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Use the hyperlinks  
for an easy  
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# 2.1 Human Resource Management

## Recruitment Process:

**Identification;** job description, **person specification**, internal or external recruitment

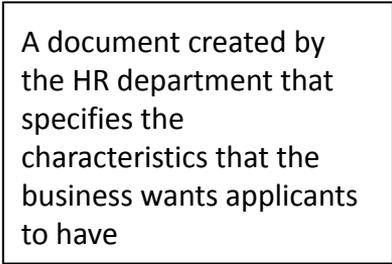
**Application;** job advert, application forms, and internal/external agency

**Selection;** shortlisting, testing and interviewing

**Workforce Planning** is the method used by a business to forecast how many and what type of employees are needed now and in the future.

**Labour turnover** is the movement of employees into and out of a business in a given time period (usually a year) and is an indicator of how stable a business is. To calculate labour turnover the following formula can be used:

$$\text{Labour turnover rate} = (\text{Number of employees leaving} / \text{Number of employees in the business}) \times 100$$



A document created by the HR department that specifies the characteristics that the business wants applicants to have



# Factors that affect Labour Turnover

## External factors:

- Economic conditions
- Labor market conditions
- Competition providing better opportunity/conditions

## Internal factors:

- high stress
- poor working conditions
- Monotony
- dysfunctional job fit
- inadequate training
- poor communications
- Negative business culture

## What can businesses do to reduce labour turnover?

- Provide benefits (financial and non-financial)
- Host leaving interviews
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## Functions of HR

1. Recruitment
2. Training
3. Appraisal
4. Termination/Dismissal

