

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV

MAIN EXAMINATION PAPER DECEMBER, 2017

TITLE OF PAPER : HUMAN RESOURCE MANAGEMENT I

COURSE : IDE-BAE 427

TIME ALLOWED : THREE (3) HOURS

- INSTRUCTIONS :
1. ANSWER FOUR (4) QUESTIONS ONLY.
  2. ANSWERS SHOULD BE WRITTEN IN THE ANSWER BOOKLETS PROVIDED.
  4. DO NOT WRITE ON THE QUESTION PAPER.

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GIVEN BY THE INVIGILATOR

**QUESTION 1 [25 marks]**

- (a) What is the relationship between human resources and other organisational resources?  
[7 marks]
- (b) Examine the impact of globalization on human resource management practices in developing countries.  
[8 marks]
- (c) Use relevant examples to explain the genesis of the following terms and their impact on human resource management practices: *personnel management, manpower management, talent management, people management, organizational culture*.  
[10 marks]

**QUESTION 25**

- (a) Examine the link between the *internal environment* and *external environment* of organisations and the implications for human resource management.  
[15 marks]
- (b) Critique the performance of your organisation in human resource planning and placement.  
[10 marks]

**QUESTION 3 [25 marks]**

- (a) Examine the *human context* and *work context* of human resource management in organisations.  
[12.5 marks]
- (b) Critique the performance of your organisation in training and the development of the human resource.  
[12.5 marks]

**QUESTION 4 [25 marks]**

- (a) Using relevant examples, explain the distinction between compensation and motivation.  
[12.5 marks]
- (b) Using your organisation as an example, explain how you could use either (i) the *Vroom model* of motivation or (ii) *Herzberg's (1982) motivation-hygiene model* in human resource management.  
[12.5 marks]

**QUESTION 5 [25 marks]**

- (a) Examine the impact of motivation and compensation on worker morale, productivity and staff turnover.  
[12.5 marks]
- (b) Using your organisation as an example, explain how you could use (i) *McGregor's (1960) Theory X and Y model* of motivation and (ii) *Ouchi's (1980) theory Z* in human resource management.  
[12.5 marks]

**QUESTION 6 [25 marks]**

Using your organization as an example, examine the contribution of each of the six (6) components of the Human Resource Management Assessment Instrument in increasing the quality, efficiency, effectiveness and productivity of organisational resources.