

**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) Recruitment ..... 1
- (ii) downsizing workforce. ..... 1
- (b) Explain how TWO human resource strategies could be used to effectively manage downsizing TextMore's factory workforce.
- (i) The option of training could be provided to the employees whom already work within the business, allowing new opportunities for employees without them having to be jobless. Negotiation on the topic must be applied to effectively and ethically negotiate the situation. ..... 3
- (ii) Mediation within the workforce in large groups for those who are unsuccessful to keeping their jobs. Performance processes should take place for all employees. To whom fulfill their job description well retain their employment. ..... 3