

(HR)

Note: All questions are compulsory.
All questions carry equal marks.

Q. 1 Solve any two out of three (7.5 marks each)

15 marks

- Explain the term Recruitment with its scope.
- What is Job Analysis? Explain it with methods of collecting job data
- Explain internal sources of recruitment

Q. 2 Solve any two out of three (7.5 marks each)

15 marks

- Explain the process of selection
- Explain various screening methods
- What are the types of interviews?

Q. 3 Solve any two out of three (7.5 marks each)

15 marks

- Explain which information is passed to the new employee at the time of induction.
- Explain the types of orientation program.
- What are the types of socialization

Q. 4 Solve any two out of three (7.5 marks each)

15 marks

- What is 'Group discussion'
- What are the patterns of presentations
- Why do we need to conduct exit interviews

Q. 5 Case study

15 marks

Susie is a secretary for the president of Frito lay, subsidiary of Pepsico. She enjoyed her job but her co-workers have noticed certain habits which annoyed them a lot. Last Friday Susie arrived to work wearing sweatpants and flip flops. Usually on Fridays there are no major appointments however this was not usual Friday as representatives from Nestle had a meeting with the president about major decisions of the company's future. In the meeting the representatives noticed Susie's attire and were not impressed at all.

The representatives and the president also overheard Susie telephone conversations about the previous evening. The representatives of Nestle were contentious about the business decision due to the first impression seen of Frito Lay's employees. After lunch Susie arrived 5 minutes early. Once arriving she began to shop for a new pair of shoes. A president had also prepared a letter to Nestle regarding the purchase , and it needed to be sent off by 3 p.m. however Susie was too busy shopping for her new shoes to hear what the instruction were and didn't get the letter mailed until Monday. This made the president very mad and needed to speak with her about her future in Frito Lay.

- Analyze the facts of the case. **(7.5 marks)**
- Discuss different business etiquettes need to be possessed by Susie. **(7.5 Marks)**

— The End —