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HRM3703

OCTOBER/NOVEMBER 2014

HR INFORMATION SYSTEM AND TECHNOLOGY

STUDENT NUMBER									

IDENTITY NUMBER											

FOR USE BY EXAMINATION INVIGILATOR
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Question No	Marks			
	Examiners			
	1	2	3	4
Section A				
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Section B				
2				
3				
4				
5				
Total for paper	75			

Subject

Number of paper

Date of examination

Examination centre

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HRM3703

October/November 2014

HR INFORMATION SYSTEMS AND TECHNOLOGY

Duration 2 Hours

75 Marks

EXAMINERS

FIRST

MRS S WARNICH

SECOND

MR CV GUMEDE

EXTERNAL

MR MA BUYS

Closed book examination

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This paper consists of 22 pages

You may not consult notes of any kind, or any person, except the invigilator, during the course of the examination session.

INSTRUCTIONS

- (1) Answer Question 1 in Section A and any two (2) of the four (4) remaining questions in Section B of the paper
- (2) Write legibly
- (3) Encircle the numbers of the questions you choose in Section B of the paper on the cover of your examination paper
- (4) This examination paper is only available in English

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SECTION A

THIS QUESTION IS COMPULSORY AND ALL STUDENTS SHOULD ANSWER THIS.

Question 1

Read the case study below and then answer the questions that follow. Read it carefully as you will also have to use this information in some of the other questions in this examination paper.

CHALLENGES AT BSBN ENTERPRISES

Samantha is the HR Director at BSBN Enterprises. The company has been in existence for more than 17 years; their total workforce consists of 560 employees. They distribute basic and specialised mining equipment that they mainly import directly from various overseas organisations and some equipment are also sourced and manufactured locally by a variety of suppliers. The organisation also provides advice to companies on the best equipment to use for various situations and for this they employ a team of qualified and experienced Mining Engineers.

External sales representatives are responsible for marketing and selling their products and they are grouped into teams covering various geographical areas and each team is supported by an internal sales representative that is responsible for processing orders, checking the availability of items and following up on delivery. External sales representatives are rewarded by means of a minimum basic monthly salary plus commission on their monthly sales and employee benefits. Each team has a monthly sales target that they have to meet; if they do not meet this they do not earn commission. Internal sales representatives only earn a salary that is higher than the basic salary of external sales representatives; it includes employee benefits but no commission.

The company has implemented a BOB HRIS a number of years ago. Before its implementation they conducted a proper HRIS needs analysis at BSBN Enterprises to ensure that they implement the correct system to address their needs. Samantha then liaised with various vendors and she assessed each one's system feasibility; they identified the most suitable products and vendors and worked with the vendors to purchase and implement the required products. As the company expanded, additional modules were added to cater for their changed needs. The company uses the HRIS extensively.

BSBN Enterprises is doing well and they have landed a number of contracts over the years. However, recently they have experienced higher than usual staff turnover and the Board of Directors want some answers and suggestions on how they can reduce this and also on possible causes for this problem. Samantha discusses this with some of her colleagues.

Fikile was recently appointed at BSBN Enterprises as an HR Manager and he will join the company on 1 December 2014. Fikile has ten years relevant experience and the company he previously worked for specialised in the manufacturing of computer parts. The company had a total workforce of 100 employees.

To ensure Fikile's successful integration into the organisation, Samantha plans to use the HRIS much more extensively.

Now answer the questions 1.1 to 1.4 that follow.

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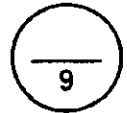
1.1 Discuss why an organisation such as BSBN Enterprises would need a computerised HRIS (5)

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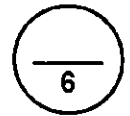
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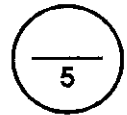
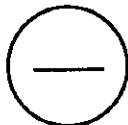
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- 13 Refer to the information in the case study above and indicate how BSN Enterprises can use the HRIS in the orientation of their new employees, in particular, Fikile. In your answer you need to indicate how the HR Department can use the system, how the new employees can use it and how it can assist with record-keeping and why this is important (6)



- 1 4 Discuss how and HRIS can be used to assist BSN Enterprises with their recent staff turnover problem. What should Samantha's response to the Board of Director's be and what would you suggest they do to reduce this problem? (5)

**SECTION B****ANSWER ANY TWO (2) OF THE FOLLOWING FOUR (4) QUESTIONS.****Question 2**

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- 2.1 People in HR responsible for the implementation of an HRIS should understand basic terminology so that they are able to communicate properly with specialists, vendors and the implementation team. This will also help them to clearly communicate the exact needs that the system must meet. **In terms of an HRIS and databases, provide a definition of each of the terms below.**

An action and cross-tab query (2 marks)

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Entity and attribute (2 marks)

Tables (1 mark)

Primary and foreign keys (2 marks)

Push and pull systems (2 marks)

Big data (1 mark)

Data mining (1 mark)

Cloud computing (1 mark)

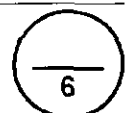
2.2 Refer again to the case study in Question 1. Pretend that you are Samantha's university friend. You meet for lunch one afternoon and you discuss what is currently happening in your working life. Samantha briefly mentions that she does not want to "do metrics". She does not want to fall into the trap of simply generating a static menu of HR metrics and reports, she really wants to use the information to increase organisational effectiveness. The conversation is interrupted by a telephone call and she needs to leave. You have many years' experience with HR metrics and analytics and you decide to share some information with her by e-mail. Write brief notes on the following in terms of HR metrics and analytics to share the lessons learnt with her.

- Bigger is not always better (2)
- HR metrics and analytics is a journey, not a destination (2)
- Avoid measuring everything aggressively (2)

Bigger is not always better

HR metrics and analytics is a journey, not a destination

Avoid measuring everything aggressively



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- 2 3 Briefly discuss self-service portals in HRIS. In your answer include a description of what it entails and also at least two advantages and two disadvantages (7)

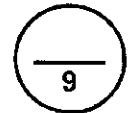


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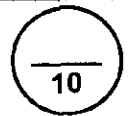
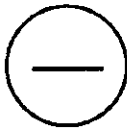
3.1 Discuss how social networking can be used as a tool in organisations. What is the purpose of this in the workplace and what are the challenges? (6)

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- 3.2 Refer to the case study in question 1 again. How can the HRIS assist BSN Enterprises in terms of performance management, compensation and rewards? Remember to include a discussion on decision support in your answer (9)



- 3 3 International HRM (IHRM) brings about unique and specific HR-related challenges in multinational enterprises (MNEs). A number of administrative related issues are relevant in IHRM in terms of the HRIS. Briefly discuss outsourcing, insourcing, offshoring, data security and data privacy in IHRM as some of these challenges (10)

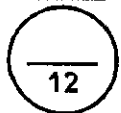
**Question 4**

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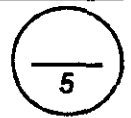
- 4.1 With reference to the information in the case study in question 1 discuss the common security threats in information security. Refer to the threat sources, the types of threats and software threats (12)

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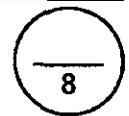
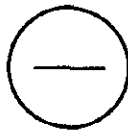
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- 4 2 Briefly discuss the control of project creep in project management What is the key to avoiding this? (5)



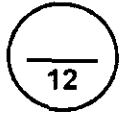
- 4 3 Briefly discuss cloud computing. Refer to the general service categories and also include a brief discussion on data security challenges in the cloud (8)

**Question 5**

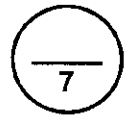
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- 5.1 Refer to the case study in question 1. What should Samantha and her team have considered when they assessed HRIS feasibility? Discuss all four of the dimensions. (12)

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- 5 2 Explain the term BYOD Should this affect organisational policies? How? Should employees be allowed to use this for work-related matters and, if so, how would the organisation be able to control this? (7)



5 3 Briefly discuss the following

5 3 1 The use of the HRIS to support employee succession planning

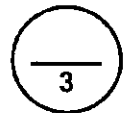
(3)



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5 3 2 The relationship between e-recruiting and HRIS

(3)



Total for paper = [75]

CHECKLIST	✓
Did you complete Question 1 AND 2 other questions?	
Did you complete all your personal particulars on the cover of the examination paper?	
Did you indicate the numbers of the questions you chose on the cover of the examination paper?	