BUSINESS MANAGEMENT

Unit 3 Targeted Evaluation Task for School-Assessed Coursework 2



2017 Set of 2 Structured Questions on Managing Employees for Outcome 2

Recommended writing time*: 100 minutes Total number of marks available: 40 marks

TASK BOOK

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^{*} The recommended writing time is a guide to the time students should take to complete this task. Teachers may wish to alter this time and can do so at their own discretion.

Conditions and restrictions

- Students are permitted to bring into the room for this task: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the room for this task: blank sheets of paper and/or white out liquid/tape.

Materials supplied

• Question and answer book of 11 pages.

Instructions

- Print your name in the space provided on the top of the front page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic communication devices into the room for this task.

Instructions

Answer all the questions in the space provided.

Task 1

Moors is a manufacturer of precision air conditioners and heaters and has built its corporate culture around motivation and goal setting theories. Moors credits its success with a "culture that unites and motivates" its workers. During their first days with the company, new recruits sit down with management to discuss job expectations, skills and aspirations. All employees receive one-on-one time with managers for regular progress reports. Their performance is assessed and they are asked for suggestions regarding process improvement. They go over upcoming job openings that might suit the company and the individual's agenda. Employees are frequently trained in other divisions and offered different positions or promotions. In other words, employees are always being challenged with complex tasks and encouraged with clear feedback.

Question 1 (4 marks) Discuss the goal setting theory that Moors uses to motivate its employees.			

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Question 2 (6 marks) The human resource managers have been considering adapting the Four Drive Theory to further boost motivation. Explain this theory and how it differs from Locke and Latham's goal setting theory.

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Question 3 (4 marks)
Identify and describe two motivation strategies that Moors could incorporate into its culture of 'unite and motivate'.

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Outline the importance of performance management to achieve both business and employed objectives and compare two strategies that Moors could adopt.	е

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Task 2

Woolworths has revealed 500 jobs will go in back office and supply roles as part of an overhaul of its business amid tough competition in the retail industry. The retailer has announced that 30 stores will close, including 17 supermarkets in Australia, six supermarkets in New Zealand, four Woolworth's metro stores and three hotels. These stores are all expected to shut before the end of the current financial year. (2017)

Source: www.abc.net.au
25 July 2016

nestion 1 (4 marks) ith the loss of 500 jobs at Woolworths there will be both forced and voluntary terminations stinguish between the two referring to Woolworths in your answer.	•

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Question 2 (4 marks) Outline one entitlement issue and one transition issue that would apply to the staff who will leave Woolworths as a result of this restructure.

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Analyse the role of two	key stakeholo	ders involve	ed with the te	ermination of	staff.	

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Question 4 (3 marks) Woolworths are in the process of negotiating new pay agreements after issues with pay
arrangements were highlighted with Coles. Explain what a collective agreement is.
Question 5 (2 marks) If the union and human resource managers can't reach agreement over new pay and working conditions then they may have to go to arbitration. Describe this dispute resolution method.

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Outline the process required to take industrial action if the union and Woolworth's management cannot reach agreement.

Total 40 marks

END OF TASK BOOK

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