

1 HSN uses batch production to make breakfast cereals. The products are sold using several distribution channels. HSN employs 600 production workers. HSN has problems with many employees leaving. Following the dismissal of the Operations Manager, the Human Resources Director has to recruit a new manager. She said: ‘The person must have good communication skills to help solve the communication barriers HSN has with employees.’ The Human Resources Director has to decide whether to use internal recruitment or external recruitment for the new manager.

(e) Do you think external recruitment is better than internal recruitment when recruiting a new manager for a large business? Justify your answer.

No because external recruitment might be more expensive which will increase costs

Yes because, the business might have no choice as there may not be suitable internal applicants. So, there may be no new ideas which could increase efficiency.

Although a higher cost, using external recruitment would be better as it will result in the appointment of a manager whose cost savings will soon outweigh the cost of external recruitment, especially in a large business where there is much more opportunity for cost savings

.....
 [6]