

Business 9609

Human Resource Management

Paper 1 Short Answer and Essay

Time: 1 hour 15 minutes

Section A (Short Answer):

Answer all the questions.

1. a. Define the term '**person specification**'. [2]
b. Explain two purposes of a **job description**. [3]
 2. a. Define the term '**motivation**'. [2]
b. Explain two non-financial motivators that could be used for a business' employees. [3]
 3. a. Define the term **commission**. [2]
b. Explain one type of **training** that a business may use. [3]
 4. Analyze one reason why **labour productivity** is important to a business. [5]
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Section B (Essay):

Answer one question only.

5. a. Analyze two benefits to a business of using **external recruitment** to employ a manager. [8]
b. 'Work-life balance is the most important human resource management (HRM) factor for employee welfare in a local bus service.' Evaluate this view. [12]
OR
 6. 'Human resource management (HRM) is the most important business function in a hospital.' Discuss the extent to which you agree with this view. [20]
OR
 7. a. Analyze two benefits to the workforce of **McGregor's Theory X** management. [8]
b. 'Ethics should always influence the human resource management (HRM) activities of a mining business.' Evaluate this view. [12]
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