

1

---

6. *Forming, storming, norming and performing are stages in team development.*

Outline your understanding of *storming* **and** *norming*.

---

---

---

---

---

2

---

10. Outline **two** strategies management could use to help employees adapt to change.

(i) 

---

---

(ii) 

---

---

3

---

4. Complete this sentence:  
Empowerment helps a business to:

---

---

---

---

### Question 5

Read the information below and answer the questions which follow.

#### SuperSave

SuperSave, a supermarket chain located in the south west, is considering updating its IT system to link all its stores and to modernise all its operations. It intends to implement a new Quality Assurance programme throughout all its stores. It is also considering a major recruitment campaign.



- (A) Discuss the benefits of both internal **and** external recruitment for management positions for a business such as SuperSave. (20 marks)
  - (B) Analyse the impact of new technology on business costs and on business opportunities. Provide examples to support your answer. (20 marks)
  - (C) (i) Explain the term **quality assurance** as part of Total Quality Management (TQM).  
(ii) Describe the benefits to a business of achieving a recognised quality mark standard. (20 marks)
- (60 marks)**

5

- (A) Discuss the benefits **and** risks of empowering employees within a business. (20 marks)

6

- (A) Outline the benefits of teamwork for the employees in a business. (15 marks)

7

- (A) Performance Appraisal, Training & Development and Managing Employer and Employee Relationships are important functions of a Human Resource Manager.  
Explain the functions underlined above and analyse the benefits of **two** of the functions for the business organisation. (25 marks)
  - (B) Outline the different methods of reward used to motivate employees in a business. (15 marks)
  - (C) Describe **two** strategies that a business organisation can use to manage change. Use examples to support your answer. (20 marks)
- (60 marks)**

**Question 6**

*The Human Resources Manager (HRM) seeks to ensure that the workforce contribute effectively to an organisation's goals.*

- (A) Outline the functions of a Human Resource Manager (25 marks)
  - (B) Discuss the benefits of teamwork in a business organisation. (20 marks)
  - (C) Explain **five** different methods of reward for employees in a business organisation. (15 marks)
- (60 marks)**

