



**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**

**COURSE TITLE: NMPM 118 PUBLIC SECTOR HUMAN RESOURCE MANAGEMENT**

**LECTURER: MUSHAMBI T.F**

**INSTRUCTIONS**

**You are required to answer question number one and then select and answer any 3 other questions.**

**Conceptual models and frameworks will earn you marks**

**Each question carries 20 marks**



## Training Needs Analysis Model



Diagram Adopted from South Western College 2010

- 1 a) Name five sources from which an organisation can use to identify training needs. **(5 marks)**
- b) Explain what Training is and giving examples explain how it can be used to close the gap between desired employee performance and actual employee performance **(7 marks)**
- c) Using the diagram above identify at least two **non - training** initiatives that are Human Resources related that an organisation can put in place to try and close the gap between the desired organizational results and the actual organizational results. **(8 marks)**

2. Define the following terms in detail:

- |      |                          |                  |
|------|--------------------------|------------------|
| i)   | <b>Recruitment</b>       | <b>(4 marks)</b> |
| ii)  | <b>Selection</b>         | <b>(3 marks)</b> |
| iii) | <b>Job description</b>   | <b>(5 marks)</b> |
| iv)  | <b>Job specification</b> | <b>(5 marks)</b> |
| v)   | <b>Induction</b>         | <b>(3 marks)</b> |

3. Explain in full Maslow's hierarchy of needs, the assumptions it makes and how its assumptions would affect the way that rewards are structured in an organisation

**(20 marks)**



4. a) What is Human Resources Management and what are its overall aims? **(10 marks)**
- b) Using examples and diagrams explain what vertical and horizontal intergration is? **(6 marks)**
- c) What is the role of the Line Managers in Human Resources Management? **(4 marks)**

5. A farm has been failing to meet its target of 10 million tonnes of maize in one year. The CEO has been given a ultimatum to either ship in or ship out. The CEO held a meeting to brief all staff members of the status of the organisation and in that meeting staff members blamed management for failure to come up with a good strategy to achieve the objectives of the organisation.

Explain in full what performance management is how it can be introduced in this organisation to attempt to resolve the challenges the organisation is facing? **(20 marks)**

---

**END**