

1. (a) Explain the ways in which organizations may effectively manage involuntary employee turn over. (10 marks)
- (b) Outline **five** ways through which a human resource manager may determine the extent to which a safety policy is adhered to in an organization. (10 marks)
2. (a) In the course of a routine employee counselling session a human resource specialist may observe certain signs that can be used to identify a potential counselling situation. Highlight **five** such signs. (10 marks)
- (b) Explain **five** indirect welfare benefits that an organization may offer to its employees. (10 marks)
3. (a) Outline **five** benefits that an organization may derive from developing an effective merit plan for its employees. (10 marks)
- (b) Highlight **five** methods that a human resource manager may use to appraise the performance of employees in an organization. (10 marks)
4. (a) Explain **five** factors that may cause work-related stress among employees in an organization. (10 marks)
- (b) Soma Enterprises has organized a training programme for its employees. Explain **five** ways in which the trainer may enhance the effectiveness of the programme. (10 marks)
5. (a) It is important for every staff member to participate in ensuring a safe work environment in an organisation. Explain five reasons that make this necessary. (10 marks)
- (b) Human resource managers in international companies may face certain challenges. Outline **five** such challenges. (10 marks)
6. (a) Highlight **five** reasons that make it necessary for an organization to provide welfare facilities to its employees. (10 marks)
- (b) Explain **five** external factors that may influence employee remuneration in an organization. (10 marks)
7. (a) Human resource managers are likely to make certain errors when carrying out performance appraisal. Highlight **five** such errors. (10 marks)
- (b) Explain the benefits that an international business firm may obtain from staffing its operations with expatriates. (10 marks)