



INDIAN SCHOOL AL WADI AL KABIR

Class: XII Business Studies	Department: Commerce
Worksheet No: 2	Topic: STAFFING- CASE BASED QUESTIONS

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. Pluto Utensils is a very old manufacturing company. Recently it was found by the management that the employees who were working in the organisation were lethargic with limited skills. The management compared its organisation with that of others and found a huge difference. When a proper analysis of job positions and their occupants was done it was found that many of them were not working at places suitable to them. This increased the worry of the management. The organisation had already spent five decades in the industry and was worried about the successful continuation of business which required capable future managers but the current employees were not much capable. The company had recently suffered huge losses. It was running out of budget. To add to its problems the number of employees was more than required so the company had to bear additional cost. It is said that one bad thing leads to another. This came true for the company when there was some negative reporting about its HR practices in a daily newspaper where it was mentioned that the employees were not satisfied and suffered with low morale. The scene forty years back was different when the company used to be the number one brand in its segment.

A) Which function of management doesn't seem to be working well from the information given above?

B) Identify the different benefits, associated with the proper utilisation of this function, the company would have enjoyed if everything had worked in its favour.

3. Aditya Rubbers is thinking of knowing the worth of its employees but it is unable to do so yet. The firm now has decided to include a step in its staffing process through which it can judge the performance of its employees.

- a) Name the step in the staffing process the organisation has decided to include.
- b) Name the two steps in the staffing process which precede this above identified step.

4. Ashish, the Marketing Head, Raman, the Assistant Manager and Jyoti, the Human Resource Manager of 'Senor Enterprises Ltd/' decided to leave the company. The Chief Executive Officer of the company called Jyoti, the Human Resource Manager and requested her to fill up the vacancies before leaving the organization. Informing 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.

- a) Name the internal/external sources of recruitment used by 'Senor Enterprises Ltd.' to fill up the above stated vacancies.
- b) Also state any one merit of each of the above identified source of recruitment.

5. Identify the type of recruitment in the following cases:

- a. In a cotton cloth manufacturing company, the productivity has declined during last couple of years. When the senior management decides to go into the root cause they find that there is lack of new talent in the organisation and the organisation is suffering from 'inbreeding'.

- b. In 'Make my dress', a company with a vision, employees have a low spirit of competition and their enthusiasm level is very low as they find it difficult to have a good level of competition.
- c. In a company there are many highly qualified personnel who are trained in different scenarios. They have a lot of experience and knowledge about the latest in the market.
- d. A company XYZ is enjoying wider choice of employees and is doing great.
- e. There is a lot of dissatisfaction among the existing employees in an organisation. This is due to reduced chances of promotion.
- f. A budding organisation has a confused approach towards staffing. There have been frequent transfers resulting in the reduction of productivity.
- g. An organisation has a policy of time bound promotions which has made the employees lethargic.
- h. The recruitment process of an organisation is very costly. They have to spend a lot of money on expenses like advertisement.

6. Name the methods of recruitment in the following cases:

- a) A company gets applications on and off even without declaring any vacancy. However, as and when the vacancy arises, the company makes use of such applications.
- b) Casual vacancies of unskilled or semi-skilled jobs when there is a rush of order or when some permanent workers are absent.
- c) Recruitment by which most of the senior positions of a company is filled.

7. Identify the type of training involved and also categorise whether it is 'on the job' training or 'off the job training':

- a) In a shoe manufacturing company, a group of new recruits are being trained. They are trained under an experienced trainer Mr. Arun. He is training them skills which will require at least six months of dedication under real work environment.
- b) A student of ABC MBA College is having a combined training analysis where he is having two mentors. One mentor is from the college and the other is from the company. The idea is to give real knowledge about the corporate functioning.

- c) In a steel plant training is given to the new employees on sophisticated machines which are not being operated at the workplace. These machines are kept away. Actual work environment is created inside the classroom and the trainees are guided properly there itself.

8. Prateek has started an advertising agency in Gurgaon. One of the page on his company's website contains the following information, "Welcome to all the visitors of this page who are looking for an opportunity to make a career in the field of advertising. The openings are available in the company at various levels, so don't miss the chance." This page includes a link to provide further details about the vacancies available in terms of the desired qualifications, experience, personality characteristics and so on. Through a continuous assessment of the number and types of human resources necessary for the performance of various jobs and accomplishment of organisational objectives and in relation to the number and type available, he gets the information on this page updated.

In context of the above case:

1. Identify and explain the steps in the staffing process being carried out by Prateek by quoting lines from the paragraph.
2. Name the concept that relates to the details about the vacancies available in terms of the desired qualifications, experience, personality characteristics and so on.