

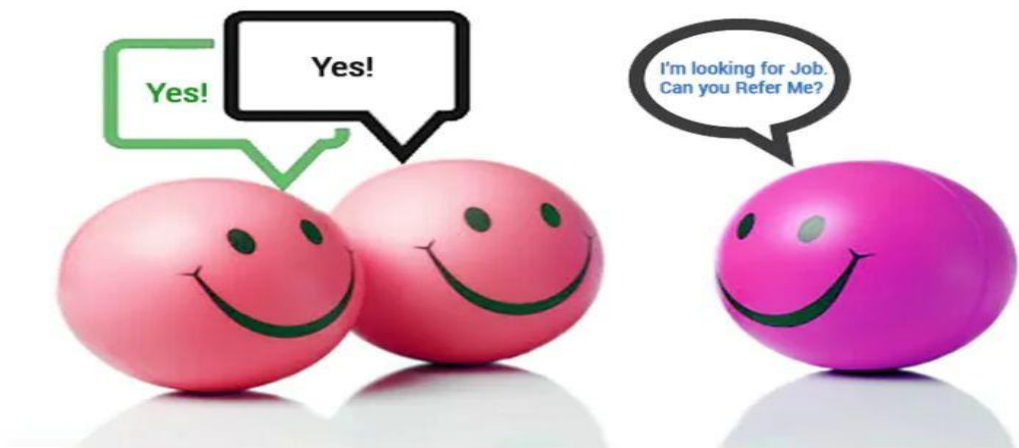


INDIAN SCHOOL AL WADI AL KABIR

Class: XII	Department: Commerce
Worksheet: 01	BUSINESS STUDIES
Topic- OTQs and DTQs	Chapter 6- STAFFING

Q.NO	PART 1- OBJECTIVE TYPE QUESTIONS/MCQs
1	The next step in the process of selection after Job offer is: A. Medical examination B. Selection decision C. Employment interview D. Contract of employment
2	Read the following statements carefully: Statement I: Staffing is the most fundamental and critical drive of organisational performance and this function has assumed greater importance because of rapid advancement of technology. Statement II: Understanding manpower requirements is, only to know the number of persons needed in the organisation. In the light of given statements, choose the correct alternative from the following: A. Statement I is true and Statement II is false. B. Statement I is false and Statement II is true. C. Both Statement I and II are true D. Both Statement I and II are false
3	Read the following statements: Assertion (A) and Reason (R). Assertion (A): Workload analysis and workforce analysis are important to understand the manpower requirements. Reason (R): It helps the organization to know whether it is overstaffed, understaffed or optimally staffed. Choose the correct alternative from the following: A. Both Assertion (A) and Reason (R) are true. B. Both Assertion (A) and Reason (R) are false. C. Assertion (A) is false and Reason (R) is true D. Both Assertion (A) and Reason (R) are true, and Reason (R) is the correct explanation of the Assertion.
4	The method of training in which actual work environment is created in a classroom and employees use the same materials, files and equipment that are required to be used by them in their day-to day working is: A. Vestibule Training B. Internship Training C. Induction Training D. Apprenticeship Training
5	Which of the following is not a limitation of internal sources of recruitment? A. It reduces the scope of induction of fresh talent in the organization.

	B. The employees may become lethargic if they are sure of time-bound promotions. C. It may lead to dissatisfaction and frustration among existing employees as they may feel that their chances of promotion are reduced. D. The spirit of competition among the employees may be hampered.
6	Which of the following is not a duty of the human resource personnel? A. Maintaining labour relations and union management relations. B. Preparing the annual financial statements and balance sheet of the company. C. Providing for social security and welfare of employees. D. Defending the company in law suits and avoiding legal complications.
7	Statement-I : Workforce analysis enables an assessment of the number and types of human resources necessary for the performance of various jobs and accomplishment of organizational objectives. Statement-II : Workload analysis reveals the number and type of human resources available. Choose the correct option from the following : A. Statement-I is true and Statement-II is false. B. Statement-I is false and Statement-II is true. C. Both Statement-I and Statement-II are true. D. (D) Both Statement-I and Statement-II are false.
8	Name the step in the staffing process which enables the organizations to offer opportunities for career advancement to their employees by facilitating learning, thereby helping the organisations to not only attract but also retain its talented people in the organisation. A. Placement and Orientation B. Recruitment C. Training and Development D. Performance Appraisal
9	Which of the following statements are correct with respect to the benefits the organisation would get by imparting training to its employees? (i) Training equips the future manager who can take over in case of an emergency. (ii) Training makes an employee more efficient to handle machines and thus, they are less prone to accidents. (iii) Training increases the satisfaction and morale of the employees. (iv) Training enhances employee productivity, both in terms of quantity and quality, leading to higher profits. (A) (ii), (iii) and (iv) (B) (ii) and (iii) (C) (iii) and (iv) (D) (i) and (iv)
10	Look at the picture given below and answer the question that follows:



Identify the incorrect statement about the type of source of recruitment depicted above.

- A. Management can attract qualified people to apply for vacant positions in the organisation.
- B. It may lead to dissatisfaction and frustration among existing employees.
- C. Such employees are not likely to be good employees as their background is not sufficiently known.
- D. Management has a wider choice while selecting people for employment

Read the following text and answer questions 11 to 14 on the basis of the same:

Mr. VikasGoel is an H.R. Manager of “Sanduja Furniture Private Limited.” At the beginning of the new year he anticipated that the company will need 30 new additional persons to fill up different vacancies. He gave an advertisement in the newspaper inviting applications for filling up different vacant posts. As many as 120 applications were received. The same were scrutinized. Out of these 15 applicants were not acceptable to the company. Letters of regret, giving reasons, were sent to them. Remaining candidates were called for preliminary interview. The candidates called for were asked to fill up blank application forms. Thereafter, they were given four tests. The objective of the first test was to find out how much interest the applicant takes in his/her work. The objective of the second test was to find out ‘specialization’ of the applicant in any particular area. Third test aimed at making sure whether the applicant was capable of learning through training or not. The purpose of the fourth test was to find out how much capability a person has to mix-up with other persons, and whether he can influence other persons and get influenced by them.

- 11** The purpose of the fourth test was to find out how much capability a person has to mix-up with other persons, and whether he can influence other persons and get influenced by them. Which tests is indicated in this situation?
- A. Personality Test
 - B. Intelligent Tests
 - C. Aptitude Test
 - D. Trade Test

- 12** At the beginning of the new year he anticipated that the company will need 30 new additional persons to fill up different vacancies. Identify the first step of staffing.

	A. Placement and Orientation B. Training and Development C. Recruitment D. Estimating Manpower Requirement
13	From the given lines, 'Out of these, 15 applicants were not acceptable to the company.' Letters of regret, giving reasons, were sent to them. Which aspect of staffing is highlighted in the statement? A. Recruitment B. Selection C. Training D. Education
14	Identify which step of selection process was followed by the management in the given case? A. Selection Decision B. Selection Tests C. Job Offer D. Medical Examination
15	Identify and state the type of test in the selection process that measures the actual skills possessed by an employee.
16	"Study the pictures/situations given below (A and B) and identify the type of recruitment source depicted in each. Also, mention the category (internal or external) to which each belongs." A.  B. 
	PART – B Descriptive Type/ Case Based Questions.
1	Zenith Furnishings Ltd. is a company manufacturing office furniture. The company operates with a functional structure comprising four key departments — Production,

	Marketing, Finance, and Human Resource. Due to a sudden increase in orders from corporate clients, the company decided to expand its workforce across departments. Identify the concept which will help the Human Resource Manager in determining the actual number of employees needed in each department to handle the increased workload.
2	Human Resource Management is a specialized field of management that involves several key functions essential for the smooth functioning of an organization. In the light of this statement, explain any four such functions/duties performed by a Human Resource Manager.
3	Ritika is working as a Human Resource Manager in the Sunrise chain of schools in Delhi. She had to appoint teachers for the schools. For this, she scrutinized the applications received, conducted written tests and personal interviews, and checked the references provided by the applicants. The final decision regarding selection was taken in consultation with the school principals. Ritika still has to take some more steps to complete the process of appointment of teachers. Name and explain these steps.
4	Explain the following steps in the process of staffing: (i) Estimating the Manpower Requirements (ii) Recruitment (iii) Performance Appraisal
5	PP Motors is a reputed automobile company known for manufacturing high performance four wheelers. The company plans to hire eight new engineers. Akhilesh Banerjee, the Human Resource Manager has eliminated unfit job seekers based on the information supplied in the application forms, conducted various tests and interviews and verified the information of the applicants. Identify and explain the remaining steps that Mr Banerjee must undertake in order to ensure that the organisation gets the best among the available, from the pool of prospective job candidates.
6	Explain the following external sources of recruitment: a) Direct Recruitment b) Casual Callers c) Labour Contractors

7	The rapid changes taking place in the business environment have created pressure on organisations to readapt their products, type of jobs required, and type of skills necessary to perform these jobs. To keep pace with the rapid changes in the business environment, 'Bright Textiles Ltd.', a company manufacturing garments for the last twenty-five years, decided to introduce Artificial Intelligence (AI) technology in its production process for automated designing and quality control. With the introduction of Artificial Intelligence, the company had to improve the knowledge and skills of its employees. They wanted all their employees to improve their performance on the current job and be prepared for any intended job in the future. This way, they would not only be able to increase their knowledge and skills but would also improve their performance. By doing this, the organisation too would get various benefits. (a) Identify the concept discussed above which would help the employees to do the job in a better way using Artificial Intelligence Technology. (b) State any five benefits of the concept identified in (a) above to the organisation
8	Differentiate between training and development
9	'Krishna Industries' is a well-established company manufacturing home appliances. The company follows a strict policy of filling all its vacancies through promotions and transfers of existing employees only. Ramesh, a Production Supervisor, has been working in the company for the last 15 years. He is confident that he will be promoted to the post of Production Manager next year, purely on the basis of seniority, irrespective of his performance. As a result, he has become careless in his work and no longer puts in his best effort. Further, the company recently decided to set up a new manufacturing unit for smart appliances integrated with modern technology, but is unable to find suitable candidates with the required expertise from within the organisation. In the light of the above case, explain any four limitations of internal sources of recruitment faced by Krishna Industries.
10	Read the following situations carefully and identify and explain the method of training being used in each case: (A) Rohit joined 'Sunbeam Electricals' as a trainee electrician. He was placed under the guidance of Mr. Verma, a master electrician with 20 years of experience. Rohit was required to spend a prescribed period of time working closely with Mr. Verma to acquire the higher-level skills needed for the job. (B) Priya, a management trainee at 'Zenith Corp', works directly under the Senior Marketing Manager. The manager sets mutually agreed-upon goals with Priya, guides her periodically on her progress, and suggests changes required in her behaviour and performance to help her improve. (C) Ankit is pursuing a B.Tech degree from a reputed engineering college. As part of his course, he also works at 'Alpha Industries' for a few months every year to gain practical, hands-on experience alongside his regular academic studies. (D) Sneha, a management trainee at 'Bright Textiles Ltd.', is shifted from the Production department to the Marketing department, and then to the Finance

	department over a period of six months, to help her understand the functioning of the organisation as a whole.
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