



Collegedunia Handwritten Notes

Quick-Revision Notes for Class 12 Business Studies

Chapter 6: Staffing

1. Staffing – One-Line Definition

Memorise This

Staffing is the management function of *filling, and keeping filled*, the positions in the organisation structure – through manpower planning, recruitment, selection, placement, training, appraisal and compensation.

2. Why Staffing Matters

1. **Discovery** of competent personnel.
2. Improves **performance** on the job.
3. Ensures **continuity** (replaces retirees, transfers, resignations).
4. **Optimum use** of human resources, machines and capital.
5. Boosts employee **morale and satisfaction**.

Aid: D-P-C-O-M

Discovery, Performance, Continuity, Optimum use, Morale.

3. The Staffing Process (9 Steps)

Sequence

1. Estimating manpower → 2. Recruitment → 3. Selection → 4. Placement & orientation → 5. Training & development → 6. Performance appraisal → 7. Promotion → 8. Compensation → 9. Career planning.

4. Recruitment vs Selection

Basis	Recruitment	Selection
Meaning	Search & attract	Choose the best
Nature	Positive (widen pool)	Negative (narrow pool)
Order	First	After recruitment
Outcome	List of applicants	Signed appointment letter

5. Sources of Recruitment

Internal sources (2): Transfers, Promotions.

External sources (10):

- Direct recruitment (gate hiring)
- Casual callers (Badli workers)
- Advertisements (newspaper, web)
- Employment exchange
- Placement agencies / management consultants
- Campus recruitment
- Recommendations of present employees
- Labour contractors
- Television advertising
- **Web publishing / e-recruitment** (Naukri, LinkedIn)

Case-Study Spotter

“Senior level jobs portal” ⇒ Web publishing. “Urgent + temporary + low-skill” ⇒ Casual callers / Labour contractor.

6. Why Internal Recruitment is Cheaper

- No advertising or agency fee.
- Selection cycle is short – HR already knows the candidate.
- No orientation cost – employee knows the firm.
- Lower training cost – firm-specific knowledge already exists.
- No relocation / joining bonus.
- Day-one productivity.
- Lower attrition (motivated existing staff).

7. The 8-Step Selection Procedure

Mnemonic: P-T-I-R-S-M-O-C

1. **P**reliminary screening
2. **T**ests (intelligence, aptitude, personality, trade, interest)
3. **I**nterview (employment)
4. **R**eference & background check
5. **S**election decision (HR + line manager)
6. **M**edical examination
7. **O**ffer (job offer letter)
8. **C**ontract of employment

8. Training vs Development

Basis	Training	Development
Focus	Specific job skill	Overall growth
Time horizon	Short-term	Long-term
For whom	Operatives	Managers
Aim	Current job	Future role
Nature	Reactive	Proactive

9. Training Methods

On-the-job (4): Apprenticeship, Coaching, Internship, Job rotation.

Off-the-job (6): Classroom lectures/conferences, Films, Case study, Computer modelling, **Vestibule training**, Programmed instruction.

Case-Study Spotter

“Hi-tech machines, costly engineer visits” ⇒ Vestibule training (duplicate equipment in a separate room).

10. Benefits of Training – 2 Sides

Organisation: Systematic learning · Higher productivity · Less supervision · Fewer accidents · Faster adaptability · Better morale.

Individual: Improved skills · Career growth · Higher pay · Job satisfaction · Safety awareness.

11. HRM Activities (9-Point List)

Recruitment · Job analysis · Compensation & incentives · Training & development · Union-management relations · Grievance handling · Social security & welfare · Legal compliance / defence · Performance appraisal.

12. Last-Minute Spotters (CBSE Pattern)

Map the Keyword to the Answer

- “Unable to work / lack of knowledge” ⇒ Training.
- “Workers idle on hi-tech machines” ⇒ Vestibule training.
- “Urgent festival surge” ⇒ Casual callers (external, temporary).
- “Senior management portal” ⇒ Web publishing.
- “Security firm needs reliable employees” ⇒ Personality test + reference check + confidentiality clause.
- “Reduces inflow of new ideas” ⇒ Demerit of internal recruitment.

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