

**UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES**

FINAL EXAMINATION

SECOND SEMESTER MAY, 2018

TITLE OF PAPER : HUMAN RESOURCE MANAGEMENT
COURSE CODE : GNS 614
TIME ALLOCATED : TWO HOURS
MARKS ALLOCATED : 75

INSTRUCTIONS:

- 1. ANSWER ALL QUESTIONS**
- 2. EACH QUESTION CARRIES 25 MARKS**
- 3. EACH EXPLAINED POINT IS WORTH ONE MARK**
- 4. READ INSTRUCTIONS CAREFULLY**
- 5. PLEASE WRITE NEATLY AND LEGIBLY**

***N.B. DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN GRANTED BY
THE INVIGILATOR***

QUESTION 1

**For each of the following multiple questions, select the most appropriate answer. Write the question number and the letter representing the answer
e.g. 4.A**

1.1 The step-in recruitment process, in which the candidates are shortlisted, fulfilling the minimum requirements of the job is classified as.....

- A. Placement screening
- B. Pre-employment screening
- C. Compensatory screening
- D. Affirmative screening

1.2 The procedure of fitting the right person into the right job is

- A. Placement of employee
- B. Interviewing applicants
- C. Maintaining records
- D. Adminstrating tests

1.3 The type of testing, used in employee selection includes

- A. Personality tests
- B. Ability tests
- C. Integrity testing
- D. All of the above

1.4 The type of interviews, which considers the standardized questions that must be asked to all the applicants selected in testing are classified as.....

- A. Less structured interviews
- B. Unstructured interviews
- C. Structured interviews
- D. Cognitive interviews

1.5 Ensuring employee has the necessary knowledge, skills, abilities, and other talents to achieve work objectives falls under which of the following?

- A. Work design and workforce planning
- B. Managing employee competencies
- C. Managing employee attitudes and behaviors
- D. Compensation and incentives

1.6 All of the following are the benefits of health and wellness required by law **EXCEPT**

- A. Family and medical leave
- B. Health care
- C. Work compensation
- D. Social security

1.7 Treating people differently because of characteristics that have nothing to do with their ability to perform is.....

- A. Discrimination
- B. Prejudice
- C. Racist
- D. None of the above

1.8 Systematically identifying tasks, duties, and responsibilities expected to be performed in a job as well as the competencies employees must possess to be successful is.....

- A. Workforce planning
- B. Job description
- C. Job specifications
- D. Job analysis

1.9 Common application of Human Resource Information systems include.....

- A. Communicating with employers
- B. Maintaining employee records
- C. Employment Act
- D. Communicating with Human Resource Managers

1.10 External supply of candidates is influenced by a variety of factors **EXCEPT:**

- A. Development in technology
- B. Actions of competing employers
- C. Strategic location
- D. Government regulations

1.11 The strategic and Human Resource process permits external forces that affects organization and people in it to be identified and the forces include

- A. Workforce patterns
- B. Economic growth
- C. Comparative advantage
- D. Regulation in the organization

1.12 Data inventory is compilation of summary information which include the following **EXCEPT:**

- A. Characteristics of employees
- B. Distribution of employees by position
- C. Employee performance and career objectives
- D. Managers profile

1.13 The following are the objectives of the current Human Resource for Health policy **EXCEPT:**

- A. Provide a focused and detailed policy direction on issues of Human Resource for Health development and management
- B. Provide policy direction on Human Resource for Health education and training of the required competences/cadres based on service delivery requirements in optimal quantities and quality.
- C. Promote research into Human Resource for Health interventions to provide evidence base for the improvement of service delivery.
- D. Address the contemporary challenges affecting HRH within the centralized system.

1.14..... is the attempt to predict future outcomes based on past events and management insight.

- A. Demand
- B. Supply
- C. Forecasting
- D. Precision

1.15 The following are the components of Human resource development **EXCEPT**

- A. Training
- B. Continuing Education
- C. Master training plan
- D. Training eligibility strategies

1.16 All deployment procedures and practices shall be in accordance to the

- A. Job description
- B. General Orders of the Government of Swaziland.
- C. Job analysis
- D. Job specification

1.17 In order for the remuneration “to motivate and retain health workers and sustainable service delivery, it must meet the following **EXCEPT:**

- A. Fair
- B. Comparative
- C. Attractive
- D. Competitive

- 1.18 The Balanced Scorecard concept involves creating a set of measurements for four strategic perspectives. These perspectives include the following **EXCEPT**:
- A. Financial,
 - B. Customer
 - C. Internal business process
 - D. Training and development
- 1.19 When writing a job description, the major function of the job is written on the -----
- A. Job listing
 - B. Specific experience
 - C. Job summary
 - D. None
- 1.20----- is the process of analyzing and describing types and range of abilities, knowledge, and skills present in an organization.
- A. Research model
 - B. Organizational modelling
 - C. Competency modelling
 - D. All of the above
- 1.21 In Human Resource analysis qualification, experience and skill is categorized in-----
- A. Job description
 - B. Job specification
 - C. Job location
 - D. Job offers
- 1.22 Pre-service and in-service training needs to be effectively integrated in order to address the issues of
- A. Retention.
 - B. Turnover
 - C. Employment
 - D. Recruitment
- 1.23 Planning , management and utilization of Human Resources include the following **EXCEPT**:
- A. Planning for Human Resources
 - B. Personnel records
 - C. Organizing and management of Human Resource
 - D. Defining standards and competencies

1.24 The functional areas that constitute the correct outlook of the Human Resource Management field include the following **EXCEPT**:

- A. Human resource Policy
- B. Human resource strategy
- C. Human resource information management systems
- D. Knowledge management

1.25.....is defined as all people engaged in actions who primary intent is to enhance health

- A. Human resource planning
- B. Human resource for health
- C. Succession plan
- D. Strategic Human resource

TOTAL MARKS [25]

QUESTION 2

2.1 Discuss what the Human Resource manager will consider for forecasting (8 marks)

2.2 Discuss the changing roles of Human Resource Management (5 marks)

2.3 Describe six (6) leadership Human Resource competencies (12 marks)

QUESTION 3

3.1 Explain areas which are included in auditing (10 marks)

3.2 Discuss the five (5) steps of Human Resource planning (15 marks)

TOTAL MARKS

[25]