement.



**Watch Video Solution**

## **Cbse Examinations Archive Long Answer Type Questions**

1. Moga Industries Ltd. ' approached a well established university in the city of Madurai to

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

After the selection and placement, 'Moga industries Ltd.' felt the need to increase the skills and abilities, and the development of positive attitude of the employee to perform their specific jobs better. The company also realised that learning new skills would improve the job performance of the employees. Hence, the company decided to take action 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 of 'Moga Industries Ltd.'



**Watch Video Solution**

2. Manu, a Chief Manager in a company using highly sophisticated machines and equipments, wants that every employee should be fully trained before using the

machines and equipment. Suggest and describe the best method of training that Manu can use for training of the employees.



**Watch Video Solution**

**3.** Atul is working in an organisation. After every three months, his manager transfers him from one department to another so that he may gain understanding of all the departments of the organisation. Name and

explain the method of training Atul is undergoing.



**Watch Video Solution**

4. Explain in brief the various steps involved in the proecss of staffing ?



**Watch Video Solution**

5. Explain the process of staffing .



**Watch Video Solution**

6. Internal sources of recruitment are better than external sources of recruitment. Explain by giving reasons in support of the statement.



**Watch Video Solution**

7. Internal sources of recruitment are better than external sources'. How ? Give any four reasons .



**Watch Video Solution**

8. Explain any two external sources of recruitment .



**Watch Video Solution**

9. Explain

(i) Apprenticeship and

(ii) Job rotation as methods of training.



**Watch Video Solution**

**10.** State any four reasons why training is needed in an organisation.



**Watch Video Solution**

**11.** Explain the process of selection of employees.



**Watch Video Solution**