



Business Department Saint Ambrose College

A Level Business (AQA) Knowledge Organiser

Unit 6 Human Resource performance

Sub-topics

1. Human Resource objectives
2. Analysing HR performance
3. Organisational design
4. Motivation and engagement
5. Employer-employee relations

Key concepts:

- Hard v Soft HRM
- Hackman and Oldham's job design
- Maslow Hierarchy of needs
- Taylor, McGregor and Herzberg
- Trade Unions and Work's Councils

Key facts / information.

Job design is a major force in motivating a workforce (Hackman and Oldham).

A number of theorists believe in the Human Relations School of motivation.

Extension activities.

1. Research and explain the theories of Abraham Maslow, Frederick Herzberg and Frederick Taylor.
2. Analyse how their theories differ and consider which approach is most successful.

Further reading and sources of information.

Tutor2U have produced a series of tutorial videos and reference materials for this unit, go to: <https://www.tutor2u.net/business/collections/aqa-a-level-business-study-notes-3-6-decision-making-to-improve-human-resource-performance>