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<b>QUALIFICATION:</b> Bachelor of Hospitality Management	
<b>QUALIFICATION CODE:</b> 07BHMN	<b>LEVEL:</b> 7
<b>COURSE:</b> Human Resource Management	<b>COURSE CODE:</b> HRH 610S
<b>DATE:</b> June 2019	<b>SESSION:</b> Paper 1
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

## FIRST OPPORTUNITY QUESTION PAPER

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**THIS QUESTION PAPER CONSISTS OF 3 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.

## Section A

### Question 1

(17)

Read the below case study and answer the questions that follow in detail:

Paul Newman has just graduated from the college having completed a diploma in travel and tourism. He has accepted a position with a medium-sized local travel agency as office clerk. Paul feels that this is not the sort of position for which he has been trained but that it is foot in the door and should lead to a position as sales consultant.

While travelling to work on the first day, Paul wonders if he made the right decision or whether he should have waited for a sales position. He is also thinking: Will I be bored by my job? How will I fit in? Will my peers and the new boss, Mr Ducat, like me?

At the same time Mr Ducat is travelling to work and thinking: Will Paul fit in with the others in the team? Will he follow my suggestions and leadership? Will he be satisfied with the clerical position while he waits for a promotion or will he leave as soon as another opportunity arises?

- 1.1 Do you think Paul made the correct decision? Motivate your answer. (4)
- 1.2 What would you do to ensure success if you were Paul? (3)
- 1.3 What can Mr. Ducat do to make the job interesting for Paul? (8)
- 1.4 What would you do to ensure Paul's commitment if you were Mr. Ducat (2)

## Section B

### Question 2

(3x4=12)

Differentiate between job design, job analysis and job evaluation and include practical examples to indicate your understanding of the various topics.

### Question 3

(5x4=20)

By means of practical examples, illustrate your understanding of the following concepts:

- 2.2 Departmental induction
- 2.2 Selection
- 2.3 Team Building
- 2.4 E-recruitment
- 2.5 Employment equity

### Question 4

(4x3=12)

Psychometric tests are the procedure on the basis of which inferences are made concerning the person's capability, propensity to act, react, experience or structure or order though or behaviour in particular ways' (British Psychological Society)

There are various psychometric tests which organisations uses, elaborate on 4 of these tests.

**Question 5**

**(12)**

Job Design is the manipulation of the content, functions and relationship of jobs in a way that both achieves organisational goals and satisfies the personal needs of the individual job holders. Explain the principles of job design in the workplace.

**Question 6**

**(15)**

Briefly explain the 3 types of cost the organisation can incur during the induction process.

**Question 7**

**(6x2=12)**

Outline 6 factors that indicate the need for training in a workplace.