

**ADVANCED GCE
 LEISURE STUDIES**

G184

Unit 5: Human Resources in the Leisure Industry

WEDNESDAY 23 JANUARY 2008

Morning

Time: 1 hour 30 minutes

Candidates answer on the question paper.

Additional materials (enclosed): Clean copy Case Study

Additional materials (required):

None



Candidate
Forename

Candidate
Surname

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Do **not** write outside the box bordering each page.
- Write your answer to each question in the space provided.
- Additional answer space is available on the lined pages at the back of this booklet. Answers on these pages **must** be clearly numbered.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.

FOR EXAMINER'S USE	
1	
2	
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4	
TOTAL	

This document consists of **10** printed pages and **2** lined pages.

1 (a) (i) Explain what is meant by the term 'redundancy'.

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.....[2]

(ii) Outline steps which could be used by a leisure organisation when staff are to be made redundant.

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.....[4]

(b) Identify and explain **two** reasons why *GOactive* might need to recruit staff.

1:
.....

Explanation:
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2:
.....

Explanation:
.....[4]

2 (a) The economy is **one** external issue which could affect human resource planning at GOactive.

Discuss how the economy at **both** a local and national level might affect human resource planning at GOactive.

Dotted lines for writing the answer, with a [12] mark indicator at the bottom right of the lines.

(b) Outline a process that could be followed in order to shortlist applicants for interview for the position of senior coach/team leader at *GOactive*.

.....[4]

(c) *GOactive* plans to hold group interviews for many of the advertised positions. Discuss the benefits of group interviews for:

- *GOactive*;
- the applicants.

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[12]

[Total: 28]

(b) Richard is still concerned about the high levels of staff turnover and absenteeism.

(i) State **two** reasons why job enrichment may **not** be successful in motivating staff in leisure organisations.

1:

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2:

.....[2]

(ii) Discuss the benefits and limitations of **one other** motivational approach which *GOactive* might introduce to help reduce staff turnover and absenteeism.

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