



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (CREATIVE TECHNOLOGIES)

QUALIFICATION: BACHELOR OF HOSPITALITY MANAGEMENT, BACHELOR OF TOURISM INNOVATION AND DEVELOPMENT, BACHELOR OF CULINARY ARTS	
QUALIFICATION CODE: 07BHOM, 07BOTM, 07BCNA	LEVEL: 7
COURSE CODE: HRH610S	COURSE NAME: HUMAN RESOURCE MANAGEMENT
SESSION: NOVEMBER 2022	PAPER: PAPER 1
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION – QUESTION PAPER	
EXAMINER(S)	Ms. A. Siebert
MODERATOR:	Mrs. E Ndjavera

INSTRUCTIONS
<ol style="list-style-type: none">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

THIS PAPER CONSISTS OF 3 PAGES (Including this front page)

Question 1**(5+5X2=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. Please clarify what,

1. the objectives of a performance appraisal program in the workplace are and
2. which methods are used to perform such appraisals?

Question 2**(5x2=10)**

Define the following concepts and demonstrate your understanding by including practical examples in your definition,

- | | |
|----------------------------|-----|
| a. Trade Union | (2) |
| b. Cultural Diversity | (2) |
| c. Affirmative Action | (2) |
| d. Quid pro quo harassment | (2) |
| e. Employee Relations | (2) |

Question 3**(10)**

“Human Resource management is the practice of recruiting, hiring, deploying, and managing an organization's employees or is employee management with an emphasis on those employees as assets of the business. Employees are sometimes also referred to as human capital.”

Consider the above definition of Human Resource Management and then compile a scope of responsibilities and duties associated with Human Resource Management. **Please motivate your answers.**

Question 4**(10+8= 18)**

“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”. In light of the above statement,

- | | |
|---|------|
| (a) discuss the principles of job design as a concept and | (10) |
| (b) describe the job design methods used by corporations | (8) |

Question 5**(15)**

Training needs can be caused by either Company focused triggers or Staff focused triggers. Contrast and compare the needs for training as triggered by the above-mentioned causes.

Question 6**(5+5=10)**

“Culture is considered to be the underlying values that direct how people behave. Cultural diversity in the workplace is a result of practices, values, traditions, or beliefs of employees based on race, age, ethnicity, religion, or gender.”

In light of the above statement, please elaborate on

- | | |
|--|-----|
| (a) the advantages of Cultural Diversity in the workforce, and | (5) |
| (b) how such a workforce should be managed successfully. | (5) |

Question 7

(5x2=10)

Induction It is the process by which a new employee is assisted in the assimilation process and encouraged to become an effective member of the work team and the organization as efficiently and quickly as possible.

Please discuss the advantages of an Induction Program and motivate your answer.

Question 8

(2+10=12)

Recruitment Policies are critical to the success of the Human Resource Department. Please explain

(a) what a recruitment policy is and

(2)

(b) state the areas covered by such a policy.

(10)