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**NQF**

**Certificate**

**4.1 PA**

**Personnel Administration**

**Tuesday 1 December 2015, Afternoon**

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

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- Q1** The role of the Personnel Administrator is to support the management of people in an organisation.
- (a) Explain the way that the role varies between national and multi-national organisations. **(15 marks)**
  - (b) Explain the way that the role varies in different organisational sectors. **(10 marks)**  
**(Total 25 marks)**
- Q2** The Personnel Administrator role can be very varied.
- (a) Outline the key tasks of the Personnel Administrator **(10 marks)**
  - (b) At the start of a busy day you have a lot of tasks to complete. Explain how, as a Personnel Administrator you would prioritise the work that you have to do. **(10 marks)**
  - (c) Describe two personal objectives that a Personnel Administrator should set for him/herself. **(5 marks)**  
**(Total 25 marks)**
- Q3** The Personnel Administrator has to work with a variety of stakeholders. Identify five different stakeholders, and explain how you would adapt your behaviour when interacting with each one. **(25 marks)**
- Q4** You are a Personnel Administrator working in a manufacturing organisation. Your organisation has won a new contract, which will require the equivalent of 100 additional full time staff.
- Describe the information you would gather in the HR planning process, and explain how you would use that information to ensure you recruit the correct number of staff. **(25 marks)**
- Q5** Performance appraisals are typically used to assess the performance of employees.
- (a) Identify the advantages and disadvantages of using a performance appraisal. **(15 marks)**
  - (b) Explain whether the outcome of the appraisal should be linked to the pay that the employee receives. **(10 marks)**  
**(Total 25 marks)**

- Q6** Discuss how pay and reward systems can be used to motivate employees. In answering the question refer to both financial and non-financial reward. **(25 marks)**
- Q7** It is important to ensure that employees understand what they are required to do in their job role.
- (a) Write a job description for a role of your choice, ensuring that you cover everything that is required in a job description. **(10 marks)**
- (b) Write a person specification for the role described in part (a), ensuring you clearly explain the requirements. **(15 marks)**  
**(Total 25 marks)**
- Q8** You have been asked to help with the recruitment of a new office administrator.
- (a) Explain the preparations that you will make to ensure that the interview goes smoothly. **(15 marks)**
- (b) Once the office administrator has been recruited you are required to identify any training needs. Explain the processes you could use to do this. **(10 marks)**  
**(Total 25 marks)**

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**End of question paper**

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