

2.1 Human resource management

Name: _____ Class: _____ Date: _____

Total: 29 marks

KEY WORDS training 培训 • labour turnover 员工流失率 • management 管理
• recruitment 招聘 • human resource management 人力资源管理

Objective

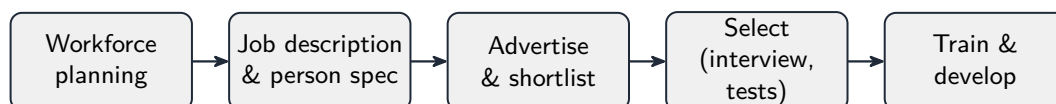
Build the skills to answer exam questions on **human resource management** 人力资源管理 (HRM) — workforce planning, **recruitment and selection** 招聘和甄选, **training** 培训, and measuring the workforce with **labour turnover** 员工流失率.

You must be able to:

- describe the roles of HRM and the steps in recruitment
- compare internal and external recruitment, and types of training
- calculate **labour turnover** and explain what it shows

1 Worked examples

■ Recruitment, training and labour turnover



HRM: plan the workforce → write a job description & person spec → advertise & select → train



HRM finds, trains and keeps the right staff

- **Recruit** with a **job description** (the duties) and a **person specification** (the right person's skills).
- **Internal** recruitment: cheaper, faster, person known — but no new ideas. **External**: new skills — but costlier, slower.

$$\text{labour turnover} = \frac{\text{number of staff leaving}}{\text{average number employed}} \times 100\%$$

Worked: 12 staff leave from an average of 150 employed $\rightarrow \frac{12}{150} \times 100 = 8\%$.

Answer shapes: AO1 knowledge + AO2 application + AO3 analysis (reasoning chain) + AO4 a supported judgement *in context*.

2 Practice

2.1 Define the term *recruitment*.

[2]

2.2 In one year, 9 staff leave a firm that employs on average 60 people. Calculate the labour turnover.

[2]

2.3 State the difference between a *job description* and a *person specification*. [2]

3 Exam-style questions

3.1 Explain one benefit to a business of training its staff. [3]

3.2 Analyse two benefits to a business of recruiting staff **internally**. [8]

[12]