



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : Bachelor of Hospitality Management, Bachelor of Culinary Arts, Bachelor of Tourism Innovation and Development	
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COURSE CODE: HRH610S	COURSE NAME: Human Resource Management for Hospitality and Tourism
SESSION: November 2023	PAPER: THEORY (PAPER 1)
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION PAPER	
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INSTRUCTIONS
1. Answer ALL the questions. 2. Read all the questions carefully before answering. 3. Number the answers clearly

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

Section A

Question 1

(4+3+8=15)

Read the below case study and answer the questions that follow in detail.

George Harris has just graduated from the college having completed a diploma in travel and tourism. He has accepted a position with a medium sized local travel agency as office clerk. Paul feels that this is not the sort of position for which he has been trained, but that it is a foot in the door and should lead to a position as sales consultant.

While travelling to work on the first day, Paul wonders if he made the right decision or whether he should have waited for a sales position. He is also thinking: Will I be bored by my job, how will I fit in? Will my peers and the new boss Mr. Belamy like me.

At the same time Mr Belamy is travelling to work and thinking: Would George fit in with the others in the team? will he follow my suggestions and leadership? will he be satisfied with the clerical position while he waits for a promotion, or will he leave a soon as another opportunity arises.

1.1 Do you think George made the correct decision? Motivate your answer (4)

1.2 What would you do to ensure success if you were George? (3)

1.3 What can Mr Belamy do to make the job interesting for George? Motivate your suggested solutions in detail. (8)

Section B

Question 2

(5+10=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.

A. What are the objectives of a performance appraisal program in the workplace? (5)

B. Which methods are used to perform such appraisals? (10)

Question 3

(5+8=13)

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.

3.1 Outline the principles/ purpose of job design. (5)

3.2 Define the various methods of Job Design (4x2=8)

Question 4

(8)

Each component of a Company is responsible for very specific functions within the company and so too is Human Resources. Write a detailed outline of the scope of Human Resource Management.

Question 5

(6x2=12)

Trade unions are organizations that represent people at work. Representing could mean someone from the union meeting with management on behalf of a member or a group of staff or taking up a problem with the employer. Outline the services provided by Trade Unions to their members.

Question 6**(9)**

Recruitment is the process of searching for and identifying job candidates in sufficient quantity and of sufficient quality to meet the organization's human resource needs. There are various influences on the recruitment process that has to be addressed by the recruitment team. Outline the Internal factors that affects recruitment.

Question 7**(5+5=10)**

Diversity in the workplace includes all differences that define each person as a unique individual. Difference such as culture, ethnicity, role, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs are just some of the distinctions which each person brings to the company. In light of this statement,

- a) Outline the advantages of a culturally diverse workforce and, (5)
- b) Clarify the challenges faced by employing a culturally diverse workforce. (5)

Question 8**(9x2=18)**

Define the below standing terminology / concepts.

- 8.1 Job simplification
- 8.2 Job Rotation
- 8.3 Job Enlargement
- 8.4 Job Enrichment
- 8.5 Sexism
- 8.6 Sex Discrimination
- 8.7 Quid pro quo harassment
- 8.8 Hostile Work Environment
- 8.9 Induction process