



# ICM

JUNE 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) Explain the term **working environment**. [12]
    - b) Employees are paid a bonus equal to half of time saved. This is in addition to their attendance pay. Calculate the gross pay of Martin, based on the following data:  
Time allowed      42 hours  
Time taken         36 hours  
Hourly rate         £8 [6]
    - c) Explain what a **formal group** is in an organisation. [7]
  - 2.
    - a) What are the signs that would indicate someone is not a good communicator? [10]
    - b) Describe the SIX methods of face to face communication. [15]
  - 3.
    - a) Define a **personnel requisition**. [5]
    - b) State what a job description is used for. [6]
    - c) Explain the main purposes of an induction programme. [9]
    - d) For what purpose would a referee be used? [5]
  - 4. Discuss the key functions of the personnel/human resource department. [25]
  - 5. Write notes on FIVE of the following:
    - a) Racial balance in recruitment
    - b) Company car
    - c) Statutory sick pay
    - d) An employee record card
    - e) A CV
    - f) Sales commission
    - g) Training [5 each]