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<b>QUALIFICATION:</b> Bachelor of Tourism Management	
<b>QUALIFICATION CODE:</b> 07BOTM	<b>LEVEL:</b> 7
<b>COURSE:</b> Human Resource Management	<b>COURSE CODE:</b> HRH 610S
<b>DATE:</b> November 2019	<b>PAPER:</b> THEORY
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

## **FIRST OPPORTUNITY QUESTION PAPER**

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**THIS QUESTION PAPER OF 2 PAGES  
(INCLUDING THIS FRONT PAGE)**

### **INSTRUCTIONS**

1. Answer **all questions**.
2. Read all the questions carefully before answering.
3. Marks for each question are indicated at the end of each question.
4. Please ensure that your writing is legible, neat and presentable.

**Question 1** (14)

Both internal and external factors affect the recruitment process. Discuss these factors in detail.

**Question 2** (3x4=12)

“Induction Programs carries various costs to the company.” Elaborate on this statement.

**Question 3** (15)

Performance appraisal is the process by which the human resource manager or other manager / supervisor monitors and evaluates what is actually happening in the workplace. What are the objectives of a performance appraisal program in the workplace and which methods are used to perform such appraisals?

**Question 4** (7x2=14)

Elaborate in detail the services provided by Trade Unions to their members?

**Question 5** (8+6=15)

Training needs can be caused by either Company focused triggers or Staff focused triggers. Contrast and compare the needs for training as triggered by the above-mentioned causes.

**Question 6** (10)

Describe the role and responsibilities of a Human Resource Manager.

**Question 7** (10)

Human Resource Planning anticipates not only the required kind and number of employees but also determines the action plan for all the functions of personnel management. What are the benefits of engaging in such planning activities?

**Question 8** (5x2=10)

Define the below concepts:

8.1 Selection (2)

8.2 Trade Union (2)

8.3 Sexual Harassment (2)

8.4 Human Resource Management (2)

8.5 Mentoring (2)