

**SYSPRO Higher Certificate in Business Management
Specialising in General Management**

**Human Resource Management Examination
MODULE CODE: HC1HRMT**

EXAMINATION PERIOD: FIRST QUARTER 2022

Date:	11 March 2022
Time:	11h50 – 12h00 – Send examination & answer book 12h00 – 13h30 – Examination 13h20 – 13h30 – Submit examination
Total Marks:	100 (Weighting 50% of the total module mark)
Internal Moderator:	Mr Siphiwe Moyo
External Moderator:	Ms Esther Wallace

**Please read these
instructions carefully**

- This is an open book examination.
- You should start each question on a new page.
- Ensure that you number your questions correctly.
- This question paper consists of the following:
- **Four questions** (4 pages, including the cover page and information page)
- **Students must use the naming convention given for their answer book as follows:**
First Name _Last Name_SYSPRO_Exam Module
Title_Date (dd-mm-yy)
- Example: Sphiwe_Ndlala_SYSPRO_HR Management
_11-03-2022)
- Please make sure that your **laptops are fully charged** before the exam window period.
- We advise students to be at a location that has a **reliable internet access**.
- Maximum length 10 pages, use font Arial 12, line spacing 1,15.
- Please return your answer book in **Word format**.
- All answer books and relevant attachments must be e-mailed to carrie.maje@jbs.ac.za

Question 1

Utilising the 11 Trends that Will Shape Work in 2022 and Beyond article by Brian Kropp and Emily Rose McRae, evaluate whether these trends are already entrenched at SYSPRO and provide recommendations on areas of improvement?
(30 marks)

Questions 2

As a leader, one of your responsibilities is to keep people in the sweet spot between boredom (comfort zone) and constant trepidation (panic zone).

Stagnation Zone	Restless, antsy, trapped, anxious, or bored. May start manifesting as physical symptoms and health problems.
Comfort Zone	Feeling good about the status quo; daily life doesn't demand much deep thinking about the direction of your career. Work is "fine".
Stretch Zone	Challenged, excited, and motivated to get out of bed every day. Actively learning: work may be unpredictable, but you feel engaged.
Panic Zone	Anxiety is starting to dominate your thoughts; you are not able to think long terms about the future because you are dealing with things that are "on fire" in your day-to-day life. Or, if contemplating next steps, you feel so paralyzed by fear that you end up doing nothing.

Briefly explain how you would use Psychological Capital and the PERMA model to move people from the other zones to the stretch zone?
(20 marks)

Question 3

According to London Business School Professor, Tamara Erickson, there are ten major shifts expected in People Management:

1. Chain of command will disappear
2. Many decisions will be done through participative/democratic processes
3. The concept of weekends will disappear
4. Most physical meetings will be optional
5. Titles reflecting status will disappear
6. Line Managers will be more like project managers
7. Career paths will lead down, as well as up
8. Older workers will work in entry level jobs
9. "Temporal" work will be the norm
10. Companies will encourage employees to opt out

What are the advantages and disadvantages of these shifts?
(30 marks)

Question 4

Using the case study, turning around a struggling airline: An interview with the CEO of Malaysia Airlines, briefly comment on whether Jala used the following People Management Practices successfully:

- Managing Talent
- Compensation & Benefits
- Retention
- Leveraging Teams
- Leadership Styles
- Assessing & Managing Performance

(20 marks)

- END -