Staffing

Standard difficulty · 20 questions · 40 marks · Time: 37 minutes

Name: _____ Date: _____ Score: ____ / 40

Show your working for Sections B and C. Answers are on the last page — try every question first!

Section A — Choose the correct answer — 8 × 1 = 8 marks

1. The process of searching for prospective employees and stimulating them to apply is:

(a) placement **(b)** training **(c)** selection **(d)** recruitment

2. What is meant by “placement”?

(a) putting the selected person in the job he was chosen for

(b) evaluating an employee’s performance against standards

(c) shifting an employee to another job at the same level

(d) increasing an employee’s skills for a specific job

3. The firm checks the applications people sent in on their own, without a vacancy notice. Which source of recruitment is used?

(a) labour contractors **(b)** transfer

(c) casual callers **(d)** promotion

4. Which selection test measures the mental ability and decision-making power of a candidate?

(a) intelligence test **(b)** interest test

(c) trade test **(d)** reference check

5. Trainees are shown videos of how to handle customers. Which method of training is this?

(a) classroom lectures **(b)** case study

(c) computer modelling **(d)** films

6. Which of these is an on-the-job method of training?

(a) Trainees are shown videos of how to handle customers.

(b) Trainees discuss a real problem a firm faced and suggest solutions.

(c) Students of a college spend six months working in a firm as part of their course.

(d) A computer simulates the work so trainees learn without real risk.

7. A factory must make 3,300 units a day; each worker makes 10. It has 275 workers. How many more must it recruit?

(a) 605 workers **(b)** 275 workers **(c)** 330 workers **(d)** 55 workers

8. In the selection process, which step comes just after “job offer”?

(a) contract of employment **(b)** reference and background checks

(c) selection decision **(d)** medical examination

Section B — Short answer — 8 × 2 = 16 marks

9. What is staffing?

10. Explain each term: (a) development (b) performance appraisal

11. Name the source of recruitment in each case. (a) A manager suggests a friend for a vacant post. (b) The firm posts vacancies on job websites.

12. Name the method of training. (a) A trainee plumber works under a master plumber for two years. (b) A trainee manager spends two months each in sales, accounts and production.

13. Is each an internal or an external source of recruitment? (a) Unskilled workers waiting at the factory gate are hired on daily wages. (b) A clerk is shifted from the Delhi branch to the Jaipur branch at the same pay.

14. Put these steps of the selection process in order: (a) selection tests (b) medical examination (c) selection decision

15. A firm advertised 6 posts and received 228 applications. How many applications were there per post? Why is selection called a negative process?

16. Name the selection test. (a) It measures the existing knowledge and skill of a candidate in a trade. (b) It measures a candidate's potential to learn new skills.

Section C — Word problems — 4 × 4 = 16 marks

17. Explain the importance of staffing.

18. Match each with its meaning: (a) performance appraisal (b) transfer (c) training. Choose from: evaluating an employee's performance against standards; increasing an employee's skills for a specific job; shifting an employee to another job at the same level.

19. Read about Shreeji Traders Ltd. (a) The firm puts a notice of vacancies in the newspapers. (b) The firm posts vacancies on job websites. (c) A clerk is shifted from the Delhi branch to the Jaipur branch at the same pay. Identify the source of recruitment in each part and explain it briefly.

20. Pragati Paper Mills Ltd must raise output to 7,800 units a day; each worker makes 10. It now has 644 workers. (a) How many workers must it recruit? (b) Suggest a suitable source if it needs unskilled workers for a few months. (c) Which training method suits new machine operators who must not disturb production?

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Answer key

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Q	Answer	Working
1	(d) recruitment	—
2	(a) putting the selected person in the job he was chosen for	—
3	(c) casual callers	—
4	(a) intelligence test	—
5	(d) films	—
6	(c) Students of a college spend six months working in a firm as part of their course.	—
7	(d) 55 workers	3,300 ÷ 10 = 330; 330 − 275
8	(a) contract of employment	—
9	Filling and keeping filled the positions in the organisation structure with the right people.	—
10	(a) the overall growth of an employee (b) evaluating an employee's performance against standards	—
11	(a) recommendations of employees (b) web publishing	—
12	(a) apprenticeship (b) job rotation	—
13	(a) external (b) internal	—
14	a, c, b	selection tests → selection decision → medical examination
15	38 per post; selection rejects most applicants and chooses only the best.	228 ÷ 6
16	(a) trade test (b) aptitude test	—
17	It obtains competent personnel, ensures higher performance, ensures continuous survival and growth through succession planning, makes optimum use of human resources, and improves job satisfaction and morale.	—
18	(a) evaluating an employee's performance against standards (b) shifting an employee to another job at the same level (c) increasing an employee's skills for a specific job	—

Q	Answer	Working
19	**(a) advertisement: an external source (b) web publishing: an external source (c) transfer: an internal source**	—
20	**(a) 136 (b) e.g. labour contractors or direct recruitment (c) vestibule training**	7,800 ÷ 10 = 780; 780 − 644