

CBSE Test Paper - 03
Chapter - 6 Staffing

1. Face to face conversation between employer and applicant is known as: **(1)**
 - a. Orientation
 - b. Interview
 - c. Selection
 - d. Campus recruitment
2. Recruitment will take place before _____ **(1)**
 - a. Training
 - b. Placement
 - c. Performance Appraisal
 - d. Selection
3. The Main purpose of Selection is _____ **(1)**
 - a. To Select Recruiters
 - b. To Select board members
 - c. To Select most suitable candidate
 - d. To attract more candidates
4. Which of the following is not an internal source of recruitment? **(1)**
 - a. Transfers
 - b. Promotions
 - c. Labour Contractor
 - d. Placement Agencies
5. How are employees motivated to improve their performance when the organisation uses internal sources of recruitment? State. **(1)**
6. Give one advantage of external sources of recruitment. **(1)**
7. Give the meaning of 'performance appraisal' in the process of staffing. **(1)**

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8. Name and state the 'on-the-job method of training' that is used to give training to the electricians. **(1)**
 9. List the different types of tests used in selection process. **(3)**
 10. 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. **(3)**
 11. "There is no dearth of talent outside." Justify this statement. **(4)**
 12. Rajiv Kumar is working under the guidance of Harish, a carpenter, for the last three years to learn the different skills of this job. Name and explain the method of training Amit is undergoing. **(4)**
 13. Himesh 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. **(5)**
 14. What do you mean by **on the job training**? Explain any three methods of **on the job** training. **(5)**
 15. In which source of recruitment is needed to bring new blood in the organisation? Explain any three advantages and any two limitations of this source. **(6)**

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Answer

1. b. Interview

Explanation:

Through interview employer ask questions from the applicant to test his professional knowledge and applicant clarify their queries regarding salary posting etc.

2. d. Selection

Explanation:

Recruitment refers to the overall process of attracting, selecting and appointing suitable candidates for jobs within an organization.

3. c. To Select most suitable candidate

Explanation:

Objective of selection is to eliminate the unsuitable or less suitable candidates and find out the suitable candidates. It is a negative activity.

4. c. Labour Contractor

Explanation:

Labour contractors usually keep in touch with the labour in rural areas and villages and whenever vacancy or requirement for labour arises, they arrange the labour at very short notice and charge commission for their services. Thus it is an external source of recruitment.

5. A promotion at a higher level may lead to chain of promotions at lower levels in an organisation. It increases the competency among the employees to perform better. This motivates the employees to improve their performance through learning and practice.
6. Through external sources of recruitment, the management can attract more qualified and trained people to apply for vacant jobs in the organisation. They can get fresh talent and wider choice. The managers can appoint the most talented persons after examining the talents of the candidates.

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7. At this step capability of every employee is judged. It means evaluating an employee's current or past performance against the pre-determined standards.
 8. **Apprenticeship programme** is an on-the-job training method where a master worker as a trainer is appointed, who guides the workers regarding the skill of job. This method is used where technical knowledge is needed, like a metal business, printing business, electricians etc.
 9. The different types of test used in the Selection process are:
 - i. Intelligence test - To check the IQ of the candidate.
 - ii. Aptitude test - To check whether the candidate carries the right aptitude for the job.
 - iii. Personality test - To assess the overall personality of the candidate.
 - iv. Trade test - To assess the compatibility of the candidate with the nature of job.
 - v. Interest test - To check whether the job to be offered suits the interest of the candidate.
 10. The source of recruitment that the company will use in the mentioned situation will be External Source of Recruitment. The following are the advantages of External Source of Recruitment:
 - i. Fresh talent
 - ii. Wider choice
 - iii. Qualified personnel
 11. The statement clearly states that the External sources of recruitment are better than the Internal sources. The following are the reasons for the same:
 - i. **Fresh talent:** The entry of fresh talent into the organization is encouraged. New employees bring new ideas to the organization.
 - ii. **Wider choice:** Through external recruitment, the organization gets a wider choice. In other words, the management has the option in hand to choose from the best.
 - iii. **Qualified personnel:** By using external recruitment, the management can get qualified and trained persons. Thus, the cost of training also reduces.

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- iv. **Latest technical knowledge:** Through campus placement, the organization get employees with the latest technical knowledge. are well-versed with the latest turnarounds in the Technological environment.
 - v. **Competitive spirit:** When outsiders join the organization, this develops a competitive spirit among the existing employees of the organization and induce them to work harder than before.

12. Apprenticeship Training:

- It is a technique of training under which trainees learn the required job knowledge and skills by doing the actual job work under the guidance of a master worker.
- Typically this apprenticeship period is from 2-5 years. During the apprenticeships period—the trainee is paid less than a fully qualified worker.
- Under Apprenticeship Programme, the apprentices or trainees spends a prescribed amount of time working with an experienced guide, or trainer.
- A uniform period of training is offered to trainees, in which both fast and slow learners, are placed together. Slow learners may require additional training.

13. The company should use “External Source of Recruitment” because of the following reasons:

- i. **Qualified Personnel:** External recruitment is the best way to attract qualified and trained people to apply for vacant jobs in the enterprise.
- ii. **Wider choice:** External recruitment provides wide choice and brings new blood in the enterprise. It gives the management a wider range of candidates from which to choose.
- iii. **Fresh Talent:** Sometimes present employees may be insufficient or they may not fulfill the specifications of the jobs to be filled. External recruitment brings fresh talent in the enterprise.
- iv. **Increased chances:** In this increased chance, the company receives a variety and number of candidates who owns knowledge and ability to handle that job.
- v. **Generation of creative ideas:** Most probably when the company is in need of those candidates who can provide creative ideas for the growth of the company, then the company needs to go with an external recruitment process for the overall

development of the company.

- vi. **Lesser internal politics:** In the external recruitment process, there is a very less possibility that the candidate might face internal politics.

14. **On the job training:** When the employees are trained while they are performing the job then it is known as On-the-Job training. Employees learn in the environment where they will need to practice the knowledge and skills obtained during training. Thus, it is learning by doing under the supervision of superiors at the actual workplace. This method is suitable only for technical jobs and the advantage of this method is that employees can learn practical problems while working on the job. But the disadvantage is that it results in wastage of resources. Methods of On-the-Job training are:

1. Apprenticeship Programme:

- a. It is designed for higher levels of skills where complete proficiency is required to perform a particular job.
- b. The trainee is required to work with an expert for a specific period of time.
- c. The expert imparts both theoretical and practical knowledge.

2. Internship training:

- a. Technical institutes and business organizations jointly impart training to their members.
- b. The objective is to strike a balance between theoretical and practical knowledge.
- c. Educational institutions give theoretical exposure while business organisations give practical exposure.

3. Coaching:

- a. Superior guides and instructs the trainee as a coach. He guides how to overcome his weaknesses and make his strength more strong.
- b. The coach gives due importance to both individual and organisational objectives.
- c. This method can motivate the employee to perform their best.

4. Job rotation:

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- a. The employee is shifted from one job position to other for short interval of time to make him aware of all the job requirements.
 - b. It is a method of training which serves the purpose of employees' development through the provision of diversified training.
 - c. Example: In bank employees are shifted from one counter to another so that they learn the requirements of all the counters.

15. In External source of recruitment .

Advantages of external sources of recruitment are:

- i. Qualified personnel: By using external sources of recruitment, the management can attract qualified and trained people to apply for vacant jobs in the organisation.
- ii. Wider choice: When vacancies are advertised widely, a large number of applicants from outside the organisation apply. The management has a wider choice while selecting the people for employment.
- iii. Fresh talent: The present employees may be insufficient or they may not fulfill the specifications of the jobs to be filled. External recruitment provides wider choice and brings new blood in the organisation. However, it is expensive and time-consuming.

Limitations of external sources of recruitment are:

- i. Dissatisfaction among existing staff: External recruitment may lead to dissatisfaction and frustration among existing employees. They may feel that their chances of promotion are reduced.
- ii. Lengthy process: Recruitment from external sources takes a long time. The business has to notify the vacancies and wait for applications to initiate the selection process.