

# Hrm 204 final selection tools



Selection ToolsHRM/240October 10, 2010 Employee Selection Tools A

properly designed and well executed employee selection process is important for a company because it makes employees perform better, it decreases employee mischief, and leads to better employee attitude, higher company productivity, and less turnover. For a company to remain competitive nationally and internationally, they need to have an effective recruitment and selection protocol. For a hiring program at a supermarket I would chose the following three tools, Criminal Background Checks: This tool has become a standard according to Bohlander and Snell (2007), in order to help prevent occurrence such as embezzlement, theft, and workplace violence to name a few possibilities. Bohlander & Snell (2007) also touch on the fact that, "...state courts have ruled that companies can be held liable for negligent hiring if they fail to do adequate background checks," (p.

254). If someone has committed a crime in the past such as theft and embezzlement, they have the ability to commit that same crime again, or possible other crimes as well. This would be beneficial to a supermarket to curb theft of merchandise and cash drawer theft.

A marked advantage to this tool is that if the report shows a recorded crime previously committed the employer can base a decision not to go forward with hiring the affected candidate. Checking references: This allows the employer to make sure the person that is up for hiring consideration has adequate experience to do the job for which they have applied. Checking for reference also provides information on items such as wages, if the applicant was late or missed work a lot, and if they have been honest on their application. Though this tool is helpful, many states have laws to limit what

information can be given to those calling for reference checks on previous employees. In some cases previous employers are sometimes reluctant to give much information about former employees as there have been cases where former employers have been sued for giving a poor recommendation on the applicant being checked. The Advantage of this is that it gives employer a good knowledge of the applicant in cases where previous employers are willing to provide adequate reference.

This tool also helps cross reference information in the application that was filled out. Checking references, aptitude test and a criminal background checks. From the three tools mentioned the best choice would be a combination of all the tools, checking references, aptitude test and criminal back ground checks which will include drug testing.

The reason I have made this choice is because through checking references you can determine reliability and have some insight on personal and professional ethics. The aptitude test will help with identifying a person ability to learn new processes and adaptability to new situations. Finally a criminal background check is important to help weed out any potential problems with theft, customer relations and drug related issues. There could be a problem with this approach because of the reliability of references. Candidate may have people lie or embellish the truth to have them look good. Aptitude Testing: The most costly Aptitude Testing is on-the-job aptitude testing - that is, learning the level of a new employees actual knowledge and ability after theyve already been hired. Unfortunately for most employers, the results too often reveal that their candidate of choice

didn't have the Aptitude and Skills they claimed on their resume and in the interview.

The Advantage of Aptitude Testing is that it can save hundreds, even thousands of dollars that result from a bad hire and/or post-hiring training classes! The testing helps weed out applicants that are not experienced or not up to par with the much needed skills. It is also a prudent way of minimizing the potential high cost associated with new hiring process.

Working in a supermarket is not brain surgery, but you want to make sure that the individual has basic skills that will adapt to the environment. I feel that all of the above selection tools are among the best to use when hiring an individual for a supermarket. I would use some of the same methods which included, checking references, aptitude test and a criminal background checks for the position in my final project but I would include interview process so as to get a face to face opportunity to meet the candidates. There are various methods used for interviewing a candidate applying for a job.

An Example is structured interviews which usually have a set of questions that are asked to each applicant. They keep the flow of the interview in check and do not allow the interview to get off the mark of the questions. The structured interview method is basically a set of standardized questions based on the position description. A structured interview may assume a definite format involving: ??? charting a job-holders sequence of activities in performance ??? an inventory or questionnaire may be used Care is needed to set up such interactions. A specialist analyst is not involved and participants need to know what they are doing, why and what is expected as

a result. They may be intrained as interviewers and not structure the interview as recommended. Notes and records may be needed for subsequent analysis.

A structured interview may be akin to a staff appraisal or job evaluation interview carried out by a manager with a subordinate. The manager is the analyst. The position I will choose in my final project is a non-directive interview process.

The position in question will vary from client to client. The person who fills this position will need to be very flexible and be able to probe others to find out what it is they are really trying to achieve on the job. The non-directive Interview method allows the interviewee the freedom to go in any direction that they feel. This will be helpful in determining whether applicants will be capable of handling a situation on the job. Broad open-minded questions leave the door open for other things to emerge or come out that may not have come out in a structured environment. As a case manager it is your job to access the client and find out what their needs may be.

By holding the non-directive interview you will be able to determine if the interviewee is able to do this. Compiled below is a list of some possible interview questions that may be used for this position: Tell us about yourself. What is your short/long term work objective Where would you like to be in 5 to 10 years Why should we consider you rather than someone else for the position What is your greatest weakness/strength Why did you leave your last position What did you think of your last boss What interests you about the position Can you work under pressure What makes you qualified for this

position Why do you want to work here Are you familiar with cash registers What position are you looking for What hours are you available to work What are the attributes of a good leader How well do you adapt to new situations you have not encountered before Why should I hire you Trying to find the right candidate to fill this position might be difficult depending upon who your potential candidates are. First a summary of all the candidates should be drawn up. In this particular position you need to be a people oriented person and you need to be able to at least show that you care even if you don't.

The personality test will help to give you some background about who this person is. Other things to consider are if the person has the right background or qualifications. Has the candidate worked with others in the past Or have they been just been in an office environment with no customer contact.

Are they a good fit with the current staff members Do they have the right credentials All of this information must be gathered on the potential candidates and a decision must be reached based upon all these factors. Reaching the final decision is usually left up to the Manager of the hiring department. Once the decision is made then the offer of employment is also extended to the candidate.

If the candidate accepts then you hope that a sound decision has been made based on all your hiring selection tools that are employed in the process and success is achieved. In a nutshell, interviewing is based exclusively on job duties and requirements critical. Bohlander, G.

W., & Snell, S. A., (2007). *Managing human resources* (14th ed.). Florence, KY: Thomson Learning Higher Education.