Reg.No. \_\_\_\_\_\_\_\_\_\_\_\_

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**End Semester Examination – Nov/Dec – 2018**

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| **Code :** | **18MS3065** | **Duration :** | **3hrs** |
| **Sub. Name :** | **MANPOWER PLANNING, RECRUITMENT AND SELECTION** | **Max. marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. |  | Briefly explain Staffing Organizations Model and compare it with other staffing models and exhibit its differences with its advantages and disadvantages? | CO1 | 20 |
| (OR) | | | | |
| 2. |  | What is Competency? Briefly explain the competency Iceberg Model. | CO1 | 20 |
|  |  |  |  |  |
| 3. |  | Explain 4 S model and state how it supports in short-listing and filtering of resumes? | CO2 | 20 |
| (OR) | | | | |
| 4. |  | How important is Sourcing in Recruitment? Explain in detail the internal and external sources of recruitment with its pros and cons. | CO1 | 20 |
|  |  |  |  |  |
| 5. | a. | Prepare a short - listing form for the advertisement given by your organization. The Ad has drawn 800 applications.  Your company requires a Customer Service Executive for the night shift. Expected job profile is handling customers, post salesdiscussions, managing and coordinating customer feedback, undertaking customer satisfaction surveys etc.  General Skills: Should have excellent communication, pleasing and presentable appearance and voice. Should have experience in hospitality industry.  Educational Background : Graduate in any discipline  Experience : 1-3 years  Pay Package: 25k per month. | CO3 | 10 |
| b. | What are the key Interviewer Skills required for the Interviewer? | CO2 | 10 |
| (OR) | | | | |
| 6. |  | Briefly discuss the Behavioural Event Interview process with its elements which contributes vitally to the effectiveness of the entire recruitment process. | CO1 | 20 |
|  |  |  |  |  |
| 7. |  | Elucidate various Non-Interviewing Methods used in Recruitment. | CO1 | 20 |
| (OR) | | | | |
| 8. |  | Briefly discuss various evaluation methods used in Recruitment Process and state the importance of reference check when you hire a new person citing few examples. | CO2 | 20 |
|  | |  |  |  |
|  | | **Compulsory**: |  |  |
| 9. |  | Facebook Inc. develops its human resources with the hacker organizational culture in mind which pushes employees to strive for improvement. Such improvement focuses on Facebook’s mission and vision statements. Human resources are developed and maintained through training that ensures talent and skills for the company’s aims in creativity and innovation for its social media business. The following characteristics are the most notable in Facebook’s organizational culture: Creative problem solving and decision-making, Boldness, Openness, Speed, Continuous improvement  Facebook Inc. values creative problem solving and decision-making, which are embodied in the company’s organizational culture. This corporate cultural characteristic pertains to the ability of employees to generate unusual ideas that enhance the company’s social networking and related offerings. Rewards are provided through recognition, incentives and other forms that motivate workers to be more creative in contributing to the business. Through this organizational cultural characteristic, the company maintains competitive edge against other firms in the international market, especially other social media companies that offer online advertising services.  Facebook’s organizational culture facilitates boldness in employees’ activities. This cultural feature aims to maximize the company’s flexibility in addressing business issues. For example, the corporate culture encourages workers to tackle issues right away, instead of waiting for such issues to escalate to senior management. The company benefits from this cultural characteristic in terms of minimizing the negative effects of problems encountered in the social media business.  Openness significantly influences Facebook’s corporate culture. This cultural feature highlights the importance of effective and efficient internal communications. For example, the company has systems to facilitate the dissemination of information critical to solving problems. In addition, Facebook’s organizational culture facilitates openness in terms of minimizing restrictions on employees’ activities. For instance, the company empowers workers to focus on the problems that they think are most important or relevant to the business. This characteristic of the corporate culture supports employees’ problem solving abilities to enhance the company’s social networking and online advertising services.  Facebook Inc. has the ability to easily respond to trends and changes in users’ preferences. This ability is partly based on employees’ speed in responding to problems in the social media business. Such speed is a significant feature of Facebook’s organizational culture. The company believes that it is essential that its human resources rapidly react to new needs in the multinational market. This corporate cultural characteristic is implemented through the use of small teams. Small teams are highly flexible and can move fast to support rapid product development processes. Facebook Inc. has an organizational culture that facilitates continuous improvement. The company adheres to the principle that improvement is a never-ending process.  *Analyze this case and pick out the competencies looked for in Facebook employees. Bring out the advantages and disadvantages in its recruitment process.* | CO3 | 20 |