**ST MARY’S UNIVERSITY**

**TWICKENHAM, LONDON**

BA/BA(ITT)/BSc students registered for

Level **FOUR**

Title**: Human Resource Management**

Code: **MGT4013**

Semester: **Resit**

Date: **01 July 2019**

Time: **13:30-15:30pm**

TIME ALLOWED: **TWO** HOURS

Instructions to Candidates:

Please submit your examination paper with your examination script. A treasury tag has been provided. Enter your regnum in the space below:

**REGNUM: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EXAM INSTRUCTIONS**

**(This assessment is worth 40% of the final module grade)**

Answer **ALL** multiple-choice questions in SECTION A. Write your answers on the answer sheet provided at the end of this paper. Answer **TWO** questions from SECTION B.

**SECTION A (20%)**

Multiple-choice questions.

1. Best practices in recruitment and selection must be:
	1. Legally defensible
	2. Systematic
	3. Measurable through the use of employment testing
	4. Scientific and use rigorous measures

2. What is meant by the acronym CIPD?

1. Chartered Institute of Personnel and Development
2. Chartered Institute of People and Development
3. Chartered Institute of Personnel Directors
4. Chartered Institute of Performance Development

3. What is meant by the acronym HPWS?

* 1. High Performance Work Scenario
	2. High Performance Work System
	3. High Pressure Work System
	4. High Performance Wages System

4. What name is given to the practice of appointing staff on a worldwide basis regardless of national origin?

* 1. Regio-centric
	2. Ethno-centric
	3. Geo-centric
	4. Poly-centric

5. What is the role of the TUC (Trade Union Council) in the UK?

1. The TUC is a confederation of British unions
2. The TUC is a confederation of British workers
3. The TUC is a confederation of British employers
4. The TUC is a confederation of British managers

6. Which of the following statements about the apprenticeship system is incorrect?

1. Apprenticeships combine classroom teaching and on-the-job experience
2. Full apprenticeships last two years
3. The system is one of the best routes to achieving vocational qualifications
4. Technical training is supplemented with knowledge of work control and design

7. Which of the following is NOT a form of flexible working arrangement?

* 1. Part-time employment
	2. 360° appraisal
	3. Job share
	4. Annual hour’s contract

8. What is meant by 360 degree appraisal?

1. A system where feedback is obtained from peers subordinates and supervisors
2. A system where every employee rates another employee chosen at random
3. A system where the line manager rates subordinates simultaneously
4. A system where a senior manager rates all line managers simultaneously

9. What is meant by the term delegation?

* 1. A system of management that relies on consulting employees before making decisions
	2. The process of using goals as the best way of motivating managers to achieve corporate targets/objectives
	3. The giving of tasks by a manager to a subordinate
	4. A style of management supported by Board of Directors

10. According to Wilton (2016), what style is recommended for effective line management?

1. Command and control
2. Policing style approach
3. Hands off approach
4. Tutoring, coaching, and mentoring

**SECTION B**

Essay questions. Answer **TWO** questions.

1. In the context of HR describe three approaches to learning and explain their limitations (40 marks)
2. Explain the advantages and disadvantages of developing a training programme using the systematic model (40 marks)
3. Identify and describe four main activities of HRM functions (40 marks)
4. Application forms can sometimes elicit better information than CVs as they pose some direct questions that the CV may otherwise not address. What advantages are there in using CVs for the potential employer and what mechanisms can the employer employ to check the validity of information on CVs? (40 marks)

**END OF EXAMINATION**