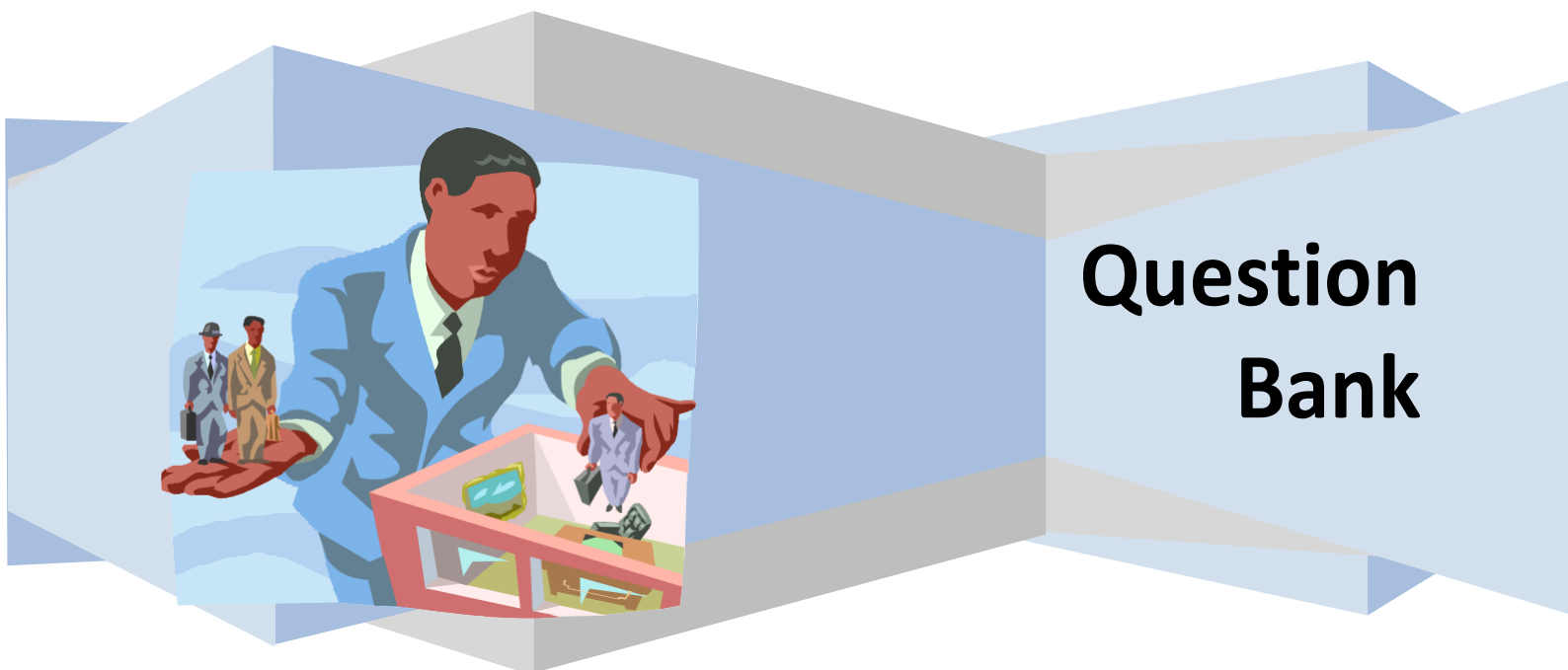


Management of People and Finance

3.1 – Human Resource Management



**Question
Bank**

WHAT IS HUMAN RESOURCE MANAGEMENT (HRM) ALL ABOUT?

- | | | |
|---|---|---|
| 1 | Describe what the ROLE of HRM staff is in a business. | 2 |
| 2 | Describe 3 ACTIVITIES that are commonly carried out by HRM staff. | 3 |
| 3 | Explain how EFFECTIVE work by HRM staff can benefit a business. | 4 |
| 4 | Explain why a business can FAIL due to POOR work by HRM staff. | 3 |

STAFF RECRUITMENT

- | | | |
|----|---|---|
| 5 | Describe what RECRUITMENT is all about. | 1 |
| 6 | Describe what JOB ANALYSIS is, and identify 3 things it will highlight. | 4 |
| 7 | Suggest how a Job Analysis can be carried out. | 2 |
| 8 | Describe what JOB DESCRIPTION is, and identify 3 things that it contains. | 4 |
| 9 | Explain what a JOB DESCRIPTION is used for. | 2 |
| 10 | Describe what PERSON SPECIFICATION is, and identify 3 things that it contains. | 4 |
| 11 | Explain what a PERSON SPECIFICATION is used for. | 2 |
| 12 | Explain how the JOB DESCRIPTION and PERSON SPECIFICATION are different. | 1 |
| 13 | Explain what the difference between ESSENTIAL and DESIRABLE characteristics is in a Person Specification. | 1 |
| 14 | Describe what the purpose of a JOB ADVERTISEMENT is. | 1 |
| 15 | Suggest at least 3 things that should appear in a JOB ADVERTISEMENT. | 3 |
| 16 | Explain the difference between LOCAL and NATIONAL PRESS job advertisements. | 1 |
| 17 | Compare the ADVANTAGES and DRAWBACKS of LOCAL and NATIONAL PRESS job advertisements. | 2 |
| 18 | Describe how JOB CENTRE PLUS can help with staff recruitment. | 1 |
| 19 | Describe what a RECRUITMENT AGENCY is and suggest reasons why a business may use one. | 2 |
| 20 | Describe what an ONLINE ADVERTISEMENT is and suggest reasons why a business may use one. | 3 |
| 21 | Compare the features of a CV and APPLICATION FORM. | 4 |
| 22 | Explain why many businesses prefer to use APPLICATION FORMS nowadays. | 3 |

STAFF SELECTION

23	Describe what SELECTION is all about.	1
24	Explain how can use the PERSON SPECIFICATION to decide which candidates should get an interview.	1
25	Describe what the purpose of an INTERVIEW is.	1
26	Explain what the difference is between a ONE TO ONE and a PANEL interview.	1
27	Outline possible DRAWBACKS of using interviews as for selection.	3
28	Suggest advice that would help an interviewer maximise the effectiveness of an interview.	5
29	What is the purpose of TESTING?	1
30	Describe different METHODS OF TESTING which could be used during selection.	2
31	Describe what a REFERENCE is.	1
32	Outline what will happen when selection is complete.	2
33	Explain why recruitment and selection procedures should be regularly reviewed.	2

STAFF TRAINING

34	Describe what INDUCTION TRAINING is and suggest a way in which it can be carried out.	2
35	Describe what IN SERVICE TRAINING is.	1
36	Suggest at least 2 reasons why a business would carry out In Service Training.	2
37	Describe what ON THE JOB Training is, and identify an example of it.	2
38	Discuss the ADVANTAGES and DISADVANTAGES of ON THE JOB TRAINING.	4
39	Describe what OFF THE JOB Training is, and identify an example of it.	2
40	Discuss the ADVANTAGES and DISADVANTAGES of OFF THE JOB TRAINING.	4
41	Outline at least 2 factors that will affect whether the training method used.	2
42	Suggest, with reasons, which training should be used for the following situations.	
	a Worker learning how to use a basic machine that other staff can already use.	
	b Twenty staff need to learn how to use a new programme on their computers.	
	c Finance assistant wanting to get an Accounting Degree.	3
43	Explain why undertaking training is BENEFICIAL to business success.	3

STAFF MOTIVATION AND RETENTION

- 44 Describe what STAFF MOTIVATION is. 1
- 45 Describe what STAFF RETENTION is. 1
- 46 Explain why MONEY affects the work that people do. 1
- 47 Describe what JOB SATISFACTION is, and explain how it affects the work that people do. 2
- 48 Explain how working can bring SECURITY. 1
- 49 Explain how working can bring COMPANIONSHIP. 1
- 50 Describe what PERSONAL DEVELOPMENT is, and explain how it affects the work that people do. 2

WAGE SYSTEMS

- 51 Describe what a SALARY is. 1
- 52 Discuss the ADVANTAGES and DISADVANTAGES to paying staff a SALARY. 2
- 53 Explain what a VARIABLE PAYMENT SYSTEM is and describe 3 examples of one. 4
- 54 Discuss the ADVANTAGES and DISADVANTAGES to paying staff using a VARIABLE PAYMENT system. 4
- 55 Explain what CONTRACT OF EMPLOYMENT is. 1

WORKING CONDITIONS

- 56 Describe what JOB SHARING is. 1
- 57 Discuss the ADVANTAGES and DISADVANTAGES of using JOB SHARING to motivate or retain staff. 2
- 58 Describe how FLEXTIME operates and explain what CORE TIME is. 2
- 59 Discuss the ADVANTAGES and DISADVANTAGES of using FLEXTIME to motivate or retain staff. 2
- 60 Describe what TELEWORKING is and identify 3 pieces of IT equipment which it may use. 4
- 61 Discuss the ADVANTAGES and DISADVANTAGES of using TELEWORKING to motivate or retain staff. 2
- 62 Describe what CONDENSED HOURS are. 1
- 63 Discuss the ADVANTAGES and DISADVANTAGES of CONDENSED HOURS in motivating or retaining staff. 2

THE IMPORTANCE OF STAFF MOTIVATION AND RETENTION

- 64 Explain how effective motivation and retention of staff can BENEFIT a business. 4
- 65 Describe what INDUSTRIAL ACTION is and explain why it might occur. 2
- 66 Describe what each of following types of INDUSTRIAL ACTION is. 1
- a STRIKE
 - b PICKETING
 - c GO SLOW
 - d WORK TO RULE
 - e OVERTIME BAN 5
- 67 Explain how INDUSTRIAL ACTION is DAMAGING to both a business and it's' staff. 4
- 68 Describe at least 2 FACTORS which influence the amount of damage that industrial action can cause. 2

LEGISLATION COMPLIANCE

69	Describe what HEALTH AND SAFETY legislation aims to do.	1
70	Describe what the purpose of the HEALTH AND SAFETY AT WORK act is.	1
71	Describe what the purpose of the DISPLAY SCREEN regulations is.	1
72	Identify which HEALTH AND SAFETY law covers the following situations. a Making sure using that equipment in the factory is safe. b Making sure that the computers in the office are safe. c Making sure that staff take steps to keep themselves safe.	3
73	Describe what CONDITIONS OF SERVICE legislation aims to do.	1
74	Describe what the purpose of the EMPLOYMENT RIGHTS act is.	1
75	Describe what the purpose of the MINIMUM WAGE act is.	1
76	Describe what the purpose of the EQUALITY act is.	1
77	Identify which CONDITIONS OF SERVICE law covers the following situations. a Making sure that men and women doing the same job are paid the same. b Making sure that all staff receive a basic minimum rate of pay. c Making sure that disabled and non disabled staff are offered the same training opportunities. d Making sure that staff have a contract to refer to. e Making sure that religion does not prevent someone getting a job. f Making sure that customers are not discriminated against in the service they receive.	6
78	Identify at 3 pieces of information that HRM will record about staff.	3
79	Explain how HRM use employee information.	3
80	Describe what DATA MANAGEMENT legislation aims to do.	1
81	Describe what the purpose of the DATA PROTECTION act is.	1
82	Outline the main provisions of the DATA PROTECTION acts.	5
83	Describe what the purpose of the FREEDOM OF INFORMATION act is.	1
84	Describe which types of business the FREEDOM OF INFORMATION act applies to.	1
85	Explain why a FREEDOM OF INFORMATION REQUEST may be refused.	2

FACTORS AFFECTING HRM

- 86 Identify an INTERNAL FACTOR that can assist in the success of HRM activities. 1
- 87 Explain how the INTERNAL FACTOR identified in Q108 helps HRM activities. 1
- 88 Identify an INTERNAL FACTOR that can cause problems for HRM activities. 1
- 89 Explain how the INTERNAL FACTOR identified in Q109 hinders HRM activities. 1
- 90 Explain how an example of how each of the following EXTERNAL FACTORS affects HRM activities (positively or negatively). 5
- a POLITICAL FACTORS
 - b ECONOMIC FACTORS
 - c SOCIAL FACTORS
 - d ENVIRONMENTAL FACTORS
 - e COMPETITIVE FACTORS
- 91 Explain how TECHNOLOGICAL FACTORS have affected the management of HRM in modern businesses. 3

HRM – SUMMARY TASK

- 1 Use the BUSINESS@WORK resource to undertake recruitment and selection activities for new administrative and production staff.
- 2 Outline training that you think might be necessary for the staff you have recruited. Give reasons for you.
- 3 Suggest ways of motivating and retaining your new staff. Justify your suggestions.
- 4 Outline the legislation that you would have to comply with in the recruitment and management of your new staff.

