



"Investing in Africa's Future"

COLLEGE OF BUSINESS, PEACE LEADERSHIP AND GOVERNANCE

PSM 531 HUMAN RESOURCES MANAGEMENT

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2019

LECTURER: MR H NJONGA

DURATION: 3 HRS

INSTRUCTIONS

1. Do NOT write your name on the answer sheet.
2. Answer all the questions in Section A, and two in Section B.
3. Begin your answer for each question on a new page.
4. Each question is worth a total of 20 marks.
5. Credit is given for neat, well-written and lucid work.

SECTION A

1. a) Using specific examples, discuss the following terms and their impact in managing human resources in the Public Sector.
 - I. Performance Management (5)
 - II. Collective Bargaining (5)
- b) Discuss the key challenges in the implementation of human resources strategies in the Public Sector. (10)

SECTION B

2. Making reference to a motivation theory of your choice, illustrate how you would use it to promote increased productivity in the work place.
3. Explain the concept of Job Analysis. How can it be applied in the Public sector to promote operational efficiencies.
4. Critically analyse the diversity challenges that are inherent in the Public Sector and make recommendations on how they can be successfully managed for organisational effectiveness.
5. During implementation of cost cutting strategies, the staff training and development budget is usual cut or removed completely. Critically discuss key issues that can be presented to the Principals to convince them to keep the investment in staff training and development.