**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**FINAL EXAMINATIONS - DECEMBER 2013**

**HUMAN RESOURCE MANAGEMENT- CBU 2103**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

Answer any **Four** questions.

**INFORMATION TO CANIDATES**
       i)      All questions carry 25 marks each.
      ii)     Questions may be answered in any order.
     iii)    As much as possible, use relevant examples.
     iv)    This paper contains **Seven** questions.

**QUESTION 1**

'The whole purpose behind human resource planning is to close the manpower gap.'
Evaluate any **four** long term strategies for meeting organisational needs.

**[25 Marks]**

**QUESTION 2**

As a manager of a fast-food company in Zimbabwe, would you raise salaries, rotate
staff, enlarge or enrich jobs to decrease turnover and absenteeism? Explain your answer.

**[25 Marks]**

**QUESTION 3**

'Background/Reference checks are a waste of time and resources.' Discuss.

**[25 Marks]**

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**QUESTION 4**

''Trial by fire' is the best induction philosophy'. Discuss.                    **[25 Marks]**

**QUESTION 5**

(a) Design a form for performance appraisal of a bank teller justifying the relevance of each item included on the form.                    **[15 Marks]**

(b) What are the advantages and disadvantages of customers evaluating the performance of employees?                    **[10 Marks]**

**QUESTION 6**

'Lay-offs are among the most difficult decisions human resource managers are called upon to make, thus they go at great lengths to avoid them.' Discuss the decision process for lay-offs (including programmes) that could be implemented before lay-offs.

**[25 Marks]**

**QUESTION 7**

'The key to managing stress lies with the individual who is stressed'. Evaluate this statement.

**[25 Marks]**

# END OF EXAMINATION