

Rapid Revision: Human Resource Management

1. Identify the role of the Human Resource Manager from the definitions below:

Manpower Planning	This involves determining the human resources necessary for the future and preparing a plan so that the firm will have the right staff in the right quantity at the right time to meet the firm's objectives. It should be flexible and adaptable.
Recruitment + Selection	It is about making sure you get the right person to do the job. The job can be filled internally or externally.
Training + Development	Provides workers with the skills and expertise necessary for them to perform their jobs properly.
Performance Appraisal	The process of setting performance standards for each employee and then evaluating their performance over time usually done by their superior.
Rewards	Consist of incentives offered to employees for work done, can be financial or non-financial.

2. Circle the correct option from the sentences below:

- An interview with more than one person to reduce interview bias is known as a group/panel interview
- Promotion is an example of internal/external recruitment
- Person Specification/Job Description sets out the key responsibilities and the tasks to be performed. It shows the span of control and chain of command and give out details such as the job title, salary, working hours etc...
- A Person Specification/Job Description allows the business to define the individual they want working in a position and they use this as part of the job application. This lists the qualifications, skills, experience, and attributes the successful candidate must possess.
- Training for new staff members is known as Development/Induction training

3. Identify two benefits of internal and two benefits of external recruitment for a business

Benefits of Internal Recruitment	Benefits of External recruitment
Improves staff morale - career progression opportunities will motivate staff to work harder and stay in the business long term.	Best candidate:- wide range of candidates can be selected meaning a lot more people can be compared with each other.
Business Knowledge - will have existing knowledge of how the business operates - saves costs on induction training	New Ideas:- External candidates can bring new ideas / more efficiency to a business and its operations.

Employees known to Management
 - Skills / qualities previously demonstrate
 Can only benefit in selection process.

No existing relationships!

Will come from outside - this can reduce internal jealousy + conflict.

4. Explain the difference between 'on the job' and 'off the job' training. Please use an example of each training option.

<p>On the job: Training under the supervision of experienced workers - Cheaper than formal trainings. es. watching a demonstration of how to prepare food in a restaurant</p>
<p>Off the job: Participation in courses external to the organisation. Aval of high quality training. es. Night classes in leadership</p>

5. List four benefits of appraising staff.

Benefits	
1. Improves communication as problems identified and dealt with	3. Gives information on performance - highlights staff who need more training
2. Highlights staff reaching potential - can help with rewards/delegation	4. Helps in planning process - Forecast Bonuses, training costs etc...

6. Match the following rewards to their definitions from the table below.

Financial	1. Commission	A. This relates the payment given to employees for each unit produced or job completed.
Financial	2. Bonus	B. Movement to a more responsible senior level in the organisation. While this will also carry a higher wage, it is often the job title etc..
Financial	3. Time Rate	C. This is a type of reward where payment is made according to value of the amount sold, e.g. payments to a sales person (10%) in proportion to the level of sales achieved. It has the advantage of directly encouraging sales.
Financial	4. Piece Rate	D. This allows employees the freedom to choose their own work hours within an agreed time frame.
Financial	5. Employee Share Ownership Scheme	E. This is also known as a perk or a fringe benefit. It takes the form of goods or a service given to employees rather than money and are often used to raise the status of a position in a firm and to boost morale- can be financial/non-financial.
Non-financial	6. Promotion	F. Payments of a fixed amount per hour for a fixed number of hours per week are made to employees
Non-financial	7. Flexitime	G. Shares in the organisation may be given to employees instead of cash bonuses, maintaining employee interest in the job
Can be both	8. Benefit in Kind	H. A sum of money paid to employees for reaching a certain target, e.g. for producing units above an agreed limit.

1.	2.	3.	4.	5.	6.	7.	8.
C	H	F	A	G	B	D	E