

**MANICALAND STATE UNIVERSITY
OF
APPLIED SCIENCES**

**FACULTY OF APPLIED SOCIAL SCIENCES
HUMAN RESOURCE MANAGEMENT DEPARTMENT
PRINCIPLES OF HUMAN RESOURCE MANAGEMENT
CODE: HHRM 125**

SESSIONAL EXAMINATIONS

APRIL/MAY 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.*
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SECTION A

1. a) Describe the following HRM concepts;
 - (i) Hard version of HRM **(6 marks)**
 - (ii) Soft version of HRM **(6 marks)**
- b) Discuss any **four** challenges that can be faced by management in promoting HR integration at all levels within an organization. **(13 marks)**

SECTION B

2. a) Compare and contrast the Harvard and the Michigan models of HRM. **(10 marks)**
 - b) In your comparison, make an attempt to recommend which one is more appropriate in our Zimbabwean environment. **(15 marks)**
3. Examine any **five** problems associated with the concept of 'commitment'. **(25 marks)**
4. Clearly articulating the business sense embedded in it, elaborate the concept of strategic integration. **(25 marks)**
5. Examine how an organization can benefit from the use of any **five** forms of flexibility in the management of human resource. **(25 marks)**
6. a) Explain any **five** Critical Success Factors (CSF) of Total Quality Management (TQM). **(10 marks)**
 - b) Analyse any **five** reasons for adopting quality management practices in organisations. **(15 marks)**

END OF EXAMINATION