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18MBAHR301

Third Semester MBA Degree Examination, Jan./Feb. 2021 Recruitment and Selection

Time: 3 hrs.

Max. Marks: 100

**Note: 1. Answer any FOUR full questions from Q1 to Q7.
2. Question No. 8 is compulsory.**

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| 1 | a. Define job analysis. (03 Marks)
b. Brief on merits and demerits of internal recruitment. (07 Marks)
c. Explain in detail critical incident technique. (10 Marks) |
| 2 | a. What is antecedent verification? (03 Marks)
b. Briefly explain the contents of appointment order. (07 Marks)
c. Explain different sources of external recruitments. (10 Marks) |
| 3 | a. Highlight the purpose of testing. (03 Marks)
b. Explain position analysis questionnaire. (07 Marks)
c. Following positions are vacant in public sector undertaking.
(i) System Administrator
(ii) General Manager – HR
(iii) Chief Security Officer
Design a job advertisement for each of these positions. (10 Marks) |
| 4 | a. What is the purpose of job analysis? (03 Marks)
b. Elucidate on nature of hiring. (07 Marks)
c. Briefly explain different types of ability tests. (10 Marks) |
| 5 | a. What is internal recruitment? (03 Marks)
b. What types of information are collected through reference checks? Explain. (07 Marks)
c. What is Weighted Application Blank? Describe the process of developing WAB. (10 Marks) |
| 6 | a. Differentiate between CV and resume. (03 Marks)
b. Brief on different sources of internal recruitment. (07 Marks)
c. Explain how to identify ingredients of success in a candidate. (10 Marks) |
| 7 | a. What is unsolicited application? (03 Marks)
b. Write about policy guidelines of recruitment and selection. (07 Marks)
c. What is mechanical ability test? Explain in detail. Bennett Mechanical Comprehension Test. (10 Marks) |

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

**8 CASE STUDY [Compulsory]**

You are the HR Director at Health Source, the drug store chain in the U.S which is preparing to open new stores in Dallas and Houston. Each of the store will require about fifteen clerks. your recruiting efforts have been successful and each store has attracted about hundred applicants for those 15 jobs.

You have performed a job analysis and concluded that the clerks must be able to learn to operate cash registers and make changes accurately. The clerks are expected to take the initiative in providing friendly assistance to customers and show up for work on time. In additions, because of the presence of controlled drugs on the premises, you want clerks who have no history of drug problems of theft.

Questions :

- a. What specific selection tools would you use for selecting the clerks? Justify the effectiveness of the same. **(10 Marks)**
- b. How would you assess the reliability of your selection system? **(10 Marks)**

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