

ENGINEERING TRIPOS PART IIA

30 April 2010 9 to 10.30

Module 3E5

HUMAN RESOURCE MANAGEMENT

*Answer not more than **two** questions.*

All questions carry the same number of marks.

*The **approximate** percentage of marks allocated to each part of a question is indicated in the right margin.*

There are no attachments.

STATIONERY REQUIREMENTS

Single-sided script paper

SPECIAL REQUIREMENTS

None

You may not start to read the questions printed on the subsequent pages of this question paper until instructed that you may do so by the Invigilator

- 1 (a) Describe the four common HR strategies. [40%]
- (b) Explain the four general approaches to job design. [40%]
- (c) Relate the four approaches to job design to the HR strategies. [20%]

- 2 (a) Identify and discuss at least four factors involved in assessing the effectiveness of selection methods. [40%]
- (b) What are the ways to assess the validity of an employee selection measure? [30%]
- (c) How can the validity of employment interviews be improved? [30%]

3 (a) What are four typical reasons for voluntary employee turnover? [40%]

(b) Discuss and explain what steps an organisation can take to reduce voluntary turnover. [60%]

4 (a) How is citizenship performance different from task performance? [20%]

(b) What are common problems with performance measures? [30%]

(c) Briefly discuss positive and negative feedback and the usual employee performance outcomes from each. [20%]

(d) Describe the components for effectively communicating feedback for performance improvement. [30%]

END OF PAPER