

A-Level Business

Name: _____ Score: _____

1. Human resource management is mainly concerned with:
 - ☐ getting, keeping and developing the right people
 - ☐ setting product prices
 - ☐ designing the factory
 - ☐ paying the firm's taxes
2. Training that introduces a new employee to the job and workplace is:
 - ☐ induction training
 - ☐ off-the-job training
 - ☐ appraisal
 - ☐ redundancy
3. F.W. Taylor argued that workers are mainly motivated by:
 - ☐ money
 - ☐ social belonging
 - ☐ self-actualisation
 - ☐ job rotation
4. Paying a worker a fixed amount for each unit they produce is:
 - ☐ piece rate
 - ☐ job enrichment
 - ☐ a salary
 - ☐ empowerment
5. Which are functions of management? (Select all that apply.)
 - ☐ planning
 - ☐ organising
 - ☐ controlling
 - ☐ manufacturing the product personally

Tick every correct option.

6. An advantage of internal recruitment is that it:
 - ☐ is cheaper and motivates existing staff

- ☐ always brings in fresh ideas
- ☐ avoids leaving any vacancy
- ☐ needs no selection

7. 12 workers produce 360 units a day. What is labour productivity (units per worker)?

8. Which are non-financial motivators? (Select all that apply.)

- ☐ job enrichment
- ☐ empowerment
- ☐ recognition
- ☐ commission

Tick every correct option.

9. External recruitment can bring new skills and ideas into a firm.

- ☐ True ☐ False

10. Forecasting the number and skills of staff a firm will need is workforce _____.

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1. **getting, keeping and developing the right people**

HRM manages the workforce across its whole cycle.

2. **induction training**

Induction settles a new starter into the role and organisation.

3. **money**

Taylor's scientific management stressed pay and piece rates.

4. **piece rate**

Piece rate links pay directly to output.

5. **planning; organising; controlling**

Managers plan, organise, direct, coordinate and control.

6. **is cheaper and motivates existing staff**

Internal recruitment is cheaper and motivating, but adds no new ideas.

7. **30**

$360 / 12 = 30$ units per worker.

8. **job enrichment; empowerment; recognition**

Commission is financial; the rest are non-financial.

9. **True**

Hiring from outside introduces fresh expertise, though at higher cost.

10. **planning**

Workforce planning precedes recruitment.