

Which one of the following is a benefit of a flat organisational structure?
 Select **one** answer:
 A The business has very clear lines of authority
 B There are plenty of opportunities for promotion within the business
 C The business can be more flexible
 D The business is very easy to control

[1]

Explain **one** benefit to a business of part-time employees.

.....

[3]

Explain **one** benefit to a business of investing in employee training.
One benefit of investing in training is that it can help improve motivation in the workforce

.....

[3]

Define the term 'hierarchical structure'.

.....

[1]

Explain **one** reason why a business might use freelance contract employees.

.....

[3]

Explain **one** disadvantage to a business of paying employees by the hour.

.....

[3]

Give one reason why a business might adopt a decentralised structure.

.....

[1]

EXAM TIP!
 Remember, you don't need to explain your answer to a 'give' question.

Theme 2: Building a Business
2.5 Making Human Resource Decisions
EXAM QUESTIONS

EXAM TIP!
 Freelance contract employees might have a specialist skills or experience.

EXAM TIP!
 Link your answer to how the remuneration method will motivate employees.

EXAM TIP!
 When answering this question, you may want to:

- identify a specific technology and explain how employees use it for work.
- Explain how this technology improves aspects of the business, such as its flexibility, its communication and the amount of time that it saves.

CASE STUDY—Colin Murphy
 Colin Murphy runs a small travel agency. He has three shops and employs ten people. Colin now wants to hire someone with knowledge of adventure holidays as he thinks this is likely to be a growth area.

State **two** job roles that may exist within Colin Murphy's business.

1
 2

[2]

EXAM TIP!
 Think about the different job roles that a travel agency like Colin Murphy's might. Who sells the business's holidays to customers?

Explain one reason why a business might encourage its employees to engage in self-learning.

.....

[3]

EXAM TIP! Self-learning might involve accessing online training courses.

Analyse the impact on Colin Murphy's travel agency using external recruitment to fill the vacancy. [6]

Using external recruitment will allow Colin to increase his workforce and bring a new person into the business who is

.....

External recruitment can be costly and it takes time for new employees to settle into the business before they are fully productive and integrated

.....

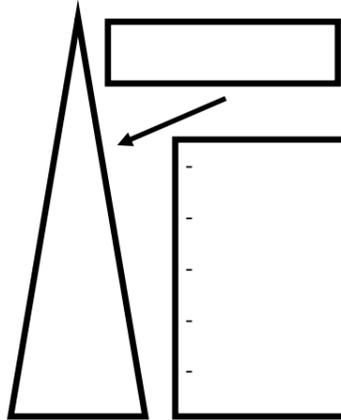
EXAM TIP!
 You need to consider the benefits of external recruitment for a small business. The downsides of external recruitment for a small business. How these factors affect the choice of recruitment type.

Discuss a way in which technology could improve the way that people work in a business.

.....

[6]

2.5.1 Organisational Structures



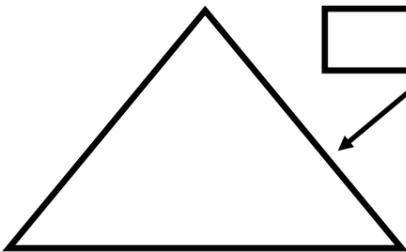
A centralised organisational structure is...

Benefits of a centralised organisational structure

Drawbacks of a centralised organisational structure

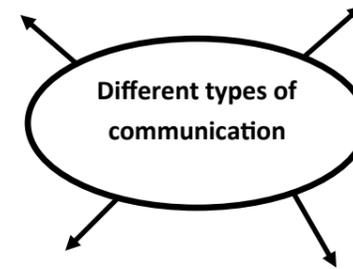
Benefits of a decentralised organisational structure

Drawbacks of a decentralised organisational structure



A decentralised organisational structure is...

2.5.2 The importance of effective communication



Barriers to effective communication
WRITTEN
-
-
-

Barriers to effective communication
VERBAL
-
-
-

Barriers to effective communication
GENERAL
-
-
-

Flexible working hours means that....

It is beneficial for the employee because...

It is beneficial for the employer because....

Key Terms

- Layers:
- Span of control:
- Accountability:
- Jargon:
- Freelancer:
- Responsibilities:
- Salary band:
- Productivity:
- Legislation:
- Motivation:
- Retain:
- Autonomy:
- Job satisfaction:

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Different ways of working
HOURS
-
-
-
-

A **permanent** contract is...

A **temporary** contract is...

A **freelance** contract is...

Benefits for employers of remote working

Benefits for employees of remote working

Benefits of a hierarchical organisational structure

Drawbacks of a hierarchical organisational structure

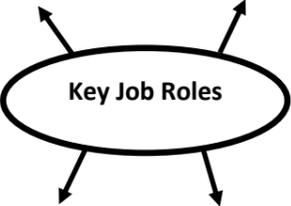
The impact of technology on ways of working.
-
-
-
-

Benefits of a flat organisational structure

Drawbacks of a flat organisational structure

Insufficient communication can lead to...

2.5.3 Effective Recruitment



SUPERVISORS & TEAM LEADERS

OPERATIONAL & SUPPORT STAFF

ESSENTIAL Requirements are...

DESIRABLE Requirements are...

Internal recruitment is...

Recruitment Method	Advantages	Disadvantages
Internal		
External		

DIRECTIORS

SENIOR MANAGERS

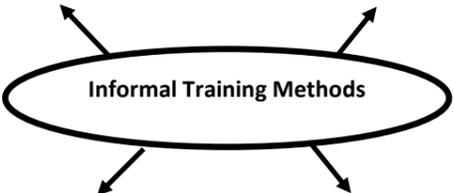
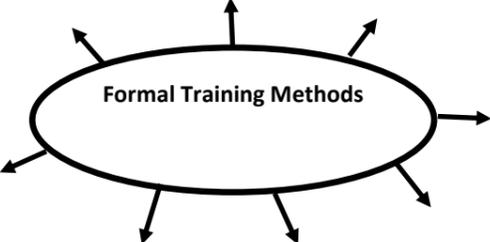
A person specification is...

External recruitment is...

A job description is...

1.5.4 Effective Training & Development

Theme 2: Building a Business
2.5 Making Human Resource Decisions



2.5.5 Motivation

Employee motivation refers to...

Importance of motivation in the workplace...



Ongoing Training

Self-learning

Target setting & performance

