



ICM

MARCH 2017

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. Outline a detailed approach to the recruitment and selection process. Discuss the importance of following such a process each time a vacancy arises. [20]
 2. Describe an HR strategy and discuss its importance/significance to the smooth operation of the organisation. [20]
 3. Having briefly described an effective/productive team, evaluate the benefits of teamwork to the individual, the department and the organisation. [20]
 4. Discuss the most appropriate methods of assessing potential recruits to your organisation. [20]
 5. With the exclusion of all payments (wages, bonus, commission, pension, maternity/paternity, sickness), give examples of employee welfare schemes. Discuss the effectiveness of such schemes. [20]
 6. Through the brief description of a trade union with which you are familiar, analyse the benefits a trade union can bring to the individual and to the organisation. [20]
 7. Describe and evaluate THREE significant characteristics of a good/ effective manager/leader. Use an example of a person who you know or with whom you are familiar to explain your choice of characteristics/ traits. [20]
 8. How would you, as the HR manager, analyse the training needs of one specific group of workers? [20]