



## ZIMBABWE EZEKIEL GUTI UNIVERSITY

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### FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

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DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

#### EXAMINATION PAPER

COURSE CODE : CHR101/5  
COURSE TITLE : HUMAN RESOURCE MANAGEMENT  
DURATION : 3 Hours  
DATE : 18 NOV 2019

#### INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** 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

As the HR advisor of a newly formed retail outlet in Zimbabwe, Eketunde has planned a presentation for the top management on the concept of Human Resource Management (HRM) and the purpose it serves. Giving practical examples, clearly demonstrate the points that Eketunde would have included in his presentation? **[25 marks]**

### Question 2

a) Examine any **four** critical success factors for Total Quality Management (TQM) by Dale and Cooper (1992). (12)

b) Discuss any **four** challenges faced by Human Resource Managers in the implementation of TQM principles in an organization. (13)

**[25 marks]**

### Question 3

a) Distinguish *attitudinal* from *behaviourial* commitment (9)

b) Discuss any **four** ways of building workers' commitment. (16)

**[25 marks]**

### Question 4

Examine the role that *team working* can play in enhancing the performance of Zimbabwe Ezekiel Guti University (ZEGU). In your answer make reference to the challenges and opportunities that are currently being experienced by this institution.

**[25 marks]**

### Question 5

a) Explain the various forms of integration that management seek to achieve in pursuit of competitive advantage. (12)

b) As an HR practitioner, clearly demonstrate how you can solve problems faced in promoting integration at all levels in an organization. (13)

**[25 marks]**

**End of Paper**