

Chapter 6: Staffing

One Mark

Q1 Name the method of recruitment by which most of the senior positions of the industry as well as commerce are filled.

Q2 Name the 2 method of recruitment suitable to recruit technical, professional and managerial personnel.

Q3 Name the method of recruitment which brings new blood to the organization.

Q4 What is the objective of preliminary screening?

Q5 Name the type of selection tests which are good indices of a person's future success score.

Q6 Give the main difference between aptitude tests and trade tests,

Q7 Why are personality test difficult to design and implement?

Q8 What is the role of interviewer in the selection process of new employees?

Q9 Name the method of training in which the trainee learns under the guidance of master worker.

Q10 Name the method of training in which trainees learn on the equipment they will be using but training is conducted away from the actual work floor.

Q11 Name the method of training in which selected trainees work in some factory or office to acquire practical knowledge and skills along with regular studies.

Q12 What is induction training?

Q13 Selection process may even continue after the offer of employment, acceptance and joining of candidate. Why?

Q14 Your school has some vacancies for teachers. The eligible staff has been promoted to half of the posts. Suggest any 4 ways through which the right type of people should be invited to fill the rest of the vacancies.

Three mark

Q15 The quality of production is not per standard. On investigation it was observed that most of the workers were not fully aware of the proper operation of the machinery. What could be the ways to improve the accuracy?

Q16 The process of selection starts where the process of recruitment ends. In the light of this statement explain the difference between recruitment and selection.

Four marks

Q17 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 the 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 3 advantages of using this.

Q18 Explain why staffing is considered the most important part of human resource management.

Q19 some learning opportunities are designed and delivered to improve skills and abilities of employees whereas some others are designed to help in the growth of individuals in all respects. Identify and explain the 2 concepts explained above.

Five mark

Q20 Is selection a negative process? Why? What kind of tests will primarily be used and why to select the following:

- A) An interior decorator
- B) A computer operator
- C) A public dealing officer
- D) A school teacher

Six mark

Q21 Filling vacancies from within the organization has both limitations and advantages. Explain 3 limitations and 3 advantages.

Q22 which function of mgt helps in obtaining the right people and putting them on the right jobs? Explain any 5 points of importance of this function.

Q23 Training is beneficial for both the mgt and the employees. Explain any 3 advantages for mgt and 3 for employees.

Q24 The process of selection involves judgment about the performance potential of the candidate and thus involves a number of steps. State the steps of process of selection.

Q25 You are the personnel manager of Kapila and co ltd. You have been directed by the directors of the co to select a CA for the company. Explain the selection procedure you will follow for the same.

Chapter 7 directing

One mark

Q1 Name the elements of directing.

Q2 Name the element of directing function under which the foremen oversee the activities of their subordinates.

Q3 Name the element of directing function under which the superior assures the subordinate that their needs will be taken care of.

Q4 Name the element of directing function under which the superior attempts to influence the behavior of people at work towards the realization of specific goals.

Q4 Name the element of directing function under which the superiors share information with the subordinates in order to reach common understanding.

Q5 Name the element of directing which can be understood as the process of guiding the efforts of employees and other resources to accomplish the desired objectives.

Q6 Name the element of directing in which a manager maintains a good inter personal relationship with his subordinates and motivate them to contribute and achieve organizational objectives.

Q7 Name the element of directing which is complex starting with keeping a person at work in an organization.

Q8 Name the element of directing which is a process of making subordinates to act in a desired manner to achieve organizational goals.

Q9 Is it the activity of influencing people to strive willingly for group objectives. Identify it.

Q10 Name the element of directing which is a set of inter personal behavior designed to influence employees to cooperate in the achievement of objectives.

Q11 Name the element of directing which involves systematic and continuous process of telling listening and understanding.

Q12 What is the main reason for high rate of employee turnover in an organization.

Q13 Give the important reason for absenteeism in the organization.

Q14 How do motives arise out?

Q15 To create a desire among employees to perform to the best of their ability is an important element of directing. Name it.

Q16 State the element of directing which helps in implementing the principle of scalar chain.

Q17 Which element of directing helps in inspiring subordinates to give their best to the organization

Q18 The supervisor acts as a link between workers and mgt. How?

Q19 Which is the highest level of need in the Maslow theory of motivation?

Q20 To satisfy social esteem and psychological needs, which type of incentives are needed?

Q21 Maslow defines one of the needs in the need of hierarchy as the “desire to become everything one is capable of becoming” Identify the need.

Q22 Name 2 financial incentives.

Q23 Name 2 non financial incentives.

Q24 Give 2 examples of retirement benefits.

Q25 Name the kind of monetary incentive in which employees are offered company shares at a price lower than market price.

Q26 Ayesha ltd assured their employees that inspite of recession no worker will be retrenched from the job. Name the type of incentive offered to the employees.

Q27 What is the basic monetary incentive for each employee?

Q28 “All needs cannot be satisfied by money alone.” Name any 2 such needs.

Q29 Give an example of how non financial incentives ay also involve a monetary aspect.

Q30 What is authoritative leadership style?

Q31 What is democratic leadership style?

Q32 What is Laissez-faire leadership style?

Q33 Mohan and Shivang are friends working in Tushar Ltd. as production manager and sales manager respectively. In an interdepartmental meeting Mohan informed Shivang

about a change in the marketing policy of the company. Identify the type of communication used.

Q34 Name the type of communication system in which persons communicate with each other through official channels.

Q35 Give 2 methods of upward communication.

Q36 Name the type of formal communication in which communication flows from a superior to a subordinate and vice versa.

Q37 Mention any 2 types of grapevine communication networks.

Q38 State the most popular grapevine network.

Q39 Name the formal communication network in which a subordinate is allowed to communicate through him only.

Q40 Name the formal communication network in which a subordinate is allowed to communicate with his immediate superior as well as his superior's superior.

Q41 Give 2 examples of informal communication.

Q42 Name the type of communication barriers which are concerned with encoding and decoding a message. Give 2 examples.

Q43 Name the type of communication barriers which are concerned with rules and regulations.

Q44 Name the type of communication barriers which are concerned with the state of mind of both sender and receiver.

Q45 You are working at middle level of mgt. Your superior, a top management personnel, sent a message for you which you received and well understood. Is the communication process complete?

Three mark

Q46 The workers of X Ltd. always try to show their inability when any new workers given to them. They are always unwilling to take up any kind of work. As a supervisor, what functions will you perform to cope with the situation? Explain.

Q47 In an organization employees always feel that they are under stress. They take least initiative and fear to express their problems before the manager. What leadership style does the manager follow? Explain the disadvantages of this style.

Q48 Amit and Mikki are working in the same organization but in different departments. One day at lunch time Mikki informed Amit that due to computerization some people are going to be retrenched from the organization. Name which type of communication is this. State any 2 limitations of the same.

Q49 Jagdeep a manager always listens to the suggestions made by the subordinates before taking personal policy decisions. What leadership style does this manager possess? Explain.

Q50 Explain the term communication network. Explain any 2 grapevine communication networks.

Q51 Explain premature evaluation and distrust as barriers to effective communication.

Four mark

Q52 Explain any 4 linguistic barriers which are likely to disrupt effective communication.