CAIE AS LEVEL BUSINESS (9609)

SHORT QUESTIONS WORKSHEET | 30 QUESTIONS | 75 MARKS

CHAPTER 10: HUMAN RESOURCE MANAGEMENT

Name: _____ Date: _____

1. Define the term workforce planning. **[2]**

2. Define the term labour turnover. **[2]**

3. Define the term person specification. **[2]**

4. Define the term redundancy. **[2]**

5. Define the term employee appraisal. **[2]**

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CHAPTER 10: HUMAN RESOURCE MANAGEMENT

6. Explain one benefit of internal recruitment to a business. **[3]**

7. Explain one difference between a job description and a person specification. **[3]**

8. Explain one benefit of off-the-job training to a business. **[3]**

9. Explain one reason why a business might experience high labour turnover. **[3]**

10. Explain one benefit of improving employee welfare to a business. **[3]**

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CHAPTER 11: MOTIVATION

11. Define the term motivation. **[2]**

12. Define the term piece-rate. **[2]**

13. Define the term job enrichment. **[2]**

14. Define the term performance-related pay. **[2]**

15. Define the term job rotation. **[2]**

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CHAPTER 11: MOTIVATION

16. Explain one benefit of using bonuses to motivate employees. **[3]**

17. Explain one way in which Maslow's hierarchy of needs can help managers motivate employees. **[3]**

18. Explain one difference between Herzberg's motivators and hygiene factors. **[3]**

19. Explain one benefit of job enrichment to employees. **[3]**

20. Explain one benefit of teamworking as a method of employee motivation. **[3]**

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CHAPTER 12: MANAGEMENT

21. Define the term management. **[2]**

22. Define the term autocratic management style. **[2]**

23. Define the term democratic management style. **[2]**

24. Define the term paternalistic management style. **[2]**

25. Define the term laissez-faire management style. **[2]**

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CHAPTER 12: MANAGEMENT

26. Explain one function of management identified by Fayol. **[3]**

27. Explain one benefit of using a democratic management style. **[3]**

28. Explain one situation in which an autocratic management style might be appropriate. **[3]**

29. Explain one difference between McGregor's Theory X and Theory Y. **[3]**

30. Explain one benefit to a business of effective management. **[3]**

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