



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES

HUMAN RESOURCE MANAGEMENT DEPARTMENT

PRINCIPLES OF HUMAN RESOURCE MANAGEMENT

CODE: SSHR125/HHRM125

SESSIONAL EXAMINATIONS

OCTOBER 2021

DURATION: 3 HOURS

EXAMINER: MR N. MUCHONGWE

INSTRUCTIONS & INFORMATON

- 1. This paper contains 2 sections with 6 Questions.*
 - 2. Section A is compulsory.*
 - 3. Answer ANY **three** other questions from section B.*
 - 4. Total marks 100.*
 - 5. You are reminded of the need for good English and clear presentation in your answers.*
-

SECTION A

1. a) Explain the meaning of the term 'closed shop' as used in the context of the changing face of industrial relations paving the way for the new practice, HRM. **(5 marks)**
- b) Discuss any **five** managerial implications for the adoption of each of the following approaches to HRM;
 - i. Hard version of HRM. **(10 marks)**
 - ii. Soft version of HRM. **(10 marks)**

SECTION B

2. a) Explain any **three** strategies of ensuring quality in the context of people management practices in organisations. **(9 marks)**
- b) Analyse the **four** components of quality in HRM as propounded by Guest (1989). **(16 marks)**
3. 'Industrial Relations is the bedding while HRM depicts the new realism' Assess the validity of this statement in view of the evolution of the HRM concept. **(25 marks)**
4. a) 'Traditional Personnel Management is the old label to the new realism, HRM'. Explain the meaning of this statement. **(5 marks)**
- b) Discuss any **four** forces behind the emergency of the HRM concept. **(20 marks)**
5. 'The kaizen approach and the zero defect motive behind the concept of TQM is rhetoric'. Discuss. **(25 marks)**
6. 'HRM should act as the pivotal change agent critical for the successful implementation of TQM practices. Analyse any **five** lines of argument in support for this assertion. **(25 marks)**

END OF EXAMINATION