



NQF

Certificate

4.2 MP

Managing People

Tuesday 1 December 2015, Morning

1. **Time allowed: 3 hours.**
2. **Answer any four questions.**
3. **All questions carry 25 marks. Marks for subdivisions of questions are shown in brackets.**
4. **No books, dictionaries, notes or any other written materials are allowed in this examination.**
5. **Calculators, including scientific calculators, are allowed provided they are not programmable and cannot store or recall information. All other electronic devices, including mobile phones, are not permitted.**
6. **Candidates who break ABE Examination Regulations will be disqualified from the examinations.**
7. **Question papers must not be removed from the examination room.**



Answer any four questions

- Q1** (a) Explain the term 'diversity' when applied to the management of people. (12 marks)
- (b) Outline the ways an organisation can promote diversity in its recruitment and selection process. (13 marks)
- (Total 25 marks)**
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- Q2** (a) Assess the impact of globalisation on organisations' people management activities. (13 marks)
- (b) Discuss the reasons why organisations promote effective teamwork. (12 marks)
- (Total 25 marks)**
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- Q3** (a) Outline the reasons why organisations may wish to have 'engaged' employees. (10 marks)
- (b) Describe the methods organisations can use to promote employee 'engagement'. (15 marks)
- (Total 25 marks)**
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- Q4** (a) Outline the role played by financial reward (or 'money') in any two theories of motivation. (10 marks)
- (b) Explain why an organisation may wish to invest in job design. (15 marks)
- (Total 25 marks)**
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- Q5** (a) Describe the steps that should be taken to manage poor performance. (13 marks)
- (b) Describe the four stages of the Training Cycle. (12 marks)
- (Total 25 marks)**

- Q6** (a) Explain the issues that organisations should consider when handling a disciplinary procedure. **(18 marks)**
- (b) Outline seven key stages of a disciplinary procedure. **(7 marks)**
(Total 25 marks)
- Q7** (a) Explain why organisations may value having empowered employees. **(13 marks)**
- (b) Explain the benefits an employee may gain from being empowered by their organisation. **(12 marks)**
(Total 25 marks)
- Q8** (a) Discuss the differences between 'effectiveness' and 'efficiency'. **(13 marks)**
- (b) Discuss the differences between transformational leadership and situational leadership. **(12 marks)**
(Total 25 marks)

End of question paper

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