

Monday 13 June 2016 – 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:

Duration: 1 hour 30 minutes



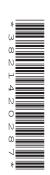
Candidate forename				Candidate surname			
Centre numb	er			Candidate nu	ımber		

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. If additional space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- 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.



1	(a)	One way in which staffing levels can be reduced in leisure organisations is through natural wastage.
		What is meant by natural wastage?
		[2]
	(b)	In order to recruit a new events manager Jean has produced a job advertisement.
	. ,	Assess the strengths and weaknesses of the job advertisement as shown in Fig. 2.
		[8]

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2	(a)	Discuss the benefits for Rockcliffe Racing of using part-time and seasonal staff rather than full-time staff.
		101

(b)	When the Smedley family bought the circuit, Andrew and Marie decided that the staff who had worked for the previous owner should be kept on. All of the staff retained their previous positions and salaries except for Justin Sharp. This has negatively affected Justin's motivation at work.
	Assess the impact on leisure organisations such as Rockcliffe Racing of having poorly motivated staff in key positions, as is the case with Justin.
	[8]

	6
(c)	Recommend appropriate motivational techniques that Rockcliffe Racing could use to motivate Justin. Give reasons for your answer.
	[4.0]

3	(a)	Jean is looking to implement a staff training and development programme at Rockcliff Racing.	e
		What is meant by training and development?	
			••
		[2	2]

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υ ,	Racing of investing in staff through training and development.
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	ssess the impact of the Equality Act on the recruitment and selection process of leis cilities such as Rockcliffe Racing.	3U
••••		

.....[12]

4 (departmental managers.	₹r Oi
	Evaluate the suitability of this type of organisation structure for Rockcliffe Racing.	

(b)	Many leisure facilities such as Rockcliffe Racing have a flexible workforce.
	Assess the importance for Rockcliffe Racing of employing a flexible workforce.
	[8]

(a)	Motorsport racing generally only takes place from early spring until autumn.
	Discuss how seasonality may affect human resource planning at Rockcliffe Racing.
	[8]

		[2]
	Issue 2	
	Issue 1	
	State two internal issues that may affect human resource planning for a leisure organisa such as Rockcliffe Racing.	tion
(b)	Internal issues, as well as external issues, affect human resource planning at leis organisations such as Rockcliffe Racing.	ure

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margins.					
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