

Student Name: _____

BUSINESS MANAGEMENT

Unit 3

Targeted Evaluation Task for School-Assessed Coursework 2



2017 Set of 2 Structured Questions on Managing Employees for Outcome 2

Recommended writing time*: 100 minutes

Total number of marks available: 40 marks

TASK BOOK

* The recommended writing time is a guide to the time students should take to complete this task. Teachers may wish to alter this time and can do so at their own discretion.

Conditions and restrictions

- Students are permitted to bring into the room for this task: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the room for this task: blank sheets of paper and/or white out liquid/tape.

Materials supplied

- Question and answer book of 11 pages.

Instructions

- Print your name in the space provided on the top of the front page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic communication devices into the room for this task.

Instructions

Answer **all** the questions in the space provided.

Task 1

Moors is a manufacturer of precision air conditioners and heaters and has built its corporate culture around motivation and goal setting theories. Moors credits its success with a "culture that unites and motivates" its workers. During their first days with the company, new recruits sit down with management to discuss job expectations, skills and aspirations. All employees receive one-on-one time with managers for regular progress reports. Their performance is assessed and they are asked for suggestions regarding process improvement. They go over upcoming job openings that might suit the company and the individual's agenda. Employees are frequently trained in other divisions and offered different positions or promotions. In other words, employees are always being challenged with complex tasks and encouraged with clear feedback.

Question 1 (4 marks)

Discuss the goal setting theory that Moors uses to motivate its employees.

[illegible]

Question 2 (6 marks)

The human resource managers have been considering adapting the Four Drive Theory to further boost motivation. Explain this theory and how it differs from Locke and Latham's goal setting theory.

Question 3 (4 marks)

Identify and describe two motivation strategies that Moors could incorporate into its culture of ‘unite and motivate’.

[illegible]

Question 4 (6 marks)

Outline the importance of performance management to achieve both business and employee objectives and compare two strategies that Moors could adopt.

[illegible]

Question 2 (4 marks)

Outline one entitlement issue and one transition issue that would apply to the staff who will leave Woolworths as a result of this restructure.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Question 3 (4 marks)

Analyse the role of two key stakeholders involved with the termination of staff.

[illegible]

Question 4 (3 marks)

Woolworths are in the process of negotiating new pay agreements after issues with pay arrangements were highlighted with Coles. Explain what a collective agreement is.

Question 5 (2 marks)

If the union and human resource managers can't reach agreement over new pay and working conditions then they may have to go to arbitration. Describe this dispute resolution method.

Question 6 (3 marks)

Outline the process required to take industrial action if the union and Woolworth's management cannot reach agreement.

Total 40 marks

END OF TASK BOOK