2.7 Analysing Human Resource Performance: Productivity and Turnover: Test 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 Which one of the following best describes 'labour productivity' as used by Greenleaf Cafe when analysing its workforce performance?

- ☐ A) The number of employees a business has on its payroll
- ☐ B) Output per employee per period
- ☐ C) The rate at which employees leave the business
- ☐ D) The number of days employees are absent

(Total for Question 1 is 1 mark)

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2 State two formal methods Greenleaf Cafe could use to manage workplace conflict between staff and management.

(Total for Question 2 is 2 marks)

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3 Explain one advantage to Greenleaf Cafe as an employer of using collective bargaining with staff representatives. Give one developed point.

(Total for Question 3 is 3 marks)

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4 Absenteeism for Greenleaf Cafe in Year 1: total days lost to sickness were 450 days. Use 30 employees and 250 working days per year.
Calculate the absenteeism rate for Year 1 as a percentage to one decimal place. Show your working.

(Total for Question 4 is 3 marks)

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Mark scheme · 2.7 Analysing Human Resource Performance: Productivity and Turnover: Test Pack

Question 1

B cao	**B1**

Answer: B

Question 2

collective bargaining/trade union recognition	**B1**
conciliation or arbitration (third party mediation) or formal grievance procedures	**B1**

Answer: Any two, e.g. collective bargaining and conciliation or arbitration.

Question 3

identifies an advantage, e.g. it can lead to more predictable negotiations and fewer individual disputes	**B1**
develops the point, e.g. negotiating with a single representative body can save management time and lead to consistent agreements	**B1**
links to an outcome, e.g. this can reduce the risk of strikes or grievances and improve operational stability	**B1**

Answer: Collective bargaining gives predictable negotiations and consistent agreements, saving management time and reducing the risk of strikes or grievances, improving stability.

Question 4

denominator = 30 x 250 = 7,500 seen	**M1**
450 / 7,500 x 100 seen	**M1**
6.0% cao	**A1**

Answer: 6.0% absenteeism rate.

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