

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
SECOND SEMESTER EXAMINATION, MAY 2014

TITLE: HUMAN RESOURCE MANAGEMENT II

COURSE CODE: IDE-BAE430

TIME 3Hrs.

- INSTRUCTIONS:**
- 1. ANSWER 4 QUESTIONS IN ALL**
 - 2. QUESTION 1 IN SECTION A IS COMPULSORY; ANSWER ANY OTHER QUESTION FROM THIS SECTION**
 - 3. ANSWER TWO (2) QUESTIONS FROM SECTION B**

SECTION A

Answer Question 1 and any other question from this section.

QUESTION 1

- a) Discuss the criteria for a good performance appraisal system.
[20 marks]
- b) The process of performance appraisal must have an element of feedback. Discuss the characteristics of effective feedback and state why it is important to give feedback to employees. **[20 marks]**

QUESTION 2

With the aid of examples; discuss the importance of setting up a health delivery system in work organisations. **[20 marks]**

QUESTION 3

Trust forms the basis of any employee assistance programme (EAP); discuss making reference to your work organisation.

[20 marks]

SECTION B

Answer 2 questions from this section

QUESTION 4

The economic down turn has created a security problem for employees worldwide; discuss the impact of this in the Swaziland context.

[20 marks]

QUESTION 5

With the aid of examples, discuss the following quality of work life improvement programmes

- a) Quality circles
- b) Job enlargement
- c) Job rotation
- d) Ergonomics

[5 x 4 marks]

QUESTION 6

'Any HRM programme or activity in an organisation does not operate in a vacuum. It is influenced by internal and external environments'. Discuss the statement in relation to the following:

- a) Reduction in force
- b) Terminations
- c) Retirement
- d) Job analysis

[4 x 5 marks]