College of Business and Economics

School of Management

Department of Business Management

FINAL SUPPLEMENTARY SUMMATIVE ASSESSMENT

SUBJECT:	Human Resource Management
CODE:	HC1HRMT
DATE:	8 July 2020
TIME ALLOWED:	120 Minutes
TOTAL MARKS:	100

ASSESSORS:	Mr A Masakale
MODERATOR:	Dr J le Roux
NUMBER OF PAGES:	7

INSTRUCTIONS:

1. This is a closed-book assessment.

2. Question papers must be handed in together with your answer books.

3. Read the questions carefully and answer only what is asked.

4. Answer all questions:

    *   Answer **Section A** on the appropriate page at the back of your answer book.

    *   Answer **Section B** in the answer book.

5. Number your answers clearly.

6. Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.

7. Structure your answers by using appropriate headings and subheadings.

8. The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

SECTION A **[20 MARKS]**

QUESTION 1

_____ is/are a typical internal source that a company can use to recruit employees.

A　　Referrals
B　　Internet
C　　Employment agencies
D　　Tertiary institutions

QUESTION 2

As proposed by Maslow Hierarchy of Needs theory, needs such as family, health and employment relate to _____.

A　　physiological needs
B　　safety needs
C　　esteem needs
D　　love and belonging needs

QUESTION 3

The outcome of rewarding employees as a result of their effort and performance is _____.

A　　Vroom's expectancy theory
B　　Porter and Lawler's expectancy theory
C　　the job characteristic model
D　　the two-factor theory

QUESTION 4

_____ is the statement of the personal characteristics needed to perform the job.

A　　Job analysis
B　　Job description
C　　Job specification
D　　Job identification

QUESTION 5

_____ is a typical example of a motivator factor.

A   Employee satisfaction
B   Skills
C   Promotion opportunities
D   Job stability

QUESTION 6

Exposing the new employee to the working environment, and employment terms and conditions are known as _____.

A   induction
B   career management
C   socialisation
D   talent management

QUESTION 7

_____ is/are one challenge influencing how HR practitioners deal with employees from different backgrounds with unique ideas.

A   Empowerment
B   Change and renewal
C   Diversity
D   Organisational values and culture

QUESTION 8

_____ is/are a typical example of a hygiene factor.

A   Employee satisfaction
B   Skills
C   Promotion opportunities
D   Job stability

QUESTION 9

_____ is a structure consisting of different stakeholders such as management, employees, HR and trade union representatives, and is formed to formulate, monitor and evaluate the implementation of the ethical code of conduct.

A   Ethics committee
B.   Trade unions
C.   Whistle blowing
D.   Leadership

QUESTION 10

Needs such as food, drink and shelter are known as the _____.

A   Physiological needs
B   Safety needs
C   Esteem needs
D   Love and belonging needs

QUESTION 11

The process of identifying the work performed and the working conditions for each of the jobs within organisations is known as a _____.

A   job analysis
B   job description
C   job specification
D   job identification

QUESTION 12

The leader who subscribes to the Theory X leadership style thinks that _____.

A   employees are willing to contribute ideas
B   employees are disciplined
C   employees only work because they want money
D   employees don't resist change

QUESTION 13

_____ is a written statement of what the worker actually does, how he/she does it, and what the job's working conditions are.

A   Job analysis
B   Job description
C   Job specification
D   Job identification

QUESTION 14

The type of power associated with leaders who are highly qualified, competent, and knowledgeable is known as _____ power.

A   expert
B   referent
C   legitimate
D   information

QUESTION 15

The leader who subscribes to the Theory Y leadership style thinks that _____.

A   employees appreciate being stimulated intellectually
B   employees are lazy
C   employees only work because they want money
D   employees despise work

QUESTION 16

All human resource managers are responsible for compliance with _____ laws.

A   labour
B   government
C   economic
D   remuneration

QUESTION 17

Which one of the following is one of the foundations of talent management, in the second pillar of the HRM strategy model?

A   Leadership
B   Diversity
C   Wellness
D   Renewal

QUESTION 18

A leader who maintains a delicate balance between achieving the objectives of the organisation and working with a happy team is known as the _____ manager.

A   team
B   country club
C   impoverished
D   authority-obedience

QUESTION 19

_____ is/are when the new employee starts his/her job, the company needs to orientate the employee on the background of the company and culture, its objectives, policies and values.

A   Talent planning
B   Socialisation
C   Employment and onboarding
D   Talent management

QUESTION 20

Mergers and competitor initiatives are environmental issues which form part of _____, were companies adapt their strategies to reinvent themselves.

A   employee development
B   leadership
C   change and renewal
D   organisational culture

SECTION B   **[80 MARKS]**

QUESTION 1   **[30 MARKS]**

There are three main focus areas of HRM, namely employment and onboarding, talent management and organisational behaviour management. Discuss any five factors for each focus area.

QUESTION 2   **[8 MARKS]**

Lussier and Hendon (2016:384) propose a four-stage process for resolving conflict. **Describe** the four steps of conflict resolution.

QUESTION 3   **[14 MARKS]**

Graphically illustrate what the job characteristic model entails.

QUESTION 4   **[28 MARKS]**

4.1   Douglas McGregor introduced Theory X and Theory Y. In tabular form, **list** six factors associated with each theory.   (12)

Theory X	Theory Y

4.2   The **job analysis process** consists of eight steps. **Explain** these steps in the correct sequence.   (16)

END OF ASSESSMENT