Class 12 Business Studies Chapter 6: Staffing - Notes, Important Questions and MCQs (2026-27)

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These Class 12 Business Studies Chapter 6 notes cover “Staffing” from the NCERT textbook Principles and Functions of Management (2026-27): meaning and importance of staffing, staffing as part of human resource management, the staffing process, recruitment and its sources, the selection process, and training and development methods – with comparison tables, Q&A, 10 MCQs and a free PDF.

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Chapter Overview

Staffing is the managerial function of filling and keeping filled the positions in the organisation structure. It involves estimating manpower requirements, recruiting, selecting, placing, training, appraising and compensating employees.

Staffing helps obtain competent people, ensures the right person for the right job, improves performance, ensures continuous survival and growth, and raises job satisfaction and morale.

Important Topics and Concepts

Importance and Nature of Staffing

- Helps discover and obtain competent personnel.

- Ensures higher performance – right person in the right job.
- Ensures continuous survival and growth through succession planning.
- Optimum utilisation of human resources.
- Improves job satisfaction and morale.
- Staffing is part of Human Resource Management (HRM) – a specialised function of the HR department.

Staffing Process

- 1. Estimating manpower requirements (workload and workforce analysis).
- 2. Recruitment.
- 3. Selection.
- 4. Placement and orientation.
- 5. Training and development.
- 6. Performance appraisal.
- 7. Promotion and career planning.
- 8. Compensation.

Recruitment and Its Sources

- Recruitment: searching for prospective employees and encouraging them to apply.
- Internal sources: transfers and promotions.
- External sources: direct recruitment, casual callers, advertisement, employment exchange, placement agencies, campus recruitment, recommendations, labour contractors, advertising on TV/web.
- Internal: quick, cheap, motivating, but limits fresh talent.
- External: qualified personnel, wider choice, fresh talent, but costly and may demotivate existing staff.

Selection Process

- 1. Preliminary screening.
- 2. Selection tests (intelligence, aptitude, personality, trade, interest).
- 3. Employment interview.
- 4. Reference and background checks.
- 5. Selection decision.
- 6. Medical examination.
- 7. Job offer.
- 8. Contract of employment.

Training and Development

- Training: increasing knowledge and skills for a specific job.
- Development: overall growth of the employee.
- Benefits to organisation: less wastage, higher productivity, less turnover; benefits to employees: better career, higher earnings, morale.
- On-the-job methods: apprenticeship, coaching, internship, job rotation.
- Off-the-job methods: classroom lectures, films, case study, computer modelling, vestibule training, programmed instruction.

Internal vs External Recruitment

Comparison.

Basis	Internal	External
Source	Existing employees	Outside the organisation
Cost	Low	High
Time	Quick	Lengthy
Fresh talent	Limited	Wide choice
Effect on staff	Motivates	May cause dissatisfaction

Training vs Development

Basis	Training	Development
Meaning	Skills for a specific job	Overall growth of person
Focus	Job-oriented	Career-oriented
Scope	Narrow	Wide
Duration	Short term	Long term
For whom	Operatives mainly	Managers mainly

Important Definitions and Terms

Term	Meaning
Staffing	Filling and keeping filled positions
HRM	Management of people in the organisation
Workload analysis	Estimating number and type of people needed
Recruitment	Searching and attracting candidates
Selection	Choosing the best candidate
Placement	Putting selected person on the job
Orientation	Introducing new employee to the organisation
Apprenticeship	Training under a master worker
Vestibule training	Training on dummy equipment off the job
Job rotation	Shifting trainee across departments

Short Answer Questions

Q1. Define staffing.

Filling and keeping filled the positions in the organisation structure.

Q2. What is workforce analysis?

Estimating the number and type of employees available.

Recruitment attracts applicants (positive); selection chooses the best (negative, eliminates).

Q4. Name two internal sources of recruitment.

Transfers and promotions.

Q5. What is campus recruitment?

Recruiting from colleges and universities.

Q6. What is vestibule training?

Off-the-job training on dummy machines in a separate area.

Q7. What is orientation?

Introducing a new employee to the organisation, colleagues and rules.

Q8. Why is selection called a negative process?

It rejects unsuitable candidates.

Long Answer Questions

Q1. Explain the importance of staffing.

Obtains competent personnel.

Right person for the right job.

Continuous survival and growth.

Optimum use of human resources.

Job satisfaction and morale.

Q2. Explain the steps in the selection process.

Preliminary screening.

Selection tests.

Interview.

Reference checks and selection decision.

Medical exam, job offer and contract.

Q3. Explain on-the-job training methods.

Apprenticeship – under a master.

Coaching – superior guides trainee.

Internship – joint programme with institutions.

Job rotation – shifting departments.

Learning while doing the job.

MCQs with Answers

1. Selection is a(a) positive process (b) negative process (c) neutral process (d) legal processAnswer: (b) negative process

3. Training on dummy machines(a) apprenticeship (b) vestibule (c) coaching (d) internshipAnswer: (b) vestibule

4. First step of staffing(a) recruitment (b) estimating manpower requirements (c) selection (d) trainingAnswer: (b) estimating manpower requirements

5. Campus recruitment is(a) internal source (b) external source (c) promotion (d) transferAnswer: (b) external source

6. Development is(a) job-oriented (b) career-oriented (c) short term (d) for operatives onlyAnswer: (b) career-oriented

7. Introducing new employee to the organisation(a) placement (b) orientation (c) training (d) appraisalAnswer: (b) orientation

8. Staffing is part of(a) finance (b) HRM (c) marketing (d) productionAnswer: (b) HRM

9. Job rotation is(a) off-the-job (b) on-the-job (c) selection test (d) recruitmentAnswer: (b) on-the-job

10. Last step of selection(a) interview (b) job offer (c) contract of employment (d) medical examAnswer: (c) contract of employment

Quick Revision Points

- Meaning and importance.
- Staffing as part of HRM.
- Eight steps of staffing process.
- Recruitment sources: internal and external.
- Selection process steps.
- Training vs development; methods.

Chapter Summary

Staffing fills and keeps filled the positions in an organisation, ensuring competent people, higher performance and growth. It follows a process from estimating manpower needs through recruitment, selection, placement, training, appraisal, promotion and compensation.

Recruitment can be internal or external, selection follows a sequence of screening, tests, interviews and checks, and training (job-specific) and development (overall growth) use on-the-job and off-the-job methods.

Exam Tips and PYQ Pattern

- Identify training methods and selection steps in case studies.
- Learn internal vs external table.
- Distinguish recruitment and selection.
- Write staffing process in order.
- Remember the eight steps of selection.

Frequently Asked Questions

Is this chapter in the 2026-27 CBSE syllabus?

Yes. It is part of the NCERT Class 12 Business Studies Part I textbook “Principles and Functions of Management”, prescribed in the CBSE 2026-27 syllabus.

Can I download these notes as a PDF?

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What is the difference between recruitment and selection?

Recruitment is attracting candidates to apply (positive process); selection is choosing the best from them (negative process).

What are the methods of on-the-job training?

Apprenticeship, coaching, internship and job rotation.

Conclusion

Staffing is a long but scoring chapter. Learn the processes in order and save the free PDF.

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Author Bio: Written and reviewed by the Nextoper Editorial Team, a group of CBSE business studies educators who build chapter notes directly from the NCERT textbook and past board paper patterns.

Freshness Note: These notes follow the NCERT Class 12 Business Studies textbook, Principles and Functions of Management (NCERT reprint 2026-27, rationalised syllabus), and the CBSE syllabus for the 2026-27 session. Last checked on 26 November 2026.