



"Investing in Africa's Future"

COLLEGE OF BUSINESS PEACE, LEADERSHIP AND GOVERNANCE

**NMMS505: HUMAN RESOURCES MANAGEMENT & INDUSTRIAL
RELATIONS**

END OF SEMESTER EXAMINATIONS

NOVEMBER 2022

LECTURER: DR G. MURIDZI

DURATION: 3 HOURS

INSTRUCTIONS

Answer all Questions in Section A and any THREE questions from Section B
Total possible mark is 100

Start **each** question on a new page in your answer Booklet.

The marks allocated to **each** question are shown at the end of the section.

SECTION A [40 marks]

Answer all questions in this Section

QUESTION ONE

You are a Human Resource Manager for Gibbs Tee Corporation. You are representing your organisation at an international conference in Dubai to be held in December 2022. You are one of the presenters to the conference and your task is to make the delegates understand the Human Resources Management (HRM) issues and its history. Ethical issues on HRM are also on the agenda of the conference. Delegates at the conference are also expecting to have clarification on personal management and Human Resources Management on understanding. Delegates of the conference would also like to have an appreciation of the journey of Human Resources Management upto present day. You are therefore required to handle the following HRM issues and questions.

Required:

1.1 Delegates of the conference would like to understand HRM, give a comprehensive definition of Human Resources Management who are present at the conference.

(2 marks)

1.2 Distinguish between Hard and Soft variants of Human Resources Management by giving practical examples.

(6 marks)

1.3 Briefly explain the central issues concerning ethics in Human Resources Management.

(7 marks)

1.4 Make a comparative analysis of Personal Management and Human Resource Management for the delegates to appreciate the difference.

(10 marks)

1.5 The delegates would also like understand the History of HRM, explain to the delegates the history of HRM.

(15

Marks)

SECTION B [60 MARKS]

Answer any THREE questions

QUESTION TWO

By using an organisation of your choice, discuss the broad functions of Human Resource Management which are central to managing the workforce at an organisation. (20 marks)

QUESTION THREE

- a) Discuss how Human Resource Planning can contribute to the achievement of the organisation's strategic objective. (10 marks)
- b) Explain the problems associated with the use of
 - i. Interviewing and (5 marks)
 - ii. Testing in selection? (5 marks)

QUESTION FOUR

Analyse different types of employee reward and how it can be applied to an organisation of your choice. (20 marks)

QUESTION FIVE

Participation, involvement and workers' voice is important for any organization as part of industrial relations. Analyse this statement by indicating the roles of Workers' Committee, Trade Unions as well as the government.

(20 marks)

QUESTION SIX

Critical discuss issues that deals with emotional intelligence in organisations (20 marks)

END OF PAPER
