

- 1.** Give short answers to the following questions: (10)
 - i. Outline the objectives of Human Resource Management in an organisation.
 - ii. What are the benefits of a clear recruitment process?
 - iii. Is there a need for human resource management specialists and, if so, what should their role be? How is this role evolving?
 - iv. Outline the ethics of HRM as it relates to the organisation and the individual employee.
 - v. What is the relationship between personal effectiveness and people management?
- 2.** What are the main functions of Human Resource Management? (6)
- 3.** How many opportunities for staff development can you think of? Here are some ideas. (6)
 - Refresher training
 - Providing materials for self-study

Case Study (8)

Tony works in Big Star, a city hotel. He is a full-time employee and has been working there for the last three years. But he is not happy with his job. He says that his pay is poor and he has to work at the weekends.

- 1.** What does his statement suggest about the motivation of this hotel worker?
- 2.** Identify and explain two possible ways in which Tony's motivation might be improved.