

ZIMBABWE EZEKIEL GUTI UNIVERSITY



DEPARTMENT OF BUSINESS STUDIES

COURSE: HUMAN RESOURCES MANAGEMENT

COURSE CODE: CBM 203/CHR 101

DURATION: 3 HOURS

29 NOVEMBER 2018

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

'The success of contemporary organisations solely depends on the effective management of human resources.' Critically contextualise this assertion using Zimbabwean companies.

[25 marks]

Question 2

Briefly discuss with the aid of examples, any **five** of the following Human Resource Management (HRM) concepts;

- a) Strategic integration (5)
- b) Utilitarian instrumentation (5)
- c) Behavioural commitment (5)
- d) Line management ownership (5)
- e) Soft HRM (5)
- f) Hard HRM (5)

[25 marks]

Question 3

Discuss the importance of generating employee engagement in an organization.

[25 marks]

Question 4

Guest (1996) asserts that 'a positive psychological contract is worth taking seriously.' Analyse this assertion, giving practical examples where necessary.

[25 marks]

Question 5

- a) Examine any **four** key elements of Total Quality Management (TQM) by Dale and Cooper (1992). (12)
- b) Discuss any **four** challenges faced by management in the implementation of TQM principles in an organization. (13)

[25 marks]

End of Paper