

ZIMBABWE EZEKIEL GUTI UNIVERSITY



DEPARTMENT OF BUSINESS STUDIES

COURSE: HUMAN RESOURCES MANAGEMENT

COURSE CODE: CBM203/CHR101

DURATION: 3 HOURS 22 January 2019

INSTRUCTIONS TO CANDIDATES

1. No cell phones are allowed in the examination venue.
2. Answer ANY FOUR questions
3. Begin each question on a new page.
4. The number of marks allocated to each question or part question is shown in brackets
5. All questions carry twenty five marks

Question 1

Examine the managerial applications used to promote organisational effectiveness by the following Human Resource Management (HRM) approaches:

- a) Hard HRM. (12)
- b) Soft HRM. (13)

[25 marks]

Question 2

Compare and contrast the Harvard and the Michigan model of HRM. Which model do you think is more appropriate for Zimbabwean organisations and why?

[25 marks]

Question 3

Evaluate Tuckman and Jensen's (1977) **five** stages of team building in an organisation.

[25 marks]

Question 4

- a) Explain any **three** critical success factors of Total Quality Management (TQM). (12)
- b) Examine any **four** challenges associated with TQM. (13)

[25 marks]

Question 5

As the HR consultant of a newly formed company, Eketunde has planned a presentation for the top management on the concept of HRM and the purpose it serves. Giving practical examples, clearly demonstrate the points that Eketunde would have included in his presentation?

[25 marks]

End of Paper