

EDUVISTA

CLASS 12 • BUSINESS STUDIES

CHAPTER 6 — STAFFING NCERT-BASED CHAPTER TEST

Time: 60 Minutes	Maximum Marks: 40	Prepared by: Abhishek Sir
Name: _____	Class/Section: _____	Date: _____

Instructions

1. All questions are based on the uploaded NCERT Business Studies Chapter 6: Staffing. 2. Attempt all questions. 3. Write answers in clear points wherever required. 4. Use appropriate NCERT terminology.

SECTION A — VERY SHORT ANSWER QUESTIONS • $5 \times 1 = 5$

1. What is meant by **staffing**?
2. State the two important sources of recruitment.
3. What is meant by **selection**?
4. Define **performance appraisal**.
5. Distinguish between **training** and **development** on the basis of their orientation.

SECTION B — SHORT ANSWER QUESTIONS • $5 \times 3 = 15$

6. Explain any **three benefits/importance of staffing** for an organisation.
7. Explain the difference between **internal and external sources of recruitment**. Give two examples of each.
8. Explain any **three steps of the staffing process** beginning from estimating manpower requirements.
9. Explain any **three steps in the selection process**.
10. Explain the difference between **on-the-job** and **off-the-job** training methods. Give two examples of each.

SECTION C — APPLICATION / LONG ANSWER • $4 \times 4 = 16$

11. "An organisation can achieve its objectives only when it has the right persons in the right positions." Explain this statement with four points on the importance of staffing.
12. A company has vacancies and wants a wider choice of candidates and fresh talent. **Identify the suitable source of recruitment and explain four advantages** of using it.
13. Explain the following stages of the selection process: **preliminary screening, selection tests, employment interview, reference/background checks**.
14. Explain four training methods from the NCERT chapter, including at least **two on-the-job and two off-the-job methods**.

SECTION D — CASE-BASED QUESTION • 4 MARKS

15. Case Study: A growing organisation finds that some employees lack the skills needed for new machines. The supervisor is repeatedly called for help. Management decides to provide structured learning and later evaluate employee performance against predetermined standards.

- (a) Identify the staffing-related function used to improve employee skills. (1)
- (b) Name the two broad categories of training methods. (1)
- (c) Which method is suitable when employees learn on the equipment they will use, but training is conducted away from the actual work floor? (1)

(d) What is the process of evaluating current and/or past performance against predetermined standards called? (1)

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Source basis: NCERT Business Studies, Chapter 6 — Staffing (uploaded PDF).