



ICM

DECEMBER 2016

HUMAN RESOURCES MANAGEMENT

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
1. Which methods would you adopt to analyse the forthcoming training needs of staff located in the IT department? How would you advocate for full funding for such a training programme? [20]
 2. Are managers and leaders born to the role or does education and training create good managers and leaders? In answering this question, consider FIVE traits or characteristics commonly associated with powerful and successful managers and leaders. [20]
 3. Discuss the relevance of the trade union movement in today's society. Use ONE example with which you are familiar to add value to your answer. [20]
 4. Evaluate the methods which can be used to ensure an effective job interview process. [20]
 5. Debate the impact of a variety of welfare facilities (not pay, salary, bonus or commission). [20]
 6. Analyse the effectiveness of teamwork in terms of productivity and then evaluate the benefits of teamwork on the individual. [20]
 7. Analyse the benefits of following a human resource strategy – consider how such a strategy benefits the organisation. [20]
 8. Explore the advantages of following a detailed, yet standard, approach to the recruitment and selection process. [20]