

### 3.4 Human Resources

Define: Human Resources

Illustrate the two types of organisational structure:

What is the difference between centralisation and decentralisation?

State two advantages of the following organisation structures:

Flat Organisational Structure

Tall Organisational Structure

What is meant by the term 'span of control'?

Is there an ideal span of control?

How could delayering benefit a business?

State and define the three main selection tools:

- 1.
- 2.
- 3.

What do contracts of employment typically include?

- 
- 
- 
- 
- 

What are the four main ways to motivate staff using money?

- 1.
- 2.
- 3.
- 4.

Define and state two advantages of induction training:

What factors affect the choice of training?

What are fringe benefits?

State some examples:

State two advantages of the following types of training:

Off the job training

On the job training

Define the following financial methods of motivation:

Salary:

Wage:

Commission:

Profit Share:

Define: Motivation

Methods of recruitment

Internal recruitment takes place when a \_\_\_\_\_ is filled from \_\_\_\_\_ the existing workforce. External recruitment is filling a job vacancy from any \_\_\_\_\_ person not already \_\_\_\_\_ by the \_\_\_\_\_.

business, job vacancy, employed, suitable, within,

Document	Description	What does it include?
Job Description		
Person Specification		
Job Advertisement		
Application Form		
Curriculum Vitae (CV)		