



<b>FACULTY/COLLEGE</b>	College of Business and Economics
<b>SCHOOL</b>	School of Economics
<b>DEPARTMENT</b>	IPPM
<b>CAMPUS(ES)</b>	APB
<b>MODULE NAME</b>	Advanced Personnel Management
<b>MODULE CODE</b>	GPS41B1
<b>SEMESTER</b>	Second
<b>ASSESSMENT OPPORTUNITY, MONTH AND YEAR</b>	SSAO – Supplementary Summative Assessment Opportunity December 2019

<b>ASSESSMENT DATE</b>	December 2019	<b>SESSION</b>	
<b>ASSESSOR(S)</b>	Mr. Nelesh Dhanpat		
<b>MODERATOR(S)</b>	Dr Lize Hoek		
<b>DURATION</b>	2 hours (120 min)	<b>TOTAL MARKS</b>	100

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	3
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### INFORMATION/INSTRUCTIONS:

- This is a closed-book assessment.
- Answer all questions.
- Answer each question in a separate book.
- Read the questions carefully and answer only what is required.
- Number your answers clearly and correctly as per the question paper.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.

### **QUESTION 1**

Differentiate between the concepts compensation, total rewards and wage and salary administration. [9]

### **QUESTION 2**

Organisations have various objectives when designing compensation systems. Critique the objectives. [16]

### **QUESTION 3**

Define the concept of emotional intelligence and explain why it is important for leaders to be emotionally intelligent. [8]

### **Question 4**

Identify and discuss the five leadership actions which are vital to achieve extraordinary success and for the HR leadership to maximise its impact in value-added operations to organisations. [20]

### **QUESTION 5**

**Read the case study below and answer the questions that follows.**

Ayanda is an executive at a fast paced Bank, working under immense work pressure. Recently she has experienced the following symptoms lack of motivation and low levels of concentration. Her HR manager, Karabo, has referred her to the corporate wellness centre manager noted that Ayanda is physically and mentally exhausted. Due to this, many of her direct reports are have increased stress levels.

- 5.1. Identify the condition that Ayanda is suffering from. [2]
- 5.2. List any two symptoms of this condition? [2]
- 5.3. Identify the cause of this condition [2] and also discuss other possible causes of this condition? [4]
- 5.4. Explain any four ways in which Ayanda can deal with the problem. [8]
- 5.5. If you were the Wellness Consultant at this organisation, provide an overview of any three personal strategies that can control stress of Ayanda's direct reports. [9]

### **QUESTION 6**

**Read the case study below and answer the questions that follows.**

ModelFitness is an online health and wellness store that retails health and wellness products ranging from food, supplements to gym equipment and spa vouchers. They place importance on ongoing relationships with partners and are connected through technology. They have a small staff complement of 12 employees who works collaboratively with customers, suppliers and producers through cyberspace and face to face to achieve their company goals. Hence, ModelFitness consists of virtual teams.

- 6.1. Identify and define the type of organisation that ModelFitness can be classified as. [5]
- 6.2. Identify and discuss the characteristics that supports your answer in 6.1. [4]
- 6.3. Critique the workplace mode used at ModelFitness as supported in the case study. [4]
- 6.4. The core of the model used consists of virtual teams at ModelFitness. For workgroups to be classified as truly virtual they need to consist of various characteristics. Provide an overview of any seven characteristics that you have studied. [7]

**End of Paper**

**100 marks**