

University of Swaziland
Faculty of commerce
Department of business administration
Supplementary examination
July 2018

TITLE OF THE PAPER: HUMAN RESOURCES MANAGEMENT 1
DEGREE : BACHELOR OF COMMERCE

COURSE : BUS 333 & BA 306 (IDE)

TIME ALLOWED : THREE (3 HOURS)

Instructions:

1. THIS PAPER CONSIST OF SECTION A AND SECTION B)
2. SECTION A IS CASE STUDY AND IT IS COMPULSORY QUESTION
3. ANSWER ANY TWO QUESTIONS FROM SECTION B

Note: You are reminded that in assessing your work, account will be given of accuracy of language and the general quality of expression, together with layout and presentation of your final answer.

THIS PAPER MUST NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED THE PERMISSION

Section A – Compulsory

UNISWA HUMAN RESOURCES MANAGEMENT DEPARTMENT

The University has established the department of Human resources which is responsible for analysing the jobs of academic, administrative and non-academic staff. The department is also responsible for recruitment and ordination the new employees. Since this is the new department it has lacking many policies.

Question 1

- a. Explain why the university should have job descriptions for the staff. **10 marks**
- b. Discuss the steps the University Human Resources Department should use to develop staff job descriptions. **15 marks**
- c. The University sometimes interview and not the new staff when they join the organization. Explain the advantages and disadvantages of interviewing new employees. **15 marks**

Section B

Question 1

Matsapha trading is the fast growing company in Swaziland. The staff complement is growing so fast and the organization has no HRM policy and the job analyses are not well developed.

- a. Identify and explain to the management of Matsapha Trading the 7 steps they can consider when developing the human resources policy. **14 marks**
- b. Identify and define two components of job analysis. **4 marks**
- c. Identify and discuss four reasons for having a job analysis. **12 marks**

Question 2

Mr Mazibuko is the new entrepreneur who has been running his business alone. He has been the Chief Executive Officer, Chief Financial Officer, Operational Manager and Human Resources Manager. His business has been growing so rapidly and he wants to have permanent employees to take over these positions. Employee recruiting is an important activity that should be considered in the context of the total Human Resource Function and, in particular, it should be integrated with the selection process.

- a. Identify and explain 7 steps for recruitment process that Mr Mazibuko should follow when engaging these positions. **14 marks**
- b. If Mr Mazibuko consider to promote internal staff whom he has mentored. Explain the advantages and disadvantages of internal recruiting of the staff. **16 marks**

Question 3

Ms Mabuza who is the running as Salon business next to the University of Swaziland. She has advertised the post of operations manager for the salon because in most cases she is not in the business. She asked you as the HRM student to assist her selecting the right candidate.

- a. Explain stages for selection process you will use to assist Ms Mabuza (14 marks)
- b. Further briefly state with examples steps for orientation Ms Mabuza should do for the new employee as a check list. **16 marks**