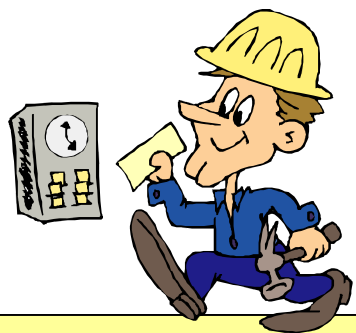




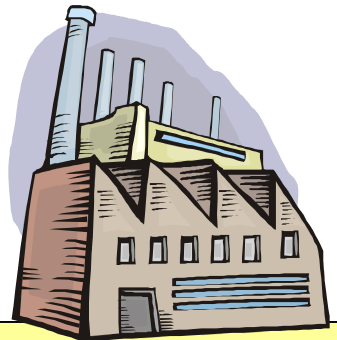
# Business Resources

- Once a business plan has been written the resources required must be obtained
- Once obtained managers will want to ensure that these resources are used efficiently
- There are 3 types of resources that a business will use:



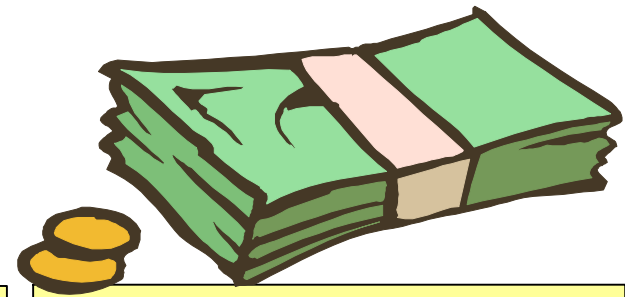
## Human Resources

The need to obtain and retain suitable staff



## Physical Resources

The need to obtain premises, machinery and materials



## Financial Resources

The need to obtain capital and appropriate sources of finance



# Human Resources

- When looking to obtain staff a new business will consider:

- **Staff Quality**

- Skills required
- Qualifications
- Experience
- Training needs

- **Staffing Costs**

- Wages / salaries
- Minimum wage
- Number of workers required
- Training costs

- **Availability of Staff**

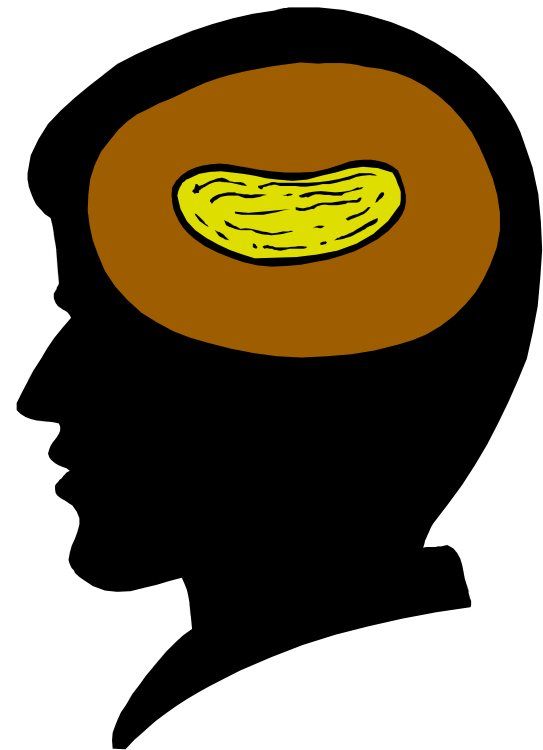
- Local employment market





# Staff Quality

- There is clearly a link between staff quality and staffing costs
  - The more skills staff have the less training they may require
- The quality of staff needed will depend upon the vacancy
- Businesses can use a number of tools to assess the quality of potential staff members:
  - Letters of application
  - Application forms
  - Interviews
  - Tests (Aptitude/IQ/Psychometric)
- Generally businesses will look for:
  - Honesty
  - Reliability
  - Flexibility
  - Willingness to learn





# Staffing Costs

- Businesses will want to recruit staff as cheaply as possible
- But there are a number of factors to consider:

## Paying Low Wages

- Workers will have **NO** incentive to work hard
- Staff will leave regularly
  - This means recruitment has to take place more frequently
- **MUST** pay minimum wage

## Paying High Wages

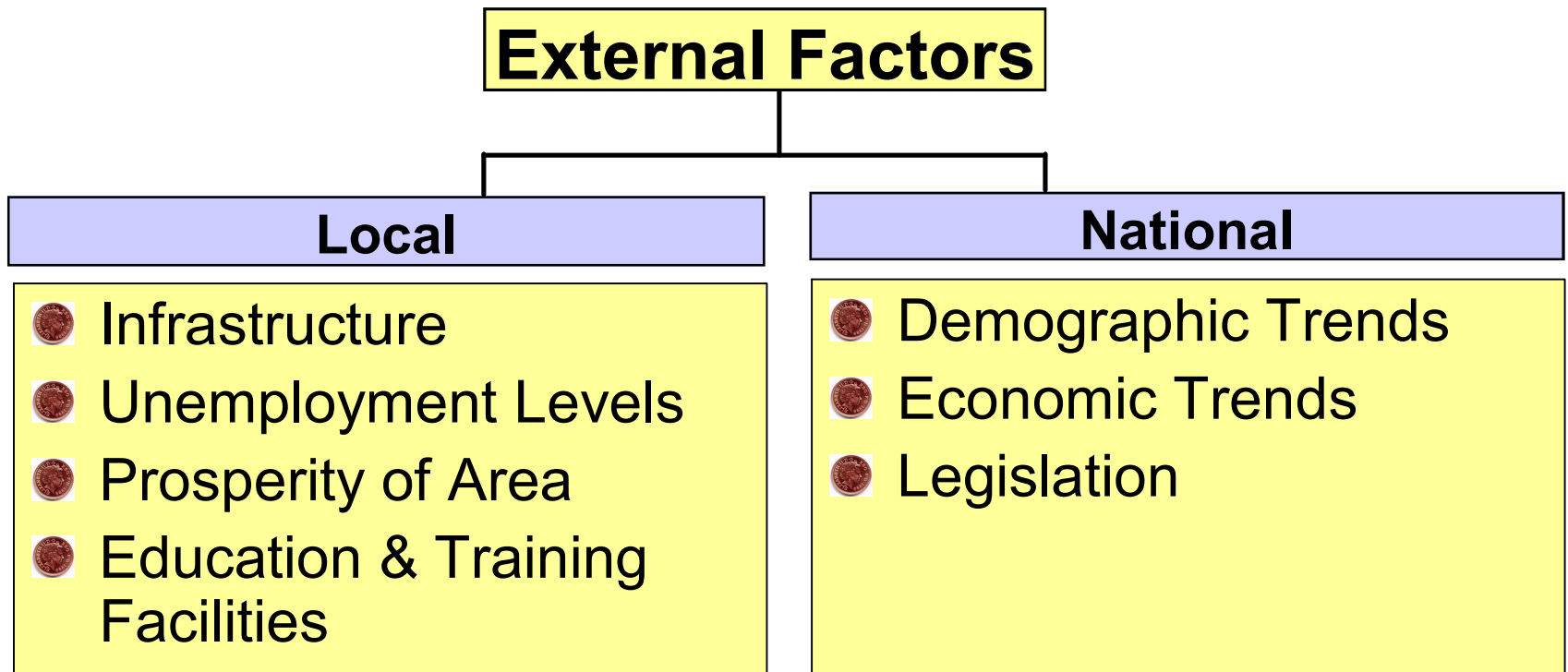
- Will generally attract better staff
- Staffing is usually a significant business cost
- National Insurance Contributions will be higher

- In addition training costs must be accounted for



# Availability of Staff

- The availability of staff will largely be determined by external factors beyond the control of a business
- These factors can be local or national:

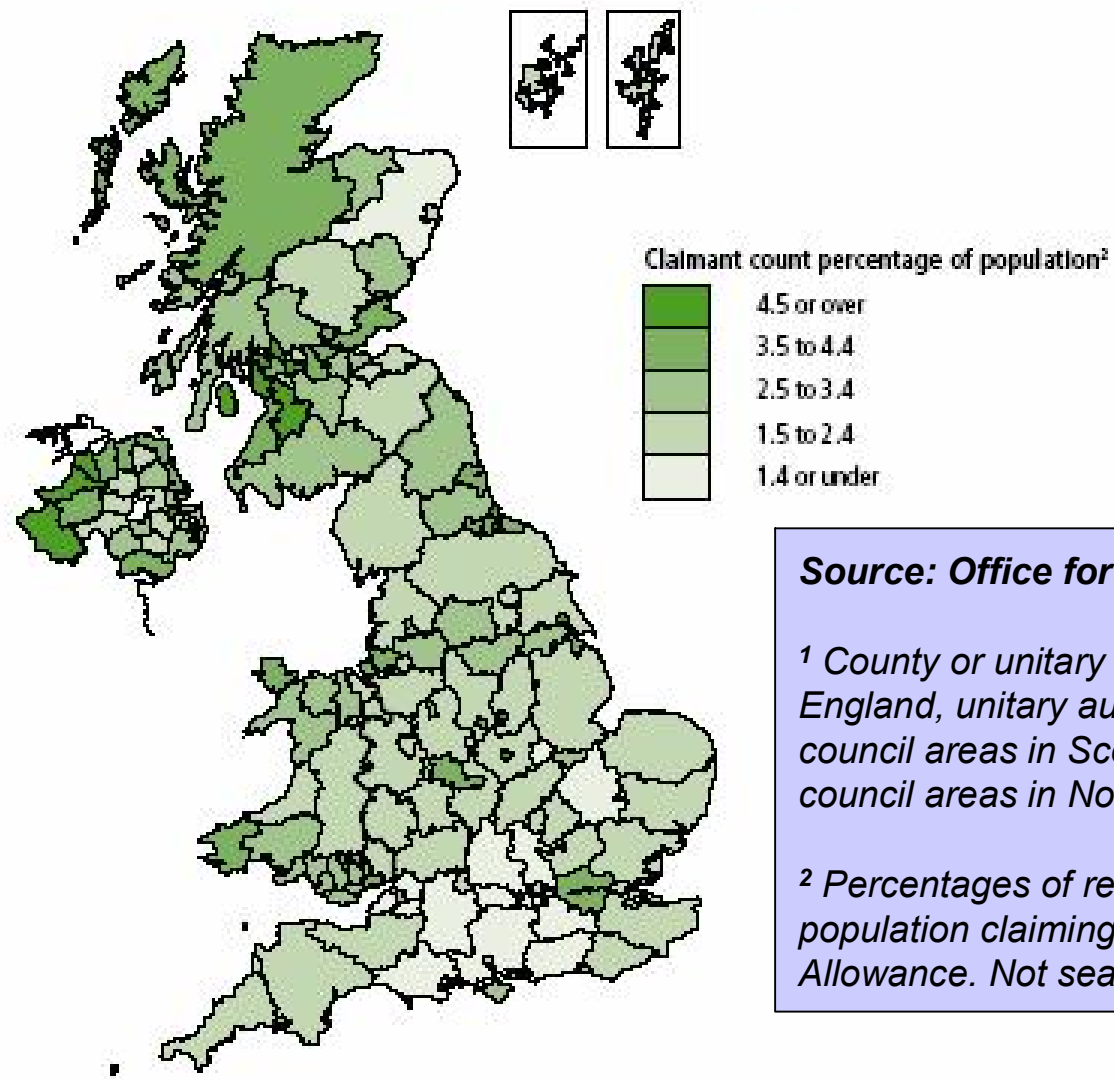


- When it becomes difficult to recruit firms will want to retain existing staff



# Changes In Part-Time Employment

Claimant count rate: by county or unitary authority, <sup>1</sup> March 2003



**Source: Office for National Statistics**

*<sup>1</sup> County or unitary authorities in England, unitary authorities in Wales, council areas in Scotland and district council areas in Northern Ireland.*

*<sup>2</sup> Percentages of resident working-age population claiming Jobseeker's Allowance. Not seasonally adjusted.*



# Changes in the Workplace

- In recent years there have been a number of changes:
  - **More people are self-employed**
    - “contracting – out “ is now more common
  - **Increased use of temporary and casual workers**
    - Gives firms increased flexibility
  - **More part-time workers**
    - Again increased flexibility
  - **Increased use of homeworkers**
    - Reduces costs and increases work-time
    - Homeworkers are **NOT** necessarily self-employed!





# Changes In Part-Time Employment

