



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR101
COURSE TITLE : HUMAN RESOURCE MANAGEMENT
DURATION : 3 HOURS
DATE : MARCH 2021 **30 MAR 2021**
SPECIAL REQUIREMENTS : NONE

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer **QUESTION ONE (1)** and any other **THREE (3)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

Question 1

Public Health Institutions (PHIs) are experiencing disturbing critical staff disengagement, perennial medical brain drain and countless collective job actions. As the newly recruited HR Manager, prepare a presentation demonstrating the role of the Human Resource Management (HRM) function in addressing these talent management challenges. [25 marks]

Question 2

- a) Describe any **three (3)** key features of Total Quality Management (TQM). (9 marks)
- b) Explain what can be done to ensure that quality circles contribute to the success of an organisation. (16 marks)

Question 3

Discuss any **five (5)** factors behind the emergence of the Human Resource Management function in an organisation. [25 marks]

Question 4

Evaluate any **five (5)** common faults in the carrying out of performance appraisals. [25 marks]

Question 5

Explain the meaning of the following terms, as they apply to Human Resource Management;

- a) Strategic Human Resource Management (5 marks)
- b) Unitarism (5 marks)
- c) Commitment (5 marks)
- d) Flexibility (5 marks)
- e) Behaviourial humanism (5 marks)

[25 marks]