

CLASS NOTES

Class: XII

Subject: BUSINESS STUDIES

Topic: Staffing: External Sources of Recruitments, Selection Process, Training & Development and Benefits of training

External Sources of Recruitment

- When the candidates from outside the organization are invited to fill the vacant job positions.
- Whenever the large number of job position is vacant then external recruitment is preferred.

1. Direct Recruitment

- A notice about the vacant post is placed outside the organization. Job seekers may assemble on the specified date and time outside the organization and selection done on the spot.
- It is very inexpensive as it does not involve any cost of advertisement.
- It is suitable for casual jobs.

2. Casual Callers:

- Some business organizations maintain database of unsolicited applicants.
- These applicants can be screened to fill the vacant posts as they arise.
- It is also economical source of Recruitment.

3. Advertisement:

- It is generally used when wider choice is required .
- Organization select the media of advertisement keeping in mind the requirement of the job positions.
- More information about the organization and job can be given.
- It gives a wider range of candidates. It may bring in a flood of responses, and many times from quite unsuitable candidates.

4. Employment Exchange:

- It is a good source of recruitment for unskilled and skilled operative jobs.
- It helps to match personal demand and supply by serving as link between job seekers and employers.
- The job seekers leave their bio-data and details of their qualifications with the employment exchanges and when the organization approach employment exchanges the suitable candidates are sent.
- It is a popular source of recruitment for technical, professional and managerial jobs.

5. Placement Agencies:

- These agencies compile bio-data of a large number of candidates and recommend suitable names to their clients.
- Such agencies charge fee for their services and are useful where extensive screening is required.

6. Management Consultants:

- They specialized in middle level and top level executive placements.
- They maintain data bank of persons with different qualification and skills and even advertise the job on behalf of their clients.

7. Campus Recruitment:

- Many big organizations maintain a close liaison with the universities, vocational schools and management institutions to recruit qualified personnel for various jobs.

8. Recommendation of Employees:

- Many firms encourage their employees to recommend the names of their relatives, friends and other known people to fill the vacant job position.
- Applicant introduced by present employees proves to be a good source of recruitment.
- A type of preliminary screening takes place because present employee would try to satisfy both the company and candidates.

9. Labour Contractors:

- They maintain close contacts with laborers and can provide the required number of unskilled workers at short notice.
- A disadvantage to this type is, if the contractor decides to leave, all the workers employed through him follow the suit.

10. Web Publishing:

- There are certain websites designed for the purpose of providing information about both job seekers and job openings.
- These websites can be visited by job seekers and companies which have vacant job positions.
- Some example: Naukari.com, Jobstreet.com, Monster.com etc.

Selection Process

1. **Preliminary Screening:** It is done to eliminate unqualified candidates based on the information supplied in application form.

2. **Selection test:** The organization conduct test to measure certain characteristics of candidates. These characteristics range from attitude to intelligence to personality etc.

Types of Selection Test

- **Intelligent Test:** A test to measure intelligence quotient of an individual.
- **Aptitude Test:** To measure the potential to learn new skills in future.
- **Personality Test:** To measure the person's emotions, values and personality.
- **Trade Test:** To measure the existing knowledge
- **Interest Test:** To know the area of interest of fascination of an individual.

3. **Employment Interview:** The candidates who qualify the test are called for Interview. To conduct the interview the panel of expert is called. It is conducted to evaluate the applicant's suitability for the job.

4. **Reference and Background checks:** Many employers ask candidates to mention some references for the purpose of verifying information and gaining additional information about the applicant. Known persons in society can act as references.

5. **Selection Decision:** The final decision has to be made from among the candidates who passed the tests, interviews and reference checks.

6. **Medical examination:** After selection decision and before the job offer is made, the candidate is required to undergo a medical fitness test. Job offer is given to the candidate being declared fit.

7. **Job offer:** Candidates who passed all the hurdles is offered job. It is made through a letter of appointment. Such letter generally contains a date by which the appointee must report on duty.

8. **Contract of Employment:** After the acceptance of the job offer by the candidate, there is a need to prepare a contract of employment. This document contain job title, duties and responsibilities, date of start of employment, leave rules, working hours, rates of pay and many other rules.

Training and Development

Training: It means equipping the employees with the required skill to perform the job. It is the process by which the aptitude, skills and abilities of employees to perform a job increases.

Development: It not only improves job performance but also brings growth in the individual personality of the employees. It help individuals in the progress towards maturity and actualization of their potential capacities, so that they become good employees as well as good human being.

Benefits of Training to the organization

- It reduces the wastage, effort and money.
- It enhances employee productivity in terms of quality and quantity.
- It develops manager for future, who can take up in the emergency.
- It increases morale and reduces absenteeism and employees turnover.
- It helps to cope up with the fast changing environment.

Benefits of Training to the employees

- Improved skills and knowledge, leads to better career.
- Increase performance of an individual, which help students to earn more.
- Employees became more efficient to handle machinery and exposed less to accidents.
- It increases satisfaction and morale of employees.

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