

Unit 4 People and Work

No prior knowledge is required for this unit, however it is useful for students to have completed Unit 1 first as this puts business into an overall context.

It is important that students take an interest in issues involving the work place, and it is useful if students have the opportunity for part-time work or work experience. The topics are ideal for getting managers into the classroom to give the benefits of their experience or visits to local businesses. They also lend themselves well to Young Enterprise activities.

The topics will require access to a suitable textbook. For this purpose, IGCSE Business Studies by Karen Borrington and Peter Stimpson is recommended. Chapters 11 and 13 to 15 of IGCSE Business Studies Second Edition are relevant, particularly for case studies and exercises. Useful activities are to be found on the accompanying CD-ROM.

The unit is suitable for assignment based assessment particularly if students have access to the workplace. Otherwise case studies and multiple choice questions are a suitable method for assessment.

The topics covered are:

- 4.1 Role of work in satisfying human needs
- 4.2 Methods of financial reward
- 4.3 Non-financial rewards
- 4.4 Management styles and motivation methods
- 4.5 Stages of recruitment and selection
- 4.6 Training methods
- 4.7 Dismissal and redundancy
- 4.8 Workforce and the working environment
- 4.9 Revision

The Scheme is neither intended to be prescriptive, nor complete as local conditions will vary: time and resource availabilities are likely to differ considerably. More the Scheme is intended to give ideas to teachers from which they can build. It is certainly not intended that teachers undertake all of the activities shown in the various units – that would be impossible in the time usually available – but rather to offer choices which could depend on local conditions. Timings for topics have not been given as there is a great deal of variability in time available for the qualification from centre to centre.

	Topic	Specification	Chapter	Activities	Resources	Glossary
4.1	Role of work in satisfying human needs.	Explain the role of work in satisfying human needs.	13	Could be tackled through a questionnaire of students, parents, teachers and so on.	See Questions at http://www.oslltd.co.uk/newindex.htm also www.hrmguide.net may be useful for the whole unit.	Needs Job satisfaction Motivation Specialisation Maslow
4.2	Methods of financial rewards	Identify the different methods of financial rewards.	13	A study of newspapers to discover different payment methods and to promote discussion on differing rates of pay. IGCSE CD-ROM class activity on payment systems.	Websites of local and national newspapers. See resources list. IGCSE Business Studies CD-ROM	Bonus Commission Fringe benefits Job enlargement Job enrichment Job rotation Performance related pay Productivity agreement Profit sharing Salary Wage
4.3	Non-financial rewards	understand the significance of different methods.				
4.4	Management styles and motivation methods.	Explain the concept of motivation.	11	IGCSE CD-ROM class activity on leadership styles. Compare the leadership requirements of: an army commander, a teacher, a head of state, a football coach.	IGCSE Business Studies CD-ROM	Autocratic Democratic Laissez faire

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4.4		Understand how motivation can be influenced.	11	Exploration of motivational issues using case studies Class discussion on roles of management together with case study. May be useful to get a school/ college manager to give a talk.	Past CIE case studies www.cie.org.uk . Hanson Bank: The years with the Managing Director at http://www.oslltd.co.uk/newindex.htm (follow case studies links) A Manager to give a talk	
		Appreciate the role of management in motivating employees				
		Explain the different styles of management.				
		Have an awareness of their appropriateness in different situations.				
4.5	Stages of recruitment and selection.	Explain the methods of recruiting and selecting employees.	14	Use job advertisements from a national newspaper to develop aspects of recruitment. Visit websites of recruitment agencies. Visit government website to discover about training initiatives.	See list of newspaper websites in Resources list. See case studies at http://www.oslltd.co.uk/newindex.htm , particularly The First Atlantic Bank: Training and development; The Dynamic Group: Selecting the right candidate. (follow Links).	Appraisal Contract of employment External recruitment Internal recruitment Job analysis Job description Job specification
		Understand the importance of job descriptions and job advertisements.				
4.6	Training methods.	Identify and explain different training methods (internal and external).	14	Compare the training requirements of various employees (e.g. lawyer, teacher, doctor, shop assistant, farm		Induction training Off the job training On the job training
		Awareness of the				

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		need to train and develop staff		worker)		
4.7	Dismissal and redundancy	Explain the difference between dismissal and redundancy.	15	Teacher input. Use newspapers to explore current local redundancy/ dismissal issues.	See resource list of newspapers	
		Appreciate why the manpower of a business may need to be reduced.				
4.8	Workforce and the working environment.	Describe the work of trade unions.	15	IGCSE CD-ROM Trade union role play. Teacher guidance with fact finding from websites. Follow a dispute in news media.	IGCSE Business Studies CD-ROM. A worksheet with facts to find from a suitable website e.g. www.tuc.org.uk , www.tgwu.org.uk , www.ilo.org , or local equivalent. See resources list for news media.	Closed shop Craft union Employers federation Employers association Trade association General union No strike agreement Representative Shop steward Single union agreement Trade association Trades union White collar union Worker participation Works council

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		Show an awareness of how trade unions can influence business behaviour.				
		Understand the main features of employment contracts and employment legislation.				
4.9	Revision	End of unit test			Multiple choice questions and case studies from IGCSE CD-ROM. Revision websites such as www.learn.co.uk , www.revision-notes.co.uk and www.bbc.co.uk/schools/gcsebitesize/business/ and revision questions at end of chapters of IGCSE Business Studies textbook.	