



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT	
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COURSE CODE: HRV610S	COURSE NAME: HUMAN RESOURCES MANAGEMENT
SESSION: JULY 2022	PAPER: (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)

Question 1

(20)

Answer the following Multiple-Choice Questions. Only write down the correct answer.

- 1.1 _____ is the process of studying and collecting information relating to activities and responsibilities of a specific job.
- a. Job description
 - b. Job evaluation
 - c. Job specification
 - d. Job analysis
 - e. Recruitment
- 1.2 The formal process of familiarising new employees with the organisation, their job and their work unit is called _____
- a. Induction
 - b. Reference checks
 - c. Selection
 - d. External recruitment
 - e. Job specification
- 1.3 Employment agencies, referrals, _____, walk-ins, consultants are all external sources of recruitment.
- a. Advertisements
 - b. Recruitment policies
 - c. Headhunting
 - d. Shortlisting
 - e. Selection
- 1.4 _____ refers to keeping or encouraging employees to remain in an organisation for a maximum period of time.
- a. Employer turnover
 - b. Diversity
 - c. Workforce planning
 - d. Employee retention
 - e. Job satisfaction
- 1.5 A _____ is an organized factual statement, which entails the environment, conditions, duties and responsibilities of a specific job.
- a. Job description
 - b. Job analysis
 - c. Job specification
 - d. Job evaluation

- e. Reference check
- 1.6 _____ refers to representation of different people in an organisation.
- a. Inclusion
 - b. Induction
 - c. Diversity
 - d. Selection
 - e. Performance management
- 1.7 Strategic plans, _____, recruitment criteria and costs are internal factors which influence recruitment.
- a. Organisation policy
 - b. Skills inventories
 - c. Job posting
 - d. Employment agencies
 - e. Headhunting
- 1.8 _____ are usually characterized by careful systematic planning of the interview.
- a. Unstructured interviews
 - b. Structured interviews
 - c. Semi-structured interviews
 - d. Problem interviews
 - e. Group interviews
- 1.9 The steps in the interviewing process include opening the interview, _____, explaining the purpose of the interview, obtaining information and closing the interview.
- a. Establishing rapport
 - b. First impressions
 - c. Identification of the job
 - d. Background education
 - e. Job analysis
- 1.10 _____ are conducted to uncover any damaging information background information such as a criminal record
- a. Recruitment
 - b. Reference checks
 - c. Selection
 - d. Induction

e. Orientation

(10 x2=20)

Question 2

(20)

Read the following statements and indicate **true** if you agree with the statement and **false** if you do not agree.

- 2.1 The Human Resources Department is solely responsible for new employee induction/orientation.
- 2.2 External factors such as institutional culture, structures and processes affect workforce planning.
- 2.3 According to Chapter 4 of the Namibian Labour Act 2007 (Act No. 11 of 2007) employees have the right to leave a dangerous workplace.
- 2.4 Unstructured interviews provide for a more organized approach and more stable basis for assessment of different candidates.
- 2.5 Workforce planning complements strategic planning by translating strategy into actions to identify workforce staffing and training needs.
- 2.6 Diversity inclusion into your recruitment and selection processes enhances organisational competitiveness.
- 2.7 Job specification stipulates the minimum acceptable human qualities and characteristics a jobholder must possess as a prerequisite to perform the job successfully.
- 2.8 Performance Management only measures individual performance.
- 2.9 Job analysis is used for recruitment and selection purposes.
- 2.10 A health and safety representative is empowered to collect information on safety, health and welfare of employees.

(10 x 2 =20)

Question 3

(20)

Induction is a formal process of familiarizing new employees with the organisation, their job and their work unit. As Head of Training at ABC vocational training centre you have to arrange an induction session for new employees.

- 3.1 Mention 5 objectives and 5 benefits of induction/orientation. (10)
- 3.2 Mention and explain five areas you would address with the new employees, to introduce them to the centre. (10)

Question 4**(30)**

A job description is an organised factual statement, which entails the environment, conditions, duties, and responsibilities of a specific job. As Head of Training, you are requested to develop a job description for a Trainer in a trade of your choice.

4.1 Mention five benefits of a good job description.

(5 x 2 =10)

4.2 Develop a job description for the above position. The job description should contain the job title, reporting lines, main purpose of the job, Key Performance Areas (mention at least five) including how these KPAs will be measured, knowledge and skills required and competencies.

(20)**Question 5****(10)**

Briefly discuss five retention strategies/activities to retain employees. (5 x 2 =10)