



# ICM

MARCH 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) Discuss the purpose of the personnel department. [12]  
b) Explain the '**four satisfactions**' in terms of people's needs at work. [13]
  - 2. a) Explain when and why a job description is used. [15]  
b) Discuss the purpose of a 'personnel requisition'. [10]
  - 3. a) What are the chief methods of rewarding labour? [5]  
b) Explain the basic resources of mankind. [8]  
c) Explain the term '**peers**'. [4]  
d) Identify the factors that contribute to a satisfactory working environment. [8]
  - 4. Discuss the need for good communication in business. [25]
  - 5. Write notes on FIVE of the following:
    - a) Formal group
    - b) Casual work
    - c) Work targets
    - d) Equality of opportunity
    - e) Reference
    - f) Statutory sick pay
    - g) Commission[5 each]