

Chapter 9

Human Resource Management

2014 Q5 (A)

Outline the stages in a 'recruitment and selection' process, using the following headings: (i) Internal and External Recruitment (ii) Job Description and Person Specification (iii) Job Interview.

MS: 5m (3m & 2m) x 5 – Candidates lost marks here as they only gave one piece of key information for each point – make sure to know at least two points of relevant information per heading, especially when you are given the heading in the question.

Internal recruitment

External recruitment

Job Description

Person Specification

The Business Guys

Job Interview

2018 Q6 (A)

Read the information supplied and answer the question which follows.

The Area Manager Programme is a critical part of our business. What sets us apart from our competitors is the calibre of people in our stores.

Source: www.aldirecruitment.ie

Discuss the role of the following in the effective recruitment and selection of an Area Manager for a large supermarket chain:

Person Specification; Job Description; Panel Interview. (20 marks)
MS: 2@7(5+2); +2m for reference to 'Area Manager'; 1@4 (Panel interview)

Person Specification

Job Description

Panel Interview

2016 Q5 (A)

SuperSave, a supermarket chain located in the south west, is considering updating its IT system to link all its stores and to modernise all its operations. It intends to implement a new Quality Assurance programme throughout all its stores. It is also considering a major recruitment campaign.

Discuss the benefits of both internal and external recruitment for management positions, for a business such as SuperSave.

MS: 4 x 5m (2+3) (2 Internal/2 External)

Internal recruitment

External recruitment

2013 Q5 (B)

Explain the different types of financial **and** non-financial rewards for employees in a business. (20 marks)

MS: 2 @ 5m (2+3) x 2 financial and non-financial

Financial rewards:

Non-financial Rewards:

2017 Q6 (A) – As answered above (financial points **only as per Q)**

Outline the financial rewards used for motivating employees. (15m)

2010 Q5 (A)

Performance appraisals are a valuable way to communicate with employees and may boost business productivity in difficult times.

- (i) Explain what is meant the term *performance appraisal*.
(ii) Outline the benefits of performance appraisal for a business.

MS: 5m (3m + 2m) + 3 x 5m (3m + 2m)

(i)

(ii)

2015 Q6 (B)

Outline the benefits of *performance appraisal* for **employees** in a business.
(15 marks)

MS: 3 @ 5m (2+2+1) State, explain, benefit for the employees
