



ICM

DECEMBER 2016

PEOPLE IN BUSINESS

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FOUR questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1.
 - a) Why would a business use a press release? [8]
 - b) If you were recruiting someone, what would you expect to see in a CV? [9]
 - c) Explain why flexible working hours could be good for employees. [8]

 - 2.
 - a) If you have seen a job advertised which you would like to apply for, what would be the standard process in applying for it? [10]
 - b) Explain the importance of training for an organisation. [10]
 - c) Calculate the gross pay of James from the following information:
Time allowed 44 hours
Time taken 38 hours
Basic wage rate £8.00 per hour
James is to be paid a bonus equal to half of his basic pay, based on time saved. This is in addition to his attendance pay. [5]

 - 3.
 - a) Discuss when a job description is used in the recruitment process. [10]
 - b) What type of material would an organisation publish in a house journal? [5]
 - c) Explain the principal contents of a payslip. [5]
 - d) Detail FIVE examples of mass media communication. [5]

 - 4.
 - a) Explain the benefits of belonging to a trade union. [8]
 - b) Explain the principal matters that are dealt with at a company AGM. [8]
 - c) Explain why induction is so important to new recruits within the organisation. [9]

 - 5. Write notes on FIVE of the following:
 - a) A personnel requisition
 - b) How IT systems benefit internal communication
 - c) Local area network
 - d) An employee record card
 - e) A job interview as part of the selection process
 - f) A contract of employment
 - g) An agenda [5 each]