

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 4
SUPPLEMENTARY EXAMINATION, JULY 2019

TITLE: HUMAN RESOURCE MANAGEMENT II
CODE : IDE-BAE430
TIMEALLOWED: 3 HOURS

INSTRUCTIONS:

- 1) ANSWER FOUR QUESTIONS IN ALL
- 2) USE OF PROPER LANGUAGE IS EXPECTED

QUESTION 1

Critically discuss how you could, as an HR Director of your organisation, develop an effective performance appraisal system. **[25 marks]**

QUESTION 2

Organisations that have developed a culture of investing in employee wellness programmes tend to benefit more than those which do not take wellness seriously. Discuss this assertion in relation to the following

- a) Employee level of absenteeism
- b) Staff turn over
- c) Personal health care
- d) Quality, Occupational Health and Safety
- e) Company's overall productivity

(5 x 5 = 25 marks)

Question 3

- a) What do you understand by Employee Assistance Programme (EAP)? **[5 marks]**
- b) Examine the factors that may determine success and failure of Employee Assistance Programmes. **[20 marks]**

Question 4

Critically examine the components of the performance appraisal process as proposed by De Cenzo and Robbins (1994). **[25 marks]**

QUESTION 5

Discuss the following performance appraisal methods:

- a) Critical Incident Appraisal
- b) Graphic Rating Scale
- c) BARS (behaviourally-Anchored rating scale)
- d) Essay appraisal
- e) BOS (Behavioural Observation Scale)

[5 x 5 marks = 25]

QUESTION 6

Using relevant examples of organisations in Eswatini, discuss the following Quality of Work Life programmes:

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

(5 x 5 = 25 marks)