

Assessment

Total Marks: 30

1: Short questions: (15)

- I. What does human resource department do?
- II. Outline the objectives of Human Resource management in an organization.
- III. Outline the ethics of HRM as relating to the organization and the individual employee.
- IV. What are the benefits of clear recruitment process?
- V. How many opportunities of staff development can you think of? Here are some ideas.
 - Refresher training
 - Providing materials for self study

2. Is there a need for human resource management specialists and if so what should their role be? How is this role evolving? (7)

Case Study

Tony works in Big Star a city hotel. He is 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 on the weekends. (8)

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