



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF HUMAN RESOURCES	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE CODE: IHR512S	COURSE NAME: INTRODUCTION TO HUMAN RESOURCES MANAGEMENT
SESSION: NOVEMBER 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Pen
2. Ruler

THIS QUESTION PAPER CONSISTS OF 7 PAGES (Including this front page)

1.5 _____ refers to the number of different tasks that make up a particular job.

- A. Job enlargement
- B. Job depth
- C. Job range
- D. Specialisation

1.6 There a number of factors influencing job design in an organisation. Which one of the following is not one of those factors?

- A. Changing Technology
- B. Abilities of present personnel
- C. Quality of work life changes
- D. Boredom of the employee

1.7 Job analysis is the process of studying and collecting information relating to activities and responsibilities of a specific job. There are 6 steps in the job analysis process. Which one of the following is the 4th stage in the job analysis process?

- A. Develop a job description and job specification
- B. Select representative positions
- C. Analyse the job
- D. Verify the job analysis information

1.8 There are various ways of collecting data in the job analysis process. Identify one of these methods below.

- A. Individual Interviews
- B. Observations
- C. Self-reports
- D. All of the above

1.14 The performance management process can be broken down into four key activities that in practice tend to overlap. Which one of the following illustrates the key activities in this process?

- A. Setting standards/performance evaluation/feedback/re-strategise
- B. Planning/coaching and mentoring/measurement and evaluation/feedback and documentation
- C. Objectives/evaluator/method/re-strategise
- D. Planning/evaluate/feedback/development plan

1.15 Maslow's Hierarchy of needs is one of the most familiar motivational theories. Which one of the following is not part of Maslow's hierarchy of needs theory?

- A. Self-respect
- B. Psychological need
- C. Existence needs
- D. All of the above

1.16 _____ means to become what one is capable of becoming.

- A. Growth needs
- B. Self-esteem
- C. Self-actualisation
- D. Existence needs

1.17 Which one of the key decisions is of concern when designing a personnel record and information system?

- A. The extent to which records should be centralised or decentralised
- B. Wage changes
- C. Occupation changes
- D. Job grades

2.8 Content validity refers to the ability of a test to fairly represent the entire job content or the most important tasks involved.

2.9 Alleviation of employee anxiety is a direct benefit of a well-conducted induction programme.

2.10 Human Resource Information systems are used to collect, organise, store, maintain, retrieve and validate all HR data that may be needed.

Section C: Structured questions

(50 Marks)

Question 3

3.1 Workforce planning is a management process that addresses a number of typical issues that the organisation's workforce planning team needs to ask themselves. Identify five of these typical questions/issues that a workforce plan needs to address. **(10)**

3.2 The recruitment process of an organisation aims to attract and retain the interest of suitable applicants. Like any other process, recruitment does not come without challenges and/or factors influencing this process. Name and explain the four internal factors influencing recruitment. **(8)**

3.3 List two sources of internal recruitment **(2)**

3.4 There are a sequence of events that needs to take place in an interview. List and discuss the steps in the interviewing process. **(10)**

3.5 The induction programme is aimed at gradually socializing new recruits into the organization. Discuss in more detail, five objectives of the induction programme. **(10)**

3.6 Explain the basic concept of a performance appraisal. **(2)**

3.7 List and explain the key activities in the Performance Management process. **(8)**

Total Marks: 100