



1ST SEM. 2005/2006

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UNIVERSITY OF SWAZILAND

FINAL EXAMINATION PAPER

**PROGRAMME : BACHELOR OF SCIENCE IN HOME
ECONOMICS EDUCATION AND
HOME ECONOMICS YEAR IV**

COURSE CODE : TAD 409

TITLE OF PAPER : HUMAN RESOURCE MANAGEMENT

TIME ALLOWED : TWO (2) HOURS

**INSTRUCTIONS : ANSWER QUESTION ONE (1)
AND ANY OTHER (2) QUESTIONS**

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GRANTED BY THE CHIEF INVIGILATOR**

QUESTION 1

[50 marks]

- a) List and explain the FIVE Functions of Management Process.
- b) The management system can be conceptualized on two levels –the Internal Environment and the External Environment. Describe (if possible with chart/diagram) the Internal Environment or the Organizational as a System.
- c) Describe the 21st Century role of the Human Resources Management.
- d) The organizational structure provides the framework for the formal distribution of Authority. List and briefly explain the three forms of Authority. (You may use chart/diagram).
- e) To meet the many demands of performing their functions, managers assume multiple roles. List and describe The Managerial Roles in an organization.

QUESTION 2

[25 marks]

- a. List the human resource management process (components of HRM system).
- b. Unionism (labour Union) is not only “dead” but “obsolete” in the new, post-industrial, service-sector economy.
 - I. Identify the four major challenges facing the labour Union today?
 - II. Give three factors contributing to the Changing Nature of work.
- c. What is the term Business Ethics?

QUESTION 3

[25 marks]

- a) What is Job Discrimination?
- b) How do you Identify Discrimination?
- c) What is Sexual Harassment in the workplace?

QUESTION 4**[25 marks]**

- a) Supervisors rely upon Power and Authority to ensure that employees get things done.
 - i. What is POWER?
 - ii. Give three types of power and briefly explain them.
- b) Centralization versus decentralization of decision-making
- c) What is Job Analysis?
- d) What Aspects of a Job Are Analyzed?