UNIVERSITY OF ESWATINI
FACULTY OF HEALTH SCIENCES

FINAL EXAMINATION

SECOND SEMESTER AUGUST, 2020

TITLE OF PAPER	:	HUMAN RESOURCE MANAGEMENT
COURSE CODE	:	GNS 614
TIME ALLOCATED	:	TWO HOURS
MARKS ALLOCATED	:	100

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

Multiple Choice Questions 1

1. World Health Organization's Report 2006 defines Human Resource for health as:

    A. "all countries working together for the greater good"

    B. "all people engaged in actions whose primary intent is to enhance health"

    C. "all health care human resources combined to form a coalition for humanity"

    D. "all people should have access to health care human relations"

2. The Humanitarian, Cooperative and Marxist theories of the early 1900s highlighted the potential conflicts between:

    A. Employee and employer interests

    B. Consumers and suppliers

    C. Forced labour and public opinion

    D. Human supply and public interests

3. Using the Spheres of influence Model the widest sphere of influence is:

    A. Customer-patient, constituent community

    B. Health care human resources

    C. The health care finance division

    D. The health care organization

4. Which is **NOT** a part of the Customer-Patient Constituent Community Sphere of influence?

    A. "Cutting-Edge" Medicine/Care

    B. Competitive Edge

    C. 24/7 Care

    D. High Expectations

5. Which is **NOT** considered an objective of the Swaziland Human Resource Policy:

    A. Provide a focused and detailed policy direction on issues of HRH planning, development, management including recruitment, motivation and retention that will ensure quality service.

    B. Provide policy direction on HRH education and training of the required competences/cadres based on service delivery requirements in optimal quantities and quality.

    C.Promote Universal Health Care and World Health Organization's 'Healthy World 2025 Vision Objectives'

    D. Promote research into HRH interventions to provide evidence base for the improvement of service delivery.

6. Which is **NOT** one of the five significant change dynamics in healthcare?

    A. "Life or death" outcomes

    B. The "I want what I want ,when I want it" concept

    C. Escalating expectations

    D. People intensity

7. The Chief Executive Officer in a health care organization reports directly to:

    A. The local community

    B. The Medical Director

    C. Human Resource Director

    D. Board of Directors

8. Being able to verbally or in writing convey messages in terms that make sense and to actively listen. Are examples of:

    AFlexibility and adaptability

    B. Credibility

    C. Effective communication

    D. Business knowledge

9. Cross-cultural intelligence is defined as:

    A. Knowledge of and sensitivity to differences.

    B. Legal issues inherent in operating a business multinational

    C. An understanding of the operations and processes of how business is conducted

    D. The art of using interpersonal skills to convince others to share one's perspective or way of thinking.

10. The type of interviews which considers the status of all applicants selected in testing are classified as.

    A. Personality tests

    B. Ability Tests

    C. Integrity testing

    D. All of the above

11. Ensuring an employee has the necessary knowledge, skills, and abilities to achieve work objectives is classified under:

A. Work design and workforce planning

    B. Managing employee competencies

    C. Compensation and incentives

    D. Managing employee attitudes and behaviours

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

    A. Precision

    B. Forecasting

    C. Supply

    D. Demand

13. When writing a job description the main duties expected are included in which category?

    A. Job summary

    B. Job listing

    C. Benefit package

    D. Job incentives

14. Pre-service and in-service training is imperative to address which key area?

    A. Recruitment

    B. Turnover

    C. Retention

    D. Forecasting

15. **'Personnel management'** refers to a set of functions or activities which include:

    A. Data analysis, cost analysis, goal attainment, in-service training

    B. Organisational structure, employee evaluations, budget forecasting

    C. Recruitment, selection, training, salary administration, industrial relations

    D. Health care informatics, health care finance administration, medical oversight

16. An example of The **Classical school** (or 'Scientific Management', founded by Frederick Taylor) is:

    A. Madame Currie's radium development

    B. George W Bush's nuclear policy initiative

    C. Henry Ford 's auto manufacturing

    D. Andrew Sauk's Polio vaccine development.

17. The Public Service Human Resource Development Guidelines (1999) was the basis for:

    A. Human Rights Commission

    B. Collective Bargaining Unit Of Swaziland

    C. Attainment of the Millennial Goals

    D. Eswatini Hospital Structure

18. Human Resource professionals has to be skilled in the art of.....................

    A. Clarifying

    B. Handling people

    C. Both A and B

    D. None of the above

19. Strategic thinking is a -----------------process

A. Short term

B. Long term

C.Continuous

D. All of the above

20. Performance development plan is set for the employee by his/her ------------------

A.Employer

B. Department head

C. Immediate supervisor

D. All of the above

21. What sectiondescribes the duties of the job, authority relationship, skills requirements and conditions of work?

A. Job analysis

B. Job enlargement

C. Job enrichment

D. Job evaluation

22. Which of the following roles doesa manager perform as a resource allocator?

A. Interpersonal role

B.Decisional role

C. Informational role

D. Supportive role

23. An incentive plan may consists of -----------------------

A. Monetary

B. Nonmonetary

C.Both monetary and nonmonetary

D. None of the above

24. The division of total task to be performed into manageable and efficient units is

A. A Job design

B. A Job specification

C. A Job analysis

D. A Job description

25.Union leaders at different levels are elected based on.......................

A. Political considerations

B. Democratic principles

C. Employers recommendation

D. Seniority basis

TOTAL MARKS [25]

QUESTION 2

2.1 As a Human resource manager during induction of newly recruited employeesyou are expected to discuss the objectives and activities to achieve the organizational objectives.

2.1.1 Discuss the objectives of human resource management. (6 marks)

2.1.2 Discuss the activities you will undertake to meet the objectives(7marks)

2.2 Discuss the steps that need to be followed in Human Resource planning (12 marks)

TOTAL MARKS [25]

QUESTION 3

3.1. Describe a strategy for developing organizational pride. (4 Marks)

3.2 Describe the Performance Matrix of Superstars, Steadies and Non-players and give an example of each.(6 Marks)

3.3. Discuss the steps for an organizational needs assessment (10 Marks)

3.4Describe the elements which need to be included in an employee evaluation

(5 Marks)

TOTAL MARKS [25]