

Getting the right people, and keeping them: human resource management

AS Level 2.1 Human resource management (HRM)

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Running case: Teratai Hotels, Penang · 60 minutes

How this topic is examined

Paper 1 • Business concepts • 40 marks

Define the term labour turnover / induction [2]

Explain the difference between redundancy and dismissal [3]

Analyse one implication of high labour turnover [5]

Essay: Analyse [8] • '...' Evaluate this view [12]

Paper 2 • Business decision-making • 60 marks

Identify one method of selection [1]

Calculate labour turnover from a table [3]

Analyse two benefits of training... [8]

Evaluate the most likely impact of... [12]

Typical questions on this topic

Define the term workforce planning. [2]

Explain two advantages to an employer of using a person specification. [3]

Analyse two selection methods [business] could use to choose a new manager. [8]

Evaluate the best way for [business] to reduce its labour turnover. [12]

'Improving morale and welfare is the most important role of HRM in...' Evaluate this view. [12]

By the end of this lecture you can...

- 1 Explain the purpose and roles of HRM in meeting business objectives.
- 2 Explain workforce planning; calculate and interpret labour turnover.
- 3 Compare recruitment and selection methods, and explain employment contracts.
- 4 Distinguish redundancy (voluntary, involuntary) from dismissal (fair, unfair).
- 5 Analyse morale, welfare, diversity, training and development.
- 6 Evaluate management–workforce relations and the role of trade unions.

END OF PREVIEW

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