

# ASSIGNMENT

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BACHELOR OF BUSINESS ADMINISTRATION

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI



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Submitted To:-

DR. RUCHI SRIVASTAVA

*Excellent*  
*A+*

Submitted By:-

Name:- VISHAKHA VASWANI

Enrollment No:- 36121301722

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Semester:- 3<sup>RD</sup>

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Division:- B



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**INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085**

Tel: 91-11-27555121-24, E-Mail: [directortias@tecnia.in](mailto:directortias@tecnia.in), Website: [www.tiaspg.tecnia.in](http://www.tiaspg.tecnia.in)



# ASSIGNMENT-2

## Human Resource Management

Name - Vishakha  
Vaswani

Sem-3 (shif-2)

Div-B

Enrollment no -

36121301722

Q1

Ans

Define recruitment. Describe the sources of recruitment.  
Recruitment - It is the process of finding & attracting capable applicants for employment. The process begins when new recruits are sought & ends when their applications are submitted. The result is a pool of applicants from which new employees are selected.

- In simple terms, Recruitment is understood as the process of searching for & obtaining applicants for jobs, from among whom the right people can be selected.

There are two types of sources of recruitment that are - (1) Internal Recruitment (2) External Recruitment

(2) INTERNAL RECRUITMENT - Internal Recruitment seeks applicants for positions from those who are currently employed.

- (i) Present Employees - Promotions & transfer from among the present employees can be a good sources of recruitment. There are several advantages i.e
- (1) It is good public Relation; (2) It builds morale;

# Sources of Recruitment

## Internal Recruitment

- (i) Present Employees
- (ii) Employee Referrals
- (iii) Former Employees
- (iv) Previous Applicants

## External Recruitment

- (i) Professional or Trade Association
- (ii) Advertisement
- (iii) Campus Recruitment
- (iv) walk-ins, Write & Talk-ins
- (v) Radio & Television
- (vi) Competitors

(3) It encourages competent individuals who are ambitious,  
(4) It is cheaper than going outside to recruit; (5) those  
chosen internally are familiar with the organisation.  
However, promotion can be dysfunctional to the  
organisation as the advantage of hiring outsiders  
who maybe better qualified & skilled is denied.

(ii) Employee Referrals - It can be a good source of  
recruitment. When employees recommend successful  
referrals, they are paid monetary incentives which  
are called "finders fees".

(iii) Former Employees - Some retired employees may be  
willing to come back to work on a part-time basis or  
may recommend someone who would be interested in  
working for the company. Individuals who left for  
other jobs, might be willing to come back for higher  
emoluments.

(iv) Previous Applicants - Although not truly an internal  
source, those who have previously applied for jobs  
can be contacted by mail, a quick & expensive way  
to fill an unexpected opening.

(2) EXTERNAL RECRUITMENT - External sources far out-  
number the internal methods.

(1) Professional / Trade Associations - Many associations  
provide placement services may consist of  
compiling job seekers lists & providing access to  
members during regional or national conventions.  
Further, many associations publish or sponsor trade

journals or magazines for their members.

(ii) Advertisements - These constitute a popular method of seeking recruits as many recruiters prefer advertisement because of their web wide reach. Want ads describe the job & the benefits, identify the employer, & tell those who are interested & how to apply. They are the most familiar form of employment advertising.

(iii) Campus Recruitment - Colleges, universities, research laboratories, sportsfields & institutes are fertile ground for recruiters, particularly the institutes. The Indian Institutes of Management (IIMs) & the Indian Institutes of Technology (IITs) are on the top of the list of avenues for recruiters. In fact, in some companies, recruiters are bound to recruit a given number of candidates from these institutes every year.

(iv) Walk-ins, Write-ins and Talk-ins - The most common & least expensive approach for candidates is direct applications, in which job seekers submit unsolicited applications letters or resumes. Direct applications can also provide a pool of potential employees to meet future needs.

(v) Radio and Television - Radio & television are used but sparingly, & that too, by government departments only. Companies in the private sector are hesitant to use the media because of high costs & also because they fear that such advertising will make the companies look desperate & damage their conservative image.

# Selection Process

Preliminary Interview



Blank Application form



Selection Test



Employment Interview



Reference & Background Analysis



Selection Decision



Medical Examination



Job offer



Employment Contract



Evaluation

(vi) Competitors - Rival firms can be a source of recruitment. Popularly called 'poaching' or 'raiding', this method involves identifying the right people in rival companies, offering them better terms & luring them away.

Q2  
Ans

Describe the process of selection.

Selection - The process by which qualified applicants are selected by means of various tests in a pre-determined no. out of a large no. of applicants.

As i.e Recruitment is a positive process but on the other hand, selection is a negative process as in the process, in every step candidate will be rejected.

Process of selection

(1) Preliminary Interview - The object of preliminary interview is to ensure whether the applicant is physically & mentally fit for the job. During preliminary interview, candidates are asked questions related to their experience, education, taste, age etc. Those candidates who are successful in the preliminary interview are asked to fill the blank application form.

(2) Blank Application form - Blank application forms are the printed forms of the organization. For different posts there are different forms because for each post, persons of different qualifications are required.

(3) Selection Test - Selection tests are devices to check

the areal knowledge of candidate for the respective jobs. These tests enable the management to bring out the right person for the job.

(4) Employment Interview - Interview is a formal, in-depth conversation conducted to evaluate the applicant's acceptability. It is considered to be an excellent selection device. Its popularity stems from its flexibility. It allows a two-way exchange of information, the interviewers learn about the applicant & the applicant learns about the employer.

(5) Reference & Background Check - Many employers request names, addresses & telephone numbers of references for the purpose of verifying information & perhaps gaining additional background information on an applicant. Although listed on the application form, references are not usually checked until an applicant has successfully reached the fourth stage of a sequential selection process.

(6) Selection Decision - It is the most critical of all the steps - must be made. The other stages in the selection process have been used to narrow the number of candidates. The final decision has to be made from the pool of individuals who pass the tests, interviews & reference checks.

(7) Medical Examination - A job offer, is often contingent upon the candidate is being declared fit after the physical examination. The result of medical fitness test are recorded in a statement and are



preserved in the personnel records. One reason for a physical test is to detect if the individual carries any infectious diseases, second, the test assists in determining whether an applicant is physically fit to perform the work etc.

(8) Job offer - Job offer is made through a letter of appointment. Such a letter generally contains a date by which the appointee must be report on duty. The appointee must be given reasonable time for reporting. This is particularly necessary when he or she is already in employment, in which case the appointee is required to obtain a relieving certificate from previous employer.

(9) Employment Contract - When a candidate accepts the job offer, the contract of employment is made, which is in a written form & includes job titles, duties, responsibilities, date when continuous employment start & the basis of calculating service, rate of pay, allowances, hours of work, leave rules etc.

(10) Evaluation - Evaluating the effectiveness of recruitment and selection is essential for any organisation. It helps to ensure that the right people are being hired for the right roles & that the organization is getting the best value of its investments in talent acquisition.

Q3 What is Job Analysis. Discuss the importance of job analysis.

Ans. Job Analysis - Job Analysis is the process of collecting job related information. Such information helps in the preparation of job description & job specifications



- Job Analysis - It is a systematic exploration of the activities within a job. It is a basic technical procedure, one that is used to define the duties, responsibilities & accountabilities of a job.

### • Importance of Job Analysis

- Job analysis is an important step in ensuring that the right candidate is selected.
- Job analysis help the employer in recruitment & the selection, performance management, choosing compensation & benefits, etc.
- It helps the employees to have a clear picture of what is actually required of them
- A job analysis can help fairly distribution of duties among departments or adjust salaries if needed.

Ques 4

What is Training. Discuss the methods of On the Job & Off the Job Training.

Ans.

Training - Training refers to a system of educating employees within a company. It includes various tools, instructions, & activities designed to improve employee performance. It's an opportunity for employees to increase their knowledge & upgrade their skills.

- Training is not only required by the new employees, but it is also necessary for the current staff.

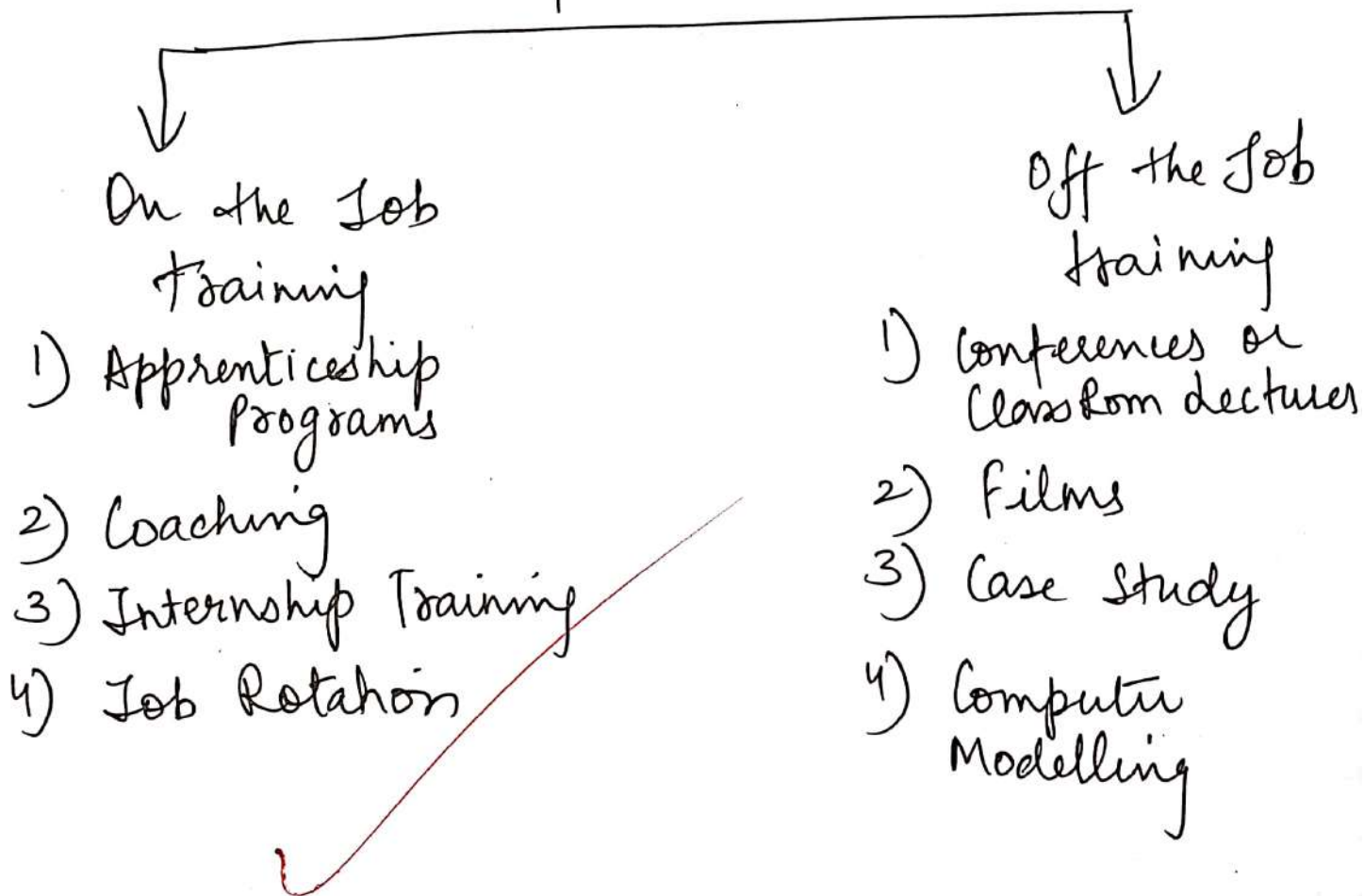
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ON-THE-JOB - It is the method that are applied to the workplace during the working of the employee. It means learning while working.

(1)

Apprenticeship Programs - It place the trainee under the guidance of well-trained personnel. These programs

# Methods of Training



are designed to obtain skills & knowledge of higher levels. Such programs are necessary for people entering skilled jobs, like plumbers, electricians etc.

(2) Coaching - In this method, the trainer who is known as the coach guides & instructs the trainee. The coach or the trainer sets the required goals with a mutual discussion, advises on how to achieve those goals, analyzes the trainee's progress from time to time, & suggests changes necessary in the attitude & performance.

(3) Internship Training - It is a cooperation of educational institutions & business firms. These trainings are generally a joint program. The candidates who are selected continue to pursue their studies regularly & also work in a factory or office to gain the practical knowledge & skills required for a job.

(4) Job Rotation - It involves shifting trainees from one job to another or from one department to another. This allows the trainee to gain a better understanding of the working of the organization & all its parts.

★ OFF-THE-JOB - It refers to the method that are used away from the workplace. It means learning before working.

(1) Conferences or lectures - The lecture or conference method is generally used for conveying specific information, rules, procedures, or methods. The use of audio-visual means makes formal presentation more ~~was~~ ~~not~~ interesting also increase the memory of people.

- (2) Films - Films supply information & show a definite display of skills that are not easily represented by other techniques.
- (3) Case Study - Case studies are the actual experiences faced by the organisation. They display the events that the managers have faced in real life.
- (4) Computer Modelling - It encourages the work environment by developing a computer program that copies a few of the realities of the job & enables learning to take place securely. It also allows the organization to see the mistakes that may occur & how much they would cost.

### Short Notes

Ques 1  
Ans.

Human Resource planning  
Human Resource planning (HRP) is understood as the process of forecasting an organisation's future demand for, and supply of, the right type of people in the right number. It is only after this that the HRM department can initiate the recruitment & selection process. HRP facilitates the realisation of the company's objectives by providing the right type & the right no. of personnel. HRP is variously called manpower planning, personnel planning or employment planning. HRP, then, is like materials planning that estimates the type & quantity of the materials & supplies needed to facilitate the manufacturing activities of the organisation.

Ques 2  
Ans.

### Structured and Unstructured Interview

Structured Interview is a type of interview in which the researcher asks a set of premeditated questions in order to gather information about the research subjects. It is also known as a standardized interview or a researcher administered interview, & it aims at investigating research variables using the same set of questions.

Unstructured Interview is a type of interview that does not make use of a set of standardized questions. Here, the interviewer does not generate any specific set of standardized questions for research, rather he or she asks different questions in line with the context & purpose of the systematic investigation.

Ques 3  
Ans.

### Differentiate between Job Description & Job Specification.

BASIS	JOB DESCRIPTION	JOB SPECIFICATION
• Meaning	It is a concise written statement, explaining what are the major requirement of a particular job.	The statement which explains minimum eligibility requirement for performing a particular job.
• Lists out	Job title, duties, tasks, & responsibilities involves in a job.	Employee's qualifications, skill & abilities
• What is it?	It expresses what a prospective employee must do when he will get the placement.	It expresses what an applicant must possess for getting selected.
• Prepared for	Job Analysis	Job Description

•	Describes	Jobs	Jobs Holders
•	composus of	Designation, place of work, scope, salary, working hours, responsibilities etc.	Education qualifications, experience, skills, Knowledge, age, ability, work, orientation factors etc.

Ques 4

Ans.

	BASIS	TRAINING	DEVELOPMENT
•	Meaning	It is a process of increasing knowledge & skills of an employee	It is a process of learning & growth
•	Orientation	It is a job-oriented process.	It is a career-oriented process.
•	Duration	It is a short-term process, for a fixed duration	It is a long-term process, which takes place through out the life of a person.
•	Effect	It enables the employee to perform the job better.	It ensures the overall growth of the employee.
•	Focus	It focusses on technical skills	It focuses on conceptual & human ideas.
•	Level of trainee	It is meant for supervisors & labourers	It is meant for managerial levels.
•	Scope	It has a narrow scope.	It has a wider scope.

*(Signature)*