

2 What human resource management does – Part 1 — Answers

Answers

2.1 Its people (staff) — making sure it has enough skilled, trained workers.

2.2 A job description lists the duties and tasks of the job; a person specification lists the skills, qualifications and qualities the right person should have.

2.3 Internal: cheaper / faster / the person is already known. External: brings new skills and ideas / a wider choice of applicants. (One of each.)

2.4 (a) induction training; (b) on-the-job training.

2.5 Any one, explained: better skills → higher quality and productivity; more motivated staff who stay longer (lower recruitment cost).

2.6 It should recruit *externally*. Internal recruitment cannot supply enough skilled people when the firm is growing fast — promoting from inside just moves the shortage. External recruitment brings in the extra numbers and new skills the firm needs, even though it costs more and takes longer.