

## Unit 3: People

### 3.1 The role of Human Resources

1. What is the main purpose of the human resources function (department)?

### 3.2 Organisational structures and different ways of working

2. What is meant by a businesses organisational structure?
3. What is the main benefit to a business of having an official organisational chart?
4. Define and give advantages and disadvantages of a wide span of control and a narrow span of control

Wide span of control	
Advantages	Disadvantages

Narrow span of control	
Advantages	Disadvantages

5. Define levels of hierarchy and chain of command
6. Define:
  - \*subordinate
  - \*delegation
  - \*authority
  - \*line manager

### 3.3 communication in business

7. Define and give examples of formal and informal communication methods

### **3.4 Recruitment and selection**

8. Give 2 reasons why businesses recruit workers
9. Put the following stages of the recruitment process in order
  - \*produce job description
  - \*interview
  - \*short-list
  - \*produce person specification
  - \*undertake a needs analysis
  - \*ask for references
  - \*advertise the job

10. Define internal recruitment with advantages and disadvantages

Internal recruitment	
Advantages	Disadvantages

11. Define external recruitment with advantages and disadvantages

External recruitment	
Advantages	Disadvantages

12. Give examples of places to put job adverts for skilled and unskilled jobs (media)
13. Explain the difference between a CV and an application form
14. Why might an application form be preferable to a CV? (Businesses point of view)
15. Why might a CV be preferable to a job application form? (Businesses point of view)

16. Explain the function and purpose of a person specification.
17. Explain the purpose and function of a job description.

### **3.5 Motivation and retention**

18. Define motivation and why it is important to businesses
19. Define retention and why it is important to businesses
20. List three Financial methods of motivation and evaluate

Method	Advantages	Disadvantages

21. List three Non-financial methods of motivation and evaluate

Method	Advantages	Disadvantages

### **3.6 Training and development**

22. Identify 2 reasons for training workers
23. Define induction training
24. Define and give advantages and disadvantages of on-the-job training

On-the-job training	
Advantages	Disadvantages

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25. Define and give advantages and disadvantages of off-the-job training

Off-the-job training	
Advantages	Disadvantages

### **3.7 Employment law**

1. Give examples of workers' rights at work
2. Give Examples of employment laws
3. List 4 reasons for discrimination in the workplace
4. Explain what is meant by;
  - \*A trade union
  - \*An employment tribunal
  - \*A statement of particulars
5. Explain two benefits for the business from complying with the law

