



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
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COURSE CODE: WHE721S	COURSE NAME: EMPLOYEE WELLNESS, HEALTH AND ERGONOMICS
SESSION: November 2024	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION PAPER	
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MODERATOR:	Ms Barbara Dreyer

INSTRUCTIONS
1. Answer ALL the questions 2. Write/type clearly and neatly 3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)

SECTION A - CASE STUDY (20 MARKS)

Case Study: Employee Well-Being During Remote Work

Background

In 2020, Windhoek High Tech Solutions transitioned to remote work in response to the COVID-19 pandemic. The management observed a significant change in employee productivity, engagement, and overall well-being. With the continuation of remote work post-pandemic, the company decided to analyze its effects on employees' mental health, work-life balance, and productivity levels.

Case Study Overview

Company : Windhoek High Tech Solutions

- Industry: Technology
- Employees: 200
- Employee Demographics: Diverse workforce, ages ranging from 22 to 60 years
- Remote Work Implementation: Began in March 2020

Key Issues

Mental Health Challenges - Employees reported feelings of isolation, anxiety, and burnout.

Work-Life Balance - With the blurring of lines between work and home life, employees found it challenging to disconnect from work.

Communication Gaps - Initially, there were difficulties in maintaining effective communication and collaboration virtually.

Productivity Variance - Some employees thrived in a remote environment, while others struggled to maintain productivity.

Data Collection

Surveys: Conducted quarterly surveys to assess employee well-being, stress levels, and work satisfaction.

Focus Groups : Held focus group discussions to gather qualitative data on challenges faced by employees.

-Performance Metrics: Monitored productivity outputs and compared them to pre-remote work levels.

Findings

Mental Health : 45% of employees reported experiencing higher levels of stress and anxiety.

Work-Life Balance: 60% felt that work hours often extended into personal time, making it difficult to maintain boundaries.

Communication: 70% of employees stated that virtual communication was less effective than face-to-face interactions.

Productivity: 40% reported a decline in productivity, while 25% felt more productive at home.

Initiatives Implemented

To address these findings, High Tech Solutions implemented the following initiatives:

Mental Health Support: Provided access to counseling services and virtual mental health days.

Wellness Programs: Launched a wellness program that included yoga classes, meditation sessions, and fitness challenges.

Flexible Work Hours: Allowed employees to set their schedules to better align with personal commitments.

Improved Communication Tools: Adopted collaboration tools that enhanced team communication and fostered social interactions among employees.

Questions

1. What were the main challenges faced by High Tech Solutions in promoting employee well-being during remote work? Discuss how these challenges can impact employee morale and productivity. (7)

2. Based on the findings, evaluate whether the initiatives implemented by the company are sufficient to address the challenges. Suggest any additional strategies that could enhance employee well-being. (5)

3. What role should management play in supporting employee well-being in a remote work environment? Provide specific actions they can take to create a supportive workplace culture.

(4)

4. Considering the trends in remote work, what recommendations would you make for the company to sustain employee well-being in the long term, regardless of whether they continue remote work or return to the office? (4)

SECTION B – STRUCTURED QUESTIONS (80 MARKS)

QUESTION 2

2.1 Discuss the principles which underpin the objectives of an occupational wellness, health and ergonomics health service. (10)

2.2 Briefly discuss the occupational wellness, health and ergonomics services interdisciplinary team members and their respective duties. (14)

2.3 Discuss the Namibian Labour Act – (ACT 11 OF 2007 – SECTIONS 39 -47) in terms of the following:

- a) The scope of the Act (2)
- b) The aim of the Act (4)
- c) Meaning of the term 'reasonably practicable' (4)

2.4 There are employees ("vulnerable workers") that need different treatment during employment. Discuss in detail the various categories of vulnerable workers. (10)

2.5 Discuss the domino theory and how it can be applied to the causation of accidents (12)

2.6 There are six main elements of occupational medicine practised in industry as part of occupational health. Discuss the following elements:

- a) Preventative (7)
- b) Promotion (4)

2.7 Discuss HIV /AIDS management in the workplace under the following aspects:

- a) Employers' responsibilities (3)
- b) The features of successful HIV/AIDS workplace programmes in the workplace (10)

THE END