



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

EXAMINATION PAPER

COURSE CODE	:	CHR101/HCM105
COURSE TITLE	:	HUMAN RESOURCE MANAGEMENT
DURATION	:	3 Hours
DATE	:	3 June 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**

Mhofu is the Chief Executive Officer (CEO) of a large Zimbabwean manufacturing company. He is concerned about declining productivity growth rates resulting mainly from a large number of staff who are disillusioned with the work environment. As the HR advisor to the CEO, demonstrate how this problem could be addressed through effective human resource management.

[25 marks]

### **Question 2**

Discuss the importance of generating employee engagement in an organization.

[25 marks]

### **Question 3**

Armstrong (1987) asserts that personnel managers who subscribe and are still loyal to Traditional Personnel Management (TPM) maintain that Human Resource Management (HRM) is '*old wine in new bottles.*' Analyse this assertion, bringing out the similarities and differences between TPM and HRM.

[25 marks]

### **Question 4**

Discuss the role that job analysis plays in the successful implementation of other Human Resource Management policy functions.

[25 marks]

### **Question 5**

Examine the role that Total Quality Management (TQM) 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]

**End of Paper**