



Questions and Answers

Q.1. What is meant by an interview? What preparations are to be made for it?

or

Enumerate the factors to be emphasized upon while preparing for an interview. (2003–2004)

or

A candidate is preparing for an interview. What tips would you give to the candidate so that he could face the interview successfully. (2004–2005)

or

Give tips for facing interview successfully. (2005–2006)

Ans. Meaning: An interview is usually called a formal meeting. It provides an opportunity to the participants to exchange views and also to evaluate others.

Definition: Bovee et al defines an employment interview “as a formal meeting during which both employer and applicant ask questions and exchange information”. In the words of L. Brown, “It is a conversation between two people. It is a conversation, yet, but directed to a purpose other than personal, social satisfaction”. Myers and Myers call interview “simply a highly specialized form of communication”.

Preparations for Interview

Adequate preparation and practice is necessary to enhance the skill of appearing in interviews. The applicant has to know about the basic questions and their answers for specific jobs. Below are the six tasks which an interviewee is to complete for a successful job interview:

1. **Learn about the organization:** The first thing which an interviewee should learn is about the organization— its products or services, its personnel, its latest business activities and other details of the like nature. One’s understanding of the operations of the company might give a competitive advantage to the interviewee.
2. **Think about questions:** The applicant should be able to anticipate some of the questions the interviewer will ask. It will help him to control his nervousness and he will be able to answer quite confidently. He should be able to answer tough questions like his toughest decisions; his willingness to work for the organization; his greatest strengths; his greatest weaknesses, his planning to spend his leisure time; his weaknesses, if any, in education or experience and so on.
3. **Bolster confidence:** The most important thing for the interviewee is to build his confidence. For this, first of all he must try to build rapport with the interviewer and also be fully prepared for the interview. He must be able to know his flaws and merits as this knowledge of himself will raise his confidence. He will be bold enough to face interview confidently.
4. **Polish interview style:** For success in an interview, how to say is as important as what to say. He should do good practice and learn proper way/style of speaking. Often the coaching institutes organize mock interviews so that the interviewee can learn the right style of answering the interviewer’s questions.

Besides the above preparation, **physical preparation** is also important. The interviewee should dress up himself formally and have good postures and manners.

Q.2. Write a short note on interview.

Ans. *What is an interview?* An interview is a two-way process. It provides an opportunity to employer and the applicant to sit face-to-face and interact on certain points related to job. L. Brown defines interview and writes, "It is a conversation between two people. It is a conversation, yet, but directed to a purpose other than personal, social satisfaction". Myers and Myers call interview "simply a highly specialized form of communication".

Dual Purposes of an Interview

The dual purposes of interviews are:

1. First to find out the best person available for the job.
2. The applicant's objective is to find the job best suited to his goal.

Sequence of Interviews

The three-tier process to interview a potential or deserving interviewee whom the company is going to offer job is:

1. Screening stage
2. Selection stage
3. Final stage

Types of Interviews

Organizations use various types of interviews to discover the potential of an applicant. Some such types of interviews are:

1. **Structured interview:** "A **structured interview** is generally used in the screening stage". The purpose of structured interviews is to screen out the candidates so that they can be passed on to the next stage.
2. **Open-ended interview:** Open-ended interviews are used in the **selection stage**. The interviewer poses open-ended questions and wants the applicant to answer them freely. The employer knows about the qualifications of the applicant beforehand but he wants to judge the applicant's personality and to test professional judgement and his ability to get along with co-workers.
3. **Stress interview:** **Stress interviews** are set up to judge the interviewee's capacity to handle the stressful situations. The interviewer creates artificial stressful situations to judge the applicant's ability.
4. **Group interviews:** Now-a-days group interviews have been in practice in which candidates of a group are interviewed at the same time by the panel of interviewers. This type of interview is useful for judging the inter-personal skills (Bovee et al).

Panel interview: Some companies set up **panel interviews** in which an applicant is interviewed by several interviewers at once.

Situational interview: The purpose of the **situational interviews** is to find out how well the applicant performs on the job.

Video-interview: Some organizations use video-conferencing systems to screen out potential candidates. The sole purpose of **video-interviews** is to cut the travel costs.

Q.3. What is an appraisal interview? What points should the manager keep in mind to make the appraisal interview a constructive exercise?

Ans. *What is an appraisal interview?* The interview in which the applicant tells the interviewer about his achievements and experience is called appraisal interview. Appraisal is made on the basis of certain information.

There are certain points which the manager/interviewer should keep in mind in order to make appraisal interview a constructive exercise.

1. Pay attention to the facts on which the appraisal is based.
2. Take into consideration written as well as oral facts relating to appraisal.
3. The employer should pay attention to his relationship with the applicant.
4. The interviewer should try to be objective when he appraises the applicant.
5. Appraisal should be fact based and not subject based.
6. Appraisal interviews should be conducted seriously, taking into consideration their importance.

Q.4. Who is an interviewer? What are the guidelines for conducting an interview?

Ans. *Who is an interviewer?* Interviewer is a person who puts questions to the interviewee. His job is to put questions to the applicants and on the basis of their answer judge the deserving and undeserving candidates. He at last chooses good and potential candidates and rejects the incapable one.

Guidelines for Conducting an Interview

Ans. Interviewer has a crucial role to play. Some guidelines for conducting an interview are:

1. The interviewer should have a detailed job description for which he/she is going to interview the candidates.
2. The interviewer should study carefully the resumes of the candidates who have applied for a job.
3. Let the interviewer prepare a list of the questions he/she would like to ask.
4. The interviewer should be a good communicator as well as a good listener.
5. Let him not ask irrelevant questions.
6. Interview should be conducted in adequate setting.



Objective Type Questions

Direction: Choose correct answer/most appropriate answer for each of the following questions:

1. The purpose of an interview is:
 - (a) to find out the best person available for the job
 - (b) to find out the job best suited to his goal
 - (c) (a) and (b)
 - (d) none of the above.
2. Proper sequence of any interview is:
 - (a) screening, selection and final
 - (b) selection, screening and final
 - (c) final, selection and screening
 - (d) all the above.
3. Open-ended interviews are used in:
 - (a) screening stage
 - (b) selection stage
 - (c) final stage
 - (d) none of the above.
4. The purpose of the Appraisal interviews is:
 - (a) to judge the interviewee's capabilities for a job
 - (b) to manage the stress level of the interviewee
 - (c) to train the interviewee according to the requirement of a job
 - (d) to enable the interviewee to compete with other competitors.

Direction: Fill in the blanks in the following statements:

1. One who appears in an interview is called an
2. is one who puts questions to the interviewee.
3. An interview is a process.

Directions: Tell whether the following statements are true or false:

1. A structured interview is generally used in the screening stage.
2. Selection stage is the first stage in the process of selection.
3. Stress interviews are set up to judge the interviewee's capacity to handle the stressful situations.
4. Physical appearance is also important for an interviewee.
5. Non-verbal cues have no role to play for getting success in a job interview.