**TALENT ACQUISITION**

**END TERM (19-21)**

**TERM – IV**

**All questions are compulsory**

1. True Fun is an FMCG company. It has always focused on the philosophy of achieving results through good quality human resource. Mr. Ganesh Sinha was going through the TA report and found following challenges:
2. Not many people were applying for production department however good number of CVs were being received for sales department.
3. He further found that although high number of applications are being received in production department but the yield ratio reveals that only 20% of finally selected candidates actually accept the offer letter given to them.

If you were in Mr. Sinha’s place how would you have moved further to handle these challenges? You are free to write assumptions related to the scenario while answering this question. (10 marks)

1. Electron Spirit is a startup dealing with retailing of electronic products. It started with 90 employees and in a span of 4 years have around 500 plus employees in various departments. As their number is increasing they are finding talent acquisition to be more challenging in terms of right quality of people to be hired.
2. It was seen during one of the hiring process that in different selection panels, the panelists were focusing on different skills and knowledge and had lot of difference of opinion.
3. They also observed that some departments were overstaffed and some understaffed.

As Talent Acquisition manager what steps will you take to overcome these challenges. (10 marks)

1. You just received a mail from CMC department that a position of Talent Acquisition Executive has been floated for an edutech company. The mail does not include JD.
2. Prepare a JD and JS for this profile.
3. Also share what all preparations will you do to get selected. (10 marks)
4. You have been recently hired in a HR placement consultancy firm and have been given the task to close the position of Sales Executive.

Referring to the workshop conducted by Ms. Pooja Upadhyay , share in detail

1. Complete action plan that you will adopt before pitching in the vacancy to the prospective candidates.
2. Detailed actions that you take while using job portals. (10 marks)
3. You have been given the task to upload application form for the profile of HR Analyst in Richie Rich Bank. Your superior has asked you that you have to clearly tell the reason of why that information is required. ( For example if you are asking for name, then why name; if date of birth then why date of birth is required).

Prepare the application form along with the reasons that why that information is being asked from the candidates.

1. Mr. Kiran Kumar of Hotel Shining Star was thinking about the meeting he just had with Mr. Upinder Sharma, his immediate boss. He has been asked to prepare a comparative report of suitability of following sourcesa. Job portals b. Newspaper c. Placement Consultancy d. Campus placements e. Social media sites for the position of
2. Business Development Executive: 9 in number
3. Senior Manager Operations:

The total budget allocated for these positions are Rs. 80,000 and time line 45 days

Using the knowledge that you have gained during the sessions of Talent acquisition you are required to help Mr. Kiran Kumar prepare the comparative report of the suitability of the sources mentioned above. (10 marks)

1. Mr. Vinay Kapoor was contemplating about the problems he has been facing in the customer care executives of the telecom company he was working with. They have been selecting the executives through one round of interviews. The executives have been reporting lot of stress due to the unpleasant behavior of the customers because of which they are resigning. They have to present analytical reports of causes of customer satisfaction which they are not able to do.
2. What skills (both technical and behavioral), knowledge and attitude do you think customer care executives should possess to
3. Prepare a plan of selection methods that you can use to hire effective performers and also to overcome the problems they have been facing. Support the methods with reasons.

(10 marks)

1. You are a Talent Acquisition Manager at Buzzing Game company and are required to evaluate the effectiveness of recruitment of your firm at the end of the year.

The data is as following

Scenario 1:

Number of employees at the beginning of year: 150

Number of employees at the end of year: 178

Total number of employees who left the organization this year: 24

Total number of employees who left this year without working for complete on year: 8

In sales department there are 8 new sales executive and they are required to sell 150 units in 3 months. Minimum expectation of their manager is 90 units.

Sales figures of employees are Employee 1: 103 units, Employee 2: 94 units , Employee 3: 81 units, Employee 4: units, Employee 5: 76 units, Employee 6: 66 units.

Average performance of new hires on various indicators is 60%

Scenario 2

Total internal cost incurred in hiring sales executives this year is Rs. 110,000

Total external cost incurred in hiring sales executives this year is Rs. 96,000

Total number of candidates hired : 32

Salary of each new hire is Rs. 27,000 per month.

a. Calculate Quality of Hire Index from Scenario 1.

The turnover rate of the organization was 15 % last year and the attrition rate of new hires was 25% last year. Has the retention rate increased or decreased as compared to last year. (5 marks)

b.. Calculate Cost per hire and recruitment cost rate from second scenario. The cost per hire was Rs. 7000 last year. Has the cost gone up or down? ( 5 marks)