

- 4 Analyse **one** benefit to a business of low labour turnover. [5]

Section B

Answer **one** question only.

EITHER

- 2 (a) Define the term *on-the-job training*. [2]

- (b) Explain **one** advantage to a business of induction training. [3]

- 2 (a) Define the term *employee morale*. [2]

- (b) Explain **one** method of paying employees. [3]

- 5 (a) Analyse **two** disadvantages to employees of an autocratic management style. [8]

- (b) 'The contribution of managers to business performance in a hospital is less important than that of medical employees.'

Evaluate this view. [12]

OR