



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: JANUARY 2023	PAPER: PAPER 2
DURATION: 2 HOURS	MARKS: 100

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

Question 1**(5)**

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

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 this statement, describe the benefits of Human resource Planning.

Question 3**(5x2=10)**

“Performance Appraisal is the process by which the human resource manager or other manager or supervisor monitors and evaluates what is actually happening in the workplace.”

Considering the above statement, discuss why a performance appraisal would be important to the employee as well.

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

The performance appraisal process is critical to the success of the activity and the data gathered by the appraisal.

- (a) Expound on the steps of the performance appraisal process and
- (b) clarify what the appraisal data is used for.

Question 5**(6x2=12)**

Coaching and Mentoring are both techniques used in Job Development. Please differentiate between these two methods by clarifying what the method is and how it works.

Question 6**(3x4=12)**

“The induction process carries a variety of costs”. Please clarify this statement.

Question 7**(10x2=20)**

The two basic aims of an induction program are to address the psychological needs of the employee and the economic needs of the organization. In your opinion, state which are the minimum components that should be included in an induction program and motivate your answer.

Question 8**(10+8+3= 21)**

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. Discuss the,

- a. Principles of job design as a concept (5x2=10)
- b. job design methods used; (8)
- c. tools applicable to the process. (3)