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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> January 2020	<b>PAPER:</b> THEORY
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

## **SECOND OPPORTUNITY QUESTION PAPER**

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**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****(5x2=10)**

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

- 1.1 Sexism
- 1.2 Sex Discrimination
- 1.3 Quid pro quo harassment
- 1.4 Hostile Work Environment
- 1.5 Affirmative Action

**Question 2****(5x2=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. In light of the above statement, describe the benefits of Human resource Planning?

**Question 3****(7x2=14)**

It is important to determine the success of Human Resource planning through the evaluation of the plans and programmes being implemented. Which criteria can be used to perform these evaluations?

**Question 4****(5x2=10)**

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

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

Mentoring is an ongoing relationship that is developed between a senior and junior employee. Mentoring provides guidance and clear understanding of how the organization goes to achieve its vision and mission to the junior employee. What are the key points of mentoring that must be considered?

**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****(7)**

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.

**Question 8****(10+8+6= 24)**

Job design is the development and alteration of the components of a job (such as the tasks one performs and the scope of one's responsibility) to improve productivity and the quality of the employee's work life.

- a. Discuss the principles of job design as a concept (10)
- b. the job design methods used; (8)
- c. as well as tools applicable to the process. (6)