

1. (a) Highlight the factors that a Human Resource Manager should consider when determining merit pay for employees in an organization. (10 marks)
- (b) Explain the benefits that an organization may get from staffing its international operations with nationals from the host country. (10 marks)
2. (a) Explain the characteristics that differentiate fringe benefits from other benefits that are offered by organizations. (10 marks)
- (b) Explain the circumstances under which a Human Resource Manager may opt to use the team approach in appraising the performance of employees in an organization. (10 marks)
3. (a) The management of human resources at the international level has certain characteristics. Explain these characteristics. (10 marks)
- (b) The management of Blanco Limited conducts employee exit interviews on an ongoing basis. Highlight the reasons that may account for this practice. (10 marks)
4. (a) Explain **five** factors that may cause job dissatisfaction among employees in an organization. (10 marks)
- (b) Explain **five** benefits that an organization may derive from the provision of a safe work environment for its employees. (10 marks)
5. (a) Explain the ways through which a counsellor may help an employee to manage work related stress in an organization. (10 marks)
- (b) Describe **five** methods that a Human Resource Manager may adopt when training employees in an organization. (10 marks)
6. (a) Explain **five** benefits that an organization may obtain from adopting a group-wide incentive scheme for its employees. (10 marks)
- (b) Outline **five** health and safety issues that human resource managers may have to address in organizations today. (10 marks)
7. (a) Explain **five** objectives that an organization may set to achieve in the training of its managerial staff. (10 marks)
- (b) Explain the reasons that may make it necessary for an organization to conduct employee performance appraisal. (10 marks)