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QUALIFICATION: Bachelor of Hospitality Management	
QUALIFICATION CODE: 07BHMN	LEVEL: 7
COURSE: Human Resource Management	COURSE CODE: HRH 610S
DATE: July 2019	SESSION: Paper 2
DURATION: 2 Hours	MARKS: 100

SECOND OPPORTUNITY PAPER

EXAMINER: Ms. Alida Siebert

MODERATOR: Enzy Ngondi Pewa Kaura-Ndjavera

**THIS QUESTION PAPER CONSISTS 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 (20)

Define the below concepts and by means of practical examples, illustrate your understanding of the following concepts:

1.1 Selection (4)

1.2 Trade Union (4)

1.3 Sexual Harassment (4)

1.4 Human Resource Management (4)

1.5 Mentoring (4)

Question 2 (5X2=10)

A recruitment policy spells out the objectives of recruitment and provides a framework for implementation of the recruitment programme in the form of procedures. Discuss the key areas of recruitment that the policy must address.

Question 3 (5x3=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?

Question 4 (5x2=10)

Define Induction and explain what the main objectives of the induction program in the organization are.

Question 5 (8x2=16)

Explain the factors that indicate a need for training of the workforce of an organisation.

Question 6 (5x2+5=15)

Discuss the challenges of managing a diverse workforce and give examples on how these challenges are evident at the hotel school.

Question 7 (7x2=14)

Human Resource Management can be described as the management of the relationship between the employer and the employee. Discuss the objectives of Human Resource Management in an Organisation.