



**Business  
Leaving Certificate  
Ordinary Level**

**Past Exam Questions on  
Human Resource Management**

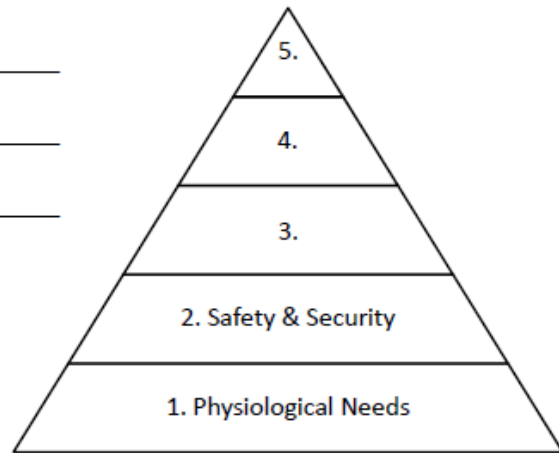
**Q2 Section 1 2013**

2. Name levels 3, 4, and 5 in Maslow's Hierarchy of Needs.

Level 5: \_\_\_\_\_

Level 4: \_\_\_\_\_

Level 3: \_\_\_\_\_



**Q15 Section 1 2013**

15. Outline two methods for rewarding employees:

- (i) \_\_\_\_\_  
\_\_\_\_\_
- (ii) \_\_\_\_\_  
\_\_\_\_\_

**Q2 Section 1 2012**

2. (a) Explain the term 'employer'.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(b) Outline two responsibilities of an employer:

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_

## Q6 Section 2 2012

Read the information supplied and answer the questions which follow.

# White Water

*'White Water' Department Store recently installed a new IT system to track its sales. Deirdre McDermott, the Human Resource Manager at 'White Water', organised training of the sales staff to use the new system. Deirdre also organised the sales staff into teams and they receive a basic wage, commission and benefit-in-kind.*

- (A) Explain two of the following functions of Deirdre's job as a Human Resource Manager:
- (i) Training and Development
  - (ii) Recruitment and Selection
  - (iii) Employer/Employee Relations (20 marks)
- (B) Deirdre must prepare a Job Description when recruiting new staff. Outline **three** items included in a Job Description. (15 marks)
- (C) Explain the terms 'Commission' and 'Benefit-in-Kind' **and** illustrate your answer with **one** example of each. (15 marks)
- (D) Explain two benefits of teamwork. (10 marks)
- (E) Illustrate **three** other uses of Information Technology for 'White Water' Department Store. (15 marks)
- (75 marks)**

## Q14 Section 1 2010

14. Explain the following needs in Maslow's Hierarchy of Needs:

(i) Basic Needs:

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(ii) Safety/Security Needs:

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## Q6 Section 2 2010

Read the information supplied in the following advertisement and answer the questions which follow.

*COHAN INFORMATION*  *TECHNOLOGY SOLUTIONS*

*Seeks*  
**WEB DESIGNER**

Cohan IT Solutions is a growing Dublin based company with a current staff of seven. We are looking for a web designer to join our web design team.

**The position:** will involve meeting with clients to assess their requirements. Responsibilities include designing and developing unique websites and on-site training for clients. Rewards are negotiable.

**The ideal candidate:** must have experience, an ability to work as part of a team, excellent communication skills and problem solving capability.

Apply online: *cohanitsolutions.com* before 30<sup>th</sup> June 2010.

- (A) Explain the following terms with reference to the above advertisement:
- (i) job description;
  - (ii) person specification.
- (20 marks)
- (B) State **three** ways in which Cohan IT Solutions could reward its staff. (15 marks)
- (C) Outline **two** benefits of teamwork to a business. (15 marks)
- (D) State **two** ways, other than the newspaper, Cohan IT Solutions can use to recruit new staff. (10 marks)
- (E) Outline **three** advantages of Information Technology to a business, giving examples. (15 marks)
- (75 marks)

## Q4 Section 1 2009

4. List three items that should be included in a Job Description.

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_

## Q4 Section 2 2006

Study the following advertisement and answer the questions which follow:

### VACANCY FOR HUMAN RESOURCES MANAGER AT FONAFREND LTD.

Fonafrend Ltd. provides telemarketing for a wide range of businesses and now employs 35 full-time and 5 part-time staff.

We are looking for a Human Resources Manager. The ideal candidate must have excellent communication skills, good IT skills, relevant experience and be willing to work as part of a team.

Responsibilities will include: Recruitment and Selection, Rewarding, Training/Development and Performance Appraisal.

We are offering an attractive salary and benefits-in-kind to the successful candidate.

Interested candidates should forward their CV, together with a covering letter, to:

Ms. Martina Murphy  
Managing Director  
Fonafrend Ltd.  
Greenfield Industrial Estate  
Dublin 14.

or e-mail: [mmurphy@fonafrend.ie](mailto:mmurphy@fonafrend.ie) by Friday 7 July 2006.

*Fonafrend Ltd. is an equal opportunities employer*

- (A) Explain each of the following terms: (i) CV  
(ii) Benefits-in-kind  
(iii) Equal opportunities (15 marks)
- (B) Outline **three** benefits of teamwork to an organisation. (15 marks)
- (C) Explain **two** of the following functions of a Human Resources Manager:  
(i) Recruitment and Selection  
(ii) Training/Development  
(iii) Performance Appraisal (25 marks)
- (D) Identify and explain **three** barriers to effective communication. (20 marks)
- (75 marks)