2.7 Analysing Human Resource Performance: Productivity and Turnover: 10-minute Pack

AQA 7132 · Calculator allowed · about 10 minutes

Total Marks

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show your working for every calculation. Greenleaf Cafe, used throughout this pack, is a fictional business.

1 State the formula Greenleaf Cafe would use to calculate labour productivity (output per employee per period).

(Total for Question 1 is 1 mark)

2 Greenleaf Cafe, a fictional small chain of cafes, produced 12 000 food and drink items in Year 1 and employed 30 staff during that year.
Calculate the labour productivity for Year 1 (output per employee per year). Show your working.

(Total for Question 2 is 2 marks)

3 Explain one advantage to employees if Greenleaf Cafe recognises and negotiates with a trade union. Give one developed point.

(Total for Question 3 is 3 marks)

4 Calculate the percentage change in labour productivity from Year 1 (400 units per employee) to Year 2 (500 units per employee). Show your working and give the answer to one decimal place if needed.

(Total for Question 4 is 2 marks)

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Mark scheme · 2.7 Analysing Human Resource Performance: Productivity and Turnover: 10-minute Pack

Question 1

Output (units) divided by number of employees, oe	**B1**

Answer: Labour productivity = total output (units) / number of employees.

Question 2

12,000 / 30 seen	**M1**
400 units per employee cao	**A1**

Answer: 400 units per employee per year.

Question 3

identifies an advantage, e.g. stronger collective voice in pay and conditions	**B1**
develops the point, e.g. negotiations can secure better pay, hours or safer working conditions	**B1**
links to an outcome, e.g. this gives employees greater security and may reduce anger or absence	**B1**

Answer: Employees gain a stronger collective voice leading to better pay or conditions, which gives greater security and can reduce conflict or absence.

Question 4

(500 - 400) / 400 x 100 seen	**M1**
25% cao	**A1**

Answer: 25% increase in productivity.

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