1. Jamilla owns a business that produces wooden furniture. She employs 20 workers in the Operations department and 3 workers in the offices. Jamilla pays all her workers by time rate but is thinking of changing to piece rate. She has a high labour turnover from the factory as her workers are not well motivated.
2. What is meant by ‘piece rate’? [2]

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1. Identify **two** examples of fringe benefits Jamilla could give to her employees. [2]

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1. Identify and explain **two** reasons why employees might leave their job at the furniture company. [4]

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1. **Identify and explain two** ways Jamilla can improve the job satisfaction of her employees. [6]

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1. Do you think piece rate is a suitable method of payment for all Jamillas employees? Justify your answer. [6]

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1. Sallah is a hotel manager. He has 30 employees working for him in the following departments: kitchen; restaurant; hotel reception; housekeeping (rooms). Sallah wants to increase the motivation of the employees and is thinking of introducing a bonus. He thinks it will make the hotel more profitable.
2. What is meant by ‘bonus’? [2]

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1. Identify **two** reason why people work. [2]

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1. Identify and explain **two** levels in Maslow’s hierarchy if needs. [4]

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1. Identify and explain **two** benefits to Sallah of having well-motivated employees. [6]

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1. Do you think the wage rate is the best way to increase the motivation of the employees at the hotel? Justify your answer. [6]

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