

A-Level Business

Name: \_\_\_\_\_ Score: \_\_\_\_\_

1. Human resource management is mainly concerned with:
  - ☐ designing the factory
  - ☐ paying the firm's taxes
  - ☐ getting, keeping and developing the right people
  - ☐ setting product prices
2. Training that introduces a new employee to the job and workplace is:
  - ☐ redundancy
  - ☐ appraisal
  - ☐ induction training
  - ☐ off-the-job training
3. F.W. Taylor argued that workers are mainly motivated by:
  - ☐ money
  - ☐ social belonging
  - ☐ job rotation
  - ☐ self-actualisation
4. Paying a worker a fixed amount for each unit they produce is:
  - ☐ a salary
  - ☐ empowerment
  - ☐ piece rate
  - ☐ job enrichment
5. Which are functions of management? (Select all that apply.)
  - ☐ manufacturing the product personally
  - ☐ organising
  - ☐ planning
  - ☐ controlling

*Tick every correct option.*

6. An advantage of internal recruitment is that it:
  - ☐ needs no selection

- ☐ is cheaper and motivates existing staff
- ☐ always brings in fresh ideas
- ☐ avoids leaving any vacancy

7. 12 workers produce 360 units a day. What is labour productivity (units per worker)?

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8. Mayo's human relations school argued that social needs and teamwork affect motivation.

- ☐ True      ☐ False

9. Which are non-financial motivators? (Select all that apply.)

- ☐ empowerment
- ☐ job enrichment
- ☐ recognition
- ☐ commission

*Tick every correct option.*

10. A leader sets a vision and inspires, while a manager plans and controls.

- ☐ True      ☐ False

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1. **getting, keeping and developing the right people**

HRM manages the workforce across its whole cycle.

2. **induction training**

Induction settles a new starter into the role and organisation.

3. **money**

Taylor's scientific management stressed pay and piece rates.

4. **piece rate**

Piece rate links pay directly to output.

5. **organising; planning; controlling**

Managers plan, organise, direct, coordinate and control.

6. **is cheaper and motivates existing staff**

Internal recruitment is cheaper and motivating, but adds no new ideas.

7. **30**

$360 / 12 = 30$  units per worker.

8. **True**

Mayo found attention and social factors raised performance.

9. **empowerment; job enrichment; recognition**

Commission is financial; the rest are non-financial.

10. **True**

The roles overlap but are not identical.