



INDIAN SCHOOL AL WADI AL KABIR

Class: XII Business Studies	Department: Commerce
Worksheet No: 1	Topic: STAFFING

1. _____ has been described as the managerial function of filling and keeping filled the positions in the organisation structure.
- 2 It enables an assessment of the number and types of human resources necessary for the performance of various jobs and accomplishment of organisational objectives.
3. _____ is the process of choosing from among the pool of the prospective job candidates developed at the stage of recruitment.
4. Even in case of highly specialised jobs where the choice space is very narrow, the rigour of the selection process serves two important purposes-Enumerate.
- 5.It means evaluating an employee's current and/or past performance as against certain predetermined standards-Identify the concept of staffing.
6. _____ analysis would reveal the number and type available.
7. It may be defined as the process of searching for prospective employees and stimulating them to apply for jobs in the organization.
8. _____ introducing the selected employee to other employees and familiarising him with the rules and policies of the organisation.
9. _____ refers to employee occupying the position or post for which the person has been selected.
10. It refers to all forms of pay or rewards going to employees. It may be in the form of direct financial payments like wages, salaries, incentives, commissions and bonuses and indirect payments like employer paid insurance and vacations. - Give one word
- 11.What are the two types of direct financial payments- explain?
12. The process of searching for prospective employees and stimulating them to apply for jobs in an organization involves various activities- Explain.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 'Safal Hain Hum' is a company having a very good HR department. It provides learning opportunities that are designed to assist the employees to achieve growth. With the passage of time the organisation has learned several methods of training. In one of the methods the trainee is put under the guidance of a master worker for skilled jobs. Moreover, things are not easy for the organisation at the stage of selection process. The recruitment process followed is very lengthy and costly for the firm. Secondly, a very large number of candidates appear for the different posts after recruitment is started. However, at the first stage of the selection process the managers eliminate unqualified and unsuitable applicants on the basis of the reasons which are not found in their application forms as they are not fit to meet basic requirements.

- a) What concepts does 'Safal hain Hum' help achieve its employees?
- b) Which type of 'on-the-job' training is provided by the organisation to its employees?
- c) At which stage of the selection process do the managers get rid of unqualified candidates?
- d) Which type of recruitment is used by the company to get the potential candidates?

20. 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.

21. A company manufactures very sophisticated switch gears used in automatic cars. For this the company uses hi-tech machines. Most of the times the workers of the factory remain idle because of lack of knowledge regarding the use of these hi-tech machines. The frequent visits by the engineers and constant supervision of the foreman results into high overhead charges.

- a) Explain the way by which this problem can be overcome.
- b) Also state how this helps the employees.

22. “Staffing makes for higher performance by putting right person on the right job”. Is this statement true or false?

23. “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.

3) Human resource management is a part of staffing. Do you agree?

24. “The present-day human resource management is a broader concept.” Explain

25. Why is induction is not required in the internal source of recruitment.
26. State the meaning of placement as a staffing function.
27. Describe briefly the steps involved in the process of staffing.
28. Name two websites which are commonly visited both by the prospective employees and the organizations searching for suitable people.
29. '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.
30. Name the concept which relates to the following:
31. List the different types of tests used in selection process.
32. What is meant by 'Selection'? Explain any five steps involved in the process of selection of employees.
33. Training and Development are one and the same thing. Do you agree?
34. It is described as the managerial function of filling and keeping filled the positions in the organization structure. Which function of management is referred here?
35. It is recruitment, selection, development, utilization, compensation and motivation of human resources of the organization. Give the name of the concept mentioned here.
36. It implies introducing the selected employee to other employees and familiarizing him with the rules and policies of the organization. Name it.
37. What is the next step after selection?

38. It seeks to attract suitable applicants to apply for available jobs. Give the term.

39. These are run by the Government as a source of recruitment for unskilled and skilled operative jobs. What is being referred here?

40. Which type of personnel is recruited by management consultancy firms?

41. Hamish is working as a supervisor in a company. Due to his hard work he is promoted to the post of Production Manager. Now the post of supervisor is vacant and no one can be transferred or promoted to this post. Name the source of recruitment the company will use to fill up this post. State any three advantages of using this source of recruitment.

42. It is the process of identifying and choosing the best person out of a number of prospective candidates for a job. Name it.

43. Name the test which is used as a measure of individual's potential for learning new skills.

44. Which step in the process of selection helps the manager eliminate unqualified or unfit job seekers based on the information supplied in the application forms?

45. What is formal, in-depth conversation conducted to evaluate the applicant's suitability for job called.

46. Why is selection considered as negative process?

47. It is a test used for selection of employees to measure individual's potential for learning new skills. Mention its name and explain two other tests also.

48. It is the process of increasing the knowledge and skills of an employee for doing a particular job. Which process is referred to here?

49. Which of type of training is a joint programme of training in which educational institutions and business firms cooperate?

50. Trainee is put under the guidance of a master worker to acquire a higher level of skill, for example to become plumber, electrician, etc. Which method of training is referred here?

51. Vinod - The Human Resource Manager, Umesh - The Assistant manager and Ashok - The Marketing Head of 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 organization. Vinod suggested that his subordinate Rajesh is very competent and trustworthy. If he could be moved up in the hierarchy, he would do the needful. The Chief Executive Officer agreed for the same. Rajesh contacted 'Zenith Recruiters' who advertised for the post of marketing head for 'Hitachi Enterprises Ltd.'. They were able to recruit a suitable candidate for the company. Umesh'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 'Hitashi Enterprises Ltd.' to fill up the above stated vacancies.

(b) Also, state any one merit of each of the above-identified sources of recruitment.

52. 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.