

2 What human resource management does – Part 2 —Answers

Answers

2.1 Any one, explained: motivated staff produce more (higher output/quality); take fewer days off; stay longer (lower recruitment cost); give better service.

2.2 Bottom: physiological needs (food, rest). Top: self-actualisation.

2.3 (a) financial; (b) non-financial; (c) financial.

2.4 A manager plans, organises and controls the day-to-day work; a leader sets a vision and inspires people to follow it. (Any clear difference.)

2.5 Any one: job enrichment (more interesting tasks); empowerment (more say over their work); job rotation; teamworking.

2.6 Pay mainly meets the *lower* (physiological) needs, which a high salary already satisfies—so more money does little. The worker is now driven by *higher* needs like esteem and self-actualisation, so non-financial motivators such as job enrichment or empowerment would help more.