

2 (a) Define the term *employee morale*. [2]

(b) Explain **one** method of paying employees. [3]

1 (a) Define the term *job enrichment*. [2]

(b) Explain **one** disadvantage to a business of using empowerment to motivate employees. [3]

1 (a) Define the term *motivation*. [2]

(b) Explain **one** benefit to a business of motivated employees. [3]