

2.1 Human resources in context: supported rehearsal

Name: _____ Class: _____ Date: _____ **Total: 6 marks**

Objective

Supported preparation: Explain structure, leadership, motivation and communication; Evaluate HR choices in a particular business context. This is original rehearsal, not completion of the assessed task.

1 Key knowledge and worked examples

Structure allocates authority; delegation gives a worker authority for specified decisions while the manager retains responsibility. Motivation depends on the task and workers' circumstances. Communication needs feedback as well as an outgoing instruction.

Original source / task evidence

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Separate what is stated from the interpretation.
Human resources in context

Task: experienced staff wait for a manager to approve every stock order; new staff make ordering mistakes. Recommend one differentiated response.

Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content.

2 Practice

2.1 For the worked case, identify the evidence and a conclusion it can support. Explain one material limit. [3]

3 Exam-style questions

3.1 Growth doubles staff and informal orders are missed. Recommend a communication change with a limitation. Give a reasoned answer, evidence or method, and a relevant qualification. [3]

Solutions

2.1 Delegate routine orders to trained experienced staff within limits and retain supervision/training for new staff. Publish responsibilities and a feedback route; monitor stock-outs and errors. This may improve autonomy and speed without assuming every worker wants the same responsibility. HL can extend the analysis to culture and employee relations; these are not silently added as mandatory SL content. Authored points for identifying relevant evidence, explaining a supported inference and a material limit.

3.1 Use clear responsibility, a shared order record and confirmation of receipt so staff can detect omissions. Train users and retain a feedback route. More reporting can slow work, so monitor errors and time rather than assuming formalization always improves performance. Authored points for a relevant judgement, reason tied to the case and justified qualification or method. Accept a supported alternative.