

**Question 24** (8 marks)

TextMore is a global communications business that is facing increased competition. Management has decided to reduce the size of its factory workforce by 25% but also employ more information technology (IT) specialists.

(a) Identify the TWO human resource processes that will be used in this situation.

- (i) *recruiting* ..... 1
- (ii) *downsizing* ..... 1

(b) Explain how TWO human resource strategies could be used to effectively manage downsizing TextMore's factory workforce.

- (i) *In order for TextMore's factory workforce to be effectively downsized ~~from~~ HR management must ensure that their employees are fully aware of why the business is reducing the workforce. The dismissal of employees must comply with government regulations.* 3
- (ii) *When downsizing the remaining employees may have to be re-trained and developed in order to understand the new business objective and how ~~to do~~ the business would like them to proceed.* 3