



# CBCS SCHEME

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16/17MBAHR302

## Third Semester MBA Degree Examination, Dec.2019/Jan.2020 Recruitment and Selection

Time: 3 hrs.

Max. Marks:80

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

- 1 a. Define Job Analysis. (02 Marks)
- b. Explain the Position Analysis Questionnaire. (06 Marks)
- c. What are the sources of external recruitment? (08 Marks)
- 2 a. What is work oriented job analysis? (02 Marks)
- b. What is a Subject Matter Expert (SME) workshop? Explain its methodology. (06 Marks)
- c. What types of information are collected through reference checks of a candidate? Explain. (08 Marks)
- 3 a. What are structured and unstructured interview? (02 Marks)
- b. What are the problems associated with hiring? (06 Marks)
- c. What are the advantages and disadvantages of interviews? (08 Marks)
- 4 a. What is Job Advertisement? (02 Marks)
- b. What are application forms? Explain the designing of an application form. (06 Marks)
- c. What are the contents of an appointment letter? (08 Marks)
- 5 a. Differentiate between recruitment and selection. (02 Marks)
- b. Explain briefly advantages and disadvantages of testing. (06 Marks)
- c. What are the advantages and disadvantages of employee referral? (08 Marks)
- 6 a. What are the three types of resume formation? (02 Marks)
- b. Explain the selection process. (06 Marks)
- c. Discuss the nature of hiring in an organization. (08 Marks)
- 7 a. Define reference check. (02 Marks)
- b. Explain the sources of internal recruitment. (06 Marks)
- c. What are the steps involved in an interview process? (08 Marks)

### 8 CASE STUDY [Compulsory]

Dinesh has applied for a Sales Manager's job at Xavier company Ltd. He has 10 years of experience in sales and has moved from being a Sales person to a Sales Manager. He started his career in Motilal company as a Sales Person and moved to become an Assistant Sales Manager within a short span of 4 years. After having worked in that company for 6 years, he then moved to Ashok Corporation. At Ashok Corporation also Dinesh performed well and become a Sales Manager.

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.

Xavier Company called Dinesh for an interview which was successfully cleared by him. It then started the process of reference check. It found that there were complaints against Dinesh that he would snatch customers from his colleagues at Motilal Company. He was also found to tell negative things about his colleagues to his customers. It was found that customers were very happy with Dinesh and that he had built very deep person relationship with his customers. His customers would insist on giving the order to him only.

As a Sales Manager at Ashok Corporation, Dinesh was found to be aggressive and would push his Sales Persons for their best performance. He was a great motivator too. But these were some concerns that he would promote people from a certain geographical area only. His rating by Sales Persons was always found to be excellent.

**Questions :**

- a. What would be your decision on hiring Dinesh to Xavier company? (08 Marks)
- b. What changes would you prefer in Dinesh as a Sales Manager and how would you plan to bring that change? (08 Marks)

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