



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY  
FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT OF MANAGEMENT**

<b>QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT</b>	
<b>QUALIFICATION CODE: 07BHRM</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: RLM 621S</b>	<b>COURSE NAME: HUMAN RESOURCES FOR LINE MANAGERS</b>
<b>SESSION: NOVEMBER 2019</b>	<b>PAPER: THEORY</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>Ms. Fiina Shimaneni</b> <b>Mr. Ehrenfried Tjivii Ndjoonduezu</b>
<b>MODERATOR:</b>	<b>Ms. B Dreyer-Omoregie</b>

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. The paper consists of Section A only. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li></ol>

**PERMISSIBLE MATERIALS**

1. Examination paper.
2. Examination script.

**THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)**

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## **SECTION A**

### **Question 1**

- 1.1 Discuss potential interview interpretations of non-verbal communication. (14)
- 1.2 Explain the recruitment guidelines you will follow to make a success of creating a career website. (10)
- 1.3 Explain the seven (7) key steps in setting goals according to Locke & Latham as cited in Amos et al (2008). (14)
- 1.4 Discuss Higgin's eight (8) components of strategy execution that revolves around aligning key organisational factors with strategy. (16)
- 1.5 Increased competition may result in an organisation having to find faster ways to respond to changing customer requirements. For example, an organisation producing meat products could find that its customers desire different variety of meats and this could have an impact on the structure of its production. This process need to be managed effectively. Explain the organisational level factors that may cause barriers to change management success. (12)
- 1.6 HR planning is closely related to strategic planning and concerns. Define the concept of Human Resources planning and briefly discuss the steps involved in Human Resources activities. (15)
- 1.7 HRIS is essential for companies to manage their benefits, plans and their employee information. Discuss how you would protect and preserve your company's critical information from outsiders? (10)
- 1.8 Explain the criteria you need to consider when developing a pay system. (9)