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



**End Semester Examination – Nov / Dec – 2019**

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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. |  | Distinguish Staffing Organizations Modelfromother staffing models and exhibit its differences with its advantages and disadvantages. | CO1 | 20 |
| **(OR)** | | | | |
| 2. |  | Ethics involves determining moral principles and guidelines for acceptable practice. Is it necessary for organizations to follow ethics in its recruitment and selection process? Why? Elucidate your views with proper justifications. | CO1 | 20 |
|  |  |  |  |  |
| 3. |  | At what situations does bad recruitment occur? Deliberate how poor recruiting decisions have a Domino effect which leads to long term damage in terms of financial losses and poor market image. Explain with an example. | CO2 | 20 |
| **(OR)** | | | | |
| 4. |  | How does knowledge and skills differ from attitudes and beliefs? State your views and explain with reference to the competency iceberg model. | CO1 | 20 |
|  |  |  |  |  |
| 5. | a. | Differentiate between Job description and Job Specification. | CO1 | 4 |
| b. | Express the different types of Job specifications that helps in short listing of applications for a Recruiter. | CO2 | 16 |
| **(OR)** | | | | |
| 6. |  | What is 4-S model and how does it help during the process of recruitment? Elucidate with an example. | CO3 | 20 |
|  |  |  |  |  |
| 7. |  | What are the key interviewer skills required for the interviewer for successful recruitment process? | CO3 | 20 |
| **(OR)** | | | | |
| 8. |  | Describe the importance of reference check when you hire a new person citing few examples. List out few major red flag rates prevalent across industries. | CO2 | 20 |
|  | | **Compulsory**: |  |  |
| 9. |  | You are asked to recruit a Customer Service Executive for the night shift. The current rate of attrition is very high in this organization. Earlier you used to hire engineers from City colleges. The problem seems to be because of night-shift, perceived lack of career growth.  The brief given below is his job responsibilities:  Handling customers, Post Sales discussions on technical equipment used (some basic trouble shooting using the computer), managing and coordinating customer feedback, undertaking customer satisfaction surveys etc.  General Skills : Should have excellent Communication and pleasing voice  Educational Background : Graduate in any Discipline  Experience : 1-3 Years  Pay Package : 25 K per month  What non-interview method do you think will be most effective? Explain why? Justify your answer with clear specifications. | CO3 | 20 |
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