

3(a)	Using the data in Table 1.1, calculate the average monthly labour productivity for January to May 2025. Average monthly labour productivity = Total output / Number of employees OR 90 000 / 480 (1) 187.5 (2) OR 188 (2)			
3(b)	Using the data in Table 1.1, calculate the percentage of output that failed to meet quality standards for January to May 2025. Percentage failing to meet quality standards / output × 100 OR 15 000 / 90 000 × 100 (1) 16.67% OR 16.7% OR 17% (2) Accept 16.66% and 16.6% (2)			
3(c)	Evaluate the best approach for WS to improve the performance of its production employees.			
	Level	AO1 Knowledge and understanding 2 marks	AO2 Application 2 marks	AO3 Analysis 2 marks
	3			5–6 marks Developed evaluation in context - A developed judgement/conclusion is made in the business context. - Developed evaluative comments which balance some key arguments in the business context.
	2	2 marks Developed knowledge of relevant key term(s) and/or factor(s) is used to answer the question.	2 marks Developed application of relevant point(s) to the business context.	2 marks Developed analysis that identifies connections between causes, impacts and/or consequences.
	1	1 mark Limited knowledge of relevant key term(s) and/or factor(s) is used to answer the question.	1 mark Limited application of relevant point(s) to the business context.	1 mark Limited analysis that identifies connections between causes, impacts and/or consequences.
	0	0 marks No creditable response.	0 marks No creditable response.	0 marks No creditable response.

3(c)	Indicative content AO1 Knowledge and understanding <i>Limited knowledge [K] will be demonstrated through knowledge of measures of performance.</i> <i>Developed knowledge [K] + [K] will be demonstrated through knowledge of measures of performance <u>and</u> knowledge of how to improve performance of production employees.</i> - Employee performance measured by productivity, absenteeism, labour turnover, accident rates, wastage/product rejection rates. - HRM components: motivation, management styles. - Reference to theories on motivation including: Taylor, Mayo, Herzberg and Maslow - Possible techniques to improve performance include: - Providing better equipment and training. - Appropriate motivation techniques for employees. - Realistic informed target setting. - Bonus payments for production/waste targets. - Facilitating employee participation in decision making and/or working arrangements. AO2 Application <i>Limited application, [APP] applies knowledge to WS once.</i> <i>Developed application, [APP] + [APP] applies knowledge to WS twice.</i> - Batch production on assembly lines. - Information from Table 1.1 showing employee performance measures. - Increase in number of units failing to meet quality standards. - Increase in labour turnover. - Increase in number of accidents. - Use of bullet points on employee performance. - Wages 10% more than industry average. - Complaints about production targets. - On-the-job training. - Limited opportunities for career progression. - Strict management style.
3(c)	AO3 Analysis <i>Limited analysis [AN] – candidate shows one link in the chain of analysis.</i> <i>Developed analysis [L2/AN] – candidate shows two or more links in the chain of analysis</i> Chains of reasoning developing how techniques will impact performance: - Bonuses for achievement of production targets will provide a financial incentive for production employees encouraging them to be more focused on increasing output and therefore increasing productivity. - Off the job training could make employees feel more valued and increase skills therefore improving motivation and quality of work which will reduce the number of defects and lead to higher output. - Empowering workers to make more decisions about their working day will reduce the conflict caused by the current strict management style and have a positive impact on motivation therefore resulting in a reduction in labour turnover. - Possible reasons for decreased performance include: - Little training 'expected to learn on job', non-participation in decision making 'follow instructions', complaints about targets. - Limited opportunities for progression. - All measures in Table 1.1 show decreasing performance. - Pay does not seem to be a factor 'paid 10% more than industry average'. AO4 Evaluation <i>Limited evaluation [EVAL] – limited supported judgement and/or a weak attempt at evaluative comment.</i> <i>Developed evaluation [L2/EVAL] – supported judgement and/or reasonable evaluative comment.</i> <i>Developed evaluation in context [L3/EVAL] – supported judgement in context and/or reasonable evaluative comment in context.</i> Justified recommendations based on analysis include: - More and better training for employees and supervisors. - More participation in decision making. - More freedom to carry out tasks as employees decide. - More motivation techniques to be applied e.g. regular appraisals, non-financial motivators. - Clear realistic targets set, possibly with bonuses for meeting them. - Regular meetings with employees and/or their representatives. - Balanced argument on the advantages and disadvantages of a given approach. - Weighting of advantages and disadvantages of a given approach. Accept all valid responses