

SECTION A (40 MARKS)
Answer all questions in this section.

SECTION B (60 MARKS)
Answer any three questions in this section.

13. For work to run smoothly at workplace, there is need for teamwork among the staff. The process of team formation involves distinct stages that have been identified by various researchers. There are also some common problems that can be experienced in teams as the members work together. Such problems however, may be resolved to a great extent if the team leader understands problem solving strategies.
- a. Describe the first **FIVE** steps of problem-solving strategies. (10 marks)
 - b. Explain **FIVE** common problems that can be experienced in a team as members work together. (10 marks)
14. You were recently employed by Blue Event Company Limited. You realised that the company does not have a code of conduct. Knowing the importance, of having such a document in place;
- a. Advise the Human Resource Manager on the **FOUR** benefits of having a code of conduct. (8 Marks)
 - b. Describe **SIX** contents to be included in developing the code of conduct for that organization. (12 Marks)
15. Planning and organising make efficient use of time by keeping employees focused from beginning to completion of a project. A compressive plan for work activities and projects ensures that you tackle necessary steps for success.
- a. As a Human Resource Manager describe **FIVE** steps you will use to plan and organise work activities in your organisation. (10marks)
 - b. Discuss **FIVE** benefits of a work plan in an organisation. (10marks)
16. The principles of human rights are designed to protect employees at workplace.
- a. Discuss **FOUR** ways that human rights and fundamental freedoms apply. (8marks)
 - b. Discuss **SIX** rights of an employee in an organization. (12marks)

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