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]

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