

## Section A (Answer all Questions)

1. Short answer type:- [ 2X10]
- Is performance related pay a right method for staff motivation? Justify your answer.
  - Describe General Recruitment Approach.
  - State Herzberg's "two factor theory".
  - State the "Expectancy theory of Motivation".
  - State the "Oldham-Hackman Job Characteristics Model".
  - Describe the basic stages of team formation.
  - Differentiate between Functional and Project format department structure.
  - Differentiate between verification and validation.
  - State the advantages and limitations of automatic testing.
  - Differentiate alpha and beta testing.

## Section B (Answer any 2 Questions)

2. [ 15]  
Describe Maslow's Hierarchy of Needs.
3. [ 15]  
Describe the different kinds of people in a team structure.
4. [ 15]  
Describe different kind of team structures.
5. [ 15]  
Describe BS EN ISO 9001:2000 QMS requirements.

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