

## 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

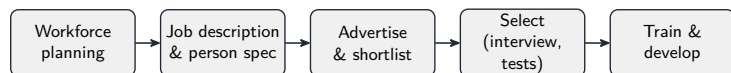
Build the skills to answer exam questions on **human resource management** 人力资源管理 (HRM) — workforce planning, **recruitment and selection** 招聘和甄选, **training** 培训, and measuring the workforce with **labour turnover** 员工流失率.

**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 →  $\frac{12}{150} \times 100 = 8\%$ .

**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]

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2.2 In one year, 9 staff leave a firm that employs on average 60 people. Calculate the labour turnover. [2]

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

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**3 Exam-style questions**

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

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

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**3.3** A growing business needs to fill several senior posts. Evaluate whether it should recruit these staff internally or externally. [12]

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