

UNIVERSITY OF FORT HARE

**HRM: MAINTENANCE AND DEVELOPMENT
HRM 224**

SUPPLEMENTARY EXAMINATIONS

OCT/NOV

2018

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Time: 3 Hours
Subject: HRM 224
Marks: 100

This paper consists of 3 pages including the cover page

Internal Examiners
Ms T.S Mhlanga (UFH)

External Examiners
Ms N.I Gcaza (UFH)

INSTRUCTIONS

- 1. Answer all FOUR (4) questions**
- 2. It is in your best interest to write clearly and legibly.**

QUESTION 1

1.1 **Internal staffing is the placement of individuals already in the service of the organisation.** Discuss the reasons underlying the design of a proper internal staffing programme. (10)

1.2 Define the term employability and discuss the human resource professional's role in career management. (10)

1.3 Identify 5 various approaches to internal staffing. (5)

/25 marks/

QUESTION 2

2.1 **Several concepts are used to describe the various training and development approaches that organisations offer their employees to develop their workplace competencies.** Explain the following concepts:

2.1.1 Education

2.1.2 Training

2.1.3 Developmental activities

2.1.4 Learning (8)

2.2 Discuss 5 on-the-job training (OJT) methods'/techniques. (10)

2.3 Identify 7 purposes of the Skills Development Act (97 of 1998) (7)

/25 marks/

QUESTION 3

3.1 **Job stress is considered to be a rising concern in many organisations in South Africa.** Discuss the factors that contribute to stress among employees. (12)

3.2 Explain any four personal strategies employees can use to control stress. (8)

3.3 Identify 5 most common wellness activities offered by employers. (5)

/25 marks/

QUESTION 4

4.1 **After accepting a job offer most new employees are very keen to learn more about their job and the organisation.** Explain the terms onboarding, orientation and motivation (6)

4.2 Identify and explain the team responsible for onboarding and orientation. (12)

4.3 Identify the 5 retention factors considered important by employees and two retention factors considered important by HR Managers. (7)

/25 marks/
