

Employee motivation refers to the internal and external factors that drive employees to achieve their work-related goals and perform effectively. Two commonly used theories of motivation in HRM are:

a) **Maslow's Hierarchy of Needs:** Maslow's theory suggests that employees are motivated by a hierarchical set of needs, including physiological, safety, belongingness, esteem, and self-actualization. Employees strive to fulfill lower-level needs before moving on to higher-level needs.

b) **Herzberg's Two-Factor Theory:** Herzberg proposed that job satisfaction and dissatisfaction are separate factors. Hygiene factors (such as working conditions and salary) prevent dissatisfaction, while motivators (such as recognition and achievement) lead to job satisfaction and motivation.

Section C: Essay Questions (50 marks)

11. Discuss the challenges and benefits of a diverse workforce in organizations. Provide examples and recommendations for managing diversity effectively. (15 marks)

Answer:

[Your answer should discuss the challenges and benefits of diversity in the workplace, offer examples, and provide recommendations for effective diversity management.]

XYZ Company is a medium-sized tech firm that is experiencing rapid growth. The HR department is facing challenges in recruiting and retaining top talent. There is a high turnover rate among newly hired employees, and the company's competitors are successfully poaching skilled workers. Additionally, employees have expressed concerns about a lack of career development opportunities.

****Questions:****

a) What HR strategies could XYZ Company implement to address its recruitment and retention challenges?

(10 marks)

b) How can XYZ Company create a career development program that benefits both employees and the organization? (10 marks)

****Answer:****

[Your answer should provide HR strategies to address recruitment and retention challenges and describe a career development program for XYZ Company.]

- Indirect compensation: This includes benefits such as health insurance, paid time off, and retirement benefits.
8. Employee relations is the function of human resource management that is responsible for building and maintaining positive relationships between employees and the organization. It includes activities such as managing employee grievances, negotiating labor contracts, and developing employee engagement programs.
 9. Human resource planning is the process of forecasting the organization's future needs for human resources and developing strategies to meet those needs. It is an important tool for ensuring that the organization has the right people in the right positions at the right time.
 10. Some of the different trends in human resource management include:
 - The increasing use of technology
 - The focus on employee engagement
 - The growing importance of diversity and inclusion
 - The need for lifelong learning
 - The rise of the gig economy

Section B

11. Human resource management is important in an organization because it helps to ensure that the organization has the right people in the right positions at the right time. It also helps to develop and motivate employees, which can improve productivity and performance. Additionally, human resource management can help to

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