

Friday 14 June 2013 – Afternoon

A2 GCE LEISURE STUDIES

G184/01 Human Resources in the Leisure Industry

Candidates answer on the Question Paper.

OCR supplied materials:

- Clean copy Case Study

Other materials required:

None

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- This document consists of **16** pages. Any blank pages are indicated.

2 The recruitment and selection process used by the GPX Arena is shown in **Fig. 1**.

(a) What is the purpose of a needs analysis?

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..... [2]

(b)* Evaluate the suitability of using a local newspaper to advertise for a Bar Manager at the GPX Arena. [10]

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- (c) The mobile phone is one example of how modern technology has improved the communication process in leisure organisations such as the GPX Arena.

Identify **two** other examples of modern technology that have improved communication.

1

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[2]

- (d) The GPX Arena has to take into account legislation such as the Equality Act during the recruitment and selection process.

Explain **two** ways in which the Equality Act impacts on the recruitment and selection process at the GPX Arena.

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[4]

(b) Other than management style, evaluate other methods of motivating staff at the GPX Arena. **[12]**

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5 An individual’s contract of employment might come to an end for a number of reasons.

(a) Other than dismissal, identify **one** reason why an individual’s contract of employment may come to an end.

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..... [1]

(b) Becky carries out performance reviews with her staff on a six monthly basis in the form of supervisor appraisals.

Although Becky believes in the value of appraisals, Roy sees them as purely a paper exercise and a waste of time. With whom do you agree? Give reasons for your answer. [10]

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(c) (i) Identify **two** external issues which could influence human resource planning at a leisure organisation such as the GPX Arena.

1

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[2]

(ii) Explain how **one** of these external issues could influence human resource planning at the GPX Arena.

Chosen external issue

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..... [2]

(d) Internal issues also have an impact on human resource planning at the GPX Arena. Evaluate the impact of staff turnover on human resource planning at the GPX Arena. [12]

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END OF QUESTION PAPER

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