



**NQF
Certificate
4.2 MP
Managing People
Tuesday 6 December 2016, 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) Identify and explain the effect of technological innovation on employees in an organisation. **(15 marks)**
(b) Outline seven steps for managing change at work. **(10 marks)**
(Total 25 marks)
- Q2** (a) Identify the features of poorly performing organisations. **(14 marks)**
(b) Describe the methods managers can use to communicate with poor performers. **(11 marks)**
(Total 25 marks)
- Q3** (a) Explain the term 'employability'. **(10 marks)**
(b) Describe the methods organisations can use to promote employee engagement. **(15 marks)**
(Total 25 marks)
- 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)
- Q5** (a) Explain six factors that can influence leadership styles. **(12 marks)**
(b) Describe the characteristics of effective leadership. **(13 marks)**
(Total 25 marks)
- Q6** (a) Identify the significance of the psychological contract to employees and employers. **(16 marks)**
(b) Describe three principles that underpin most of the law in relation to recruitment and selection matters. **(9 marks)**
(Total 25 marks)
- Q7** (a) Explain the reasons why training and development is an important factor in improving organisational performance. **(15 marks)**
(b) Outline the contribution of Continuous Professional Development (CPD) to achieving effective people management. **(10 marks)**
(Total 25 marks)
- Q8** (a) Explain the reasons for the growing significance of women in the labour market. **(13 marks)**
(b) Describe the key points to be considered by line managers when handling disciplinary interviews. **(12 marks)**
(Total 25 marks)

End of question paper