

2 What human resource management does – Part 1 —Answers

Answers

2.1 Its people (staff) —making sure it has enough skilled, trained workers.

2.2 A job description lists the duties and tasks of the job; a person specification lists the skills, qualifications and qualities the right person should have.

2.3 Internal: cheaper / faster / the person is already known. External: brings new skills and ideas / a wider choice of applicants. (One of each.)

2.4 (a) induction training; (b) on-the-job training.

2.5 Any one, explained: better skills → higher quality and productivity; more motivated staff who stay longer (lower recruitment cost).

2.6 It should recruit *externally*. Internal recruitment cannot supply enough skilled people when the firm is growing fast —promoting from inside just moves the shortage. External recruitment brings in the extra numbers and new skills the firm needs, even though it costs more and takes longer.