



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

DEPARTMENT: BUSINESS

COURSE CODE: CHR401 | BUS2453

CAMPUS: ROYSAMBU

COURSE TITLE: HUMAN RESOURCE DEVELOPMENT

EXAM DATE:

TIME: DAY

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A

(Answer ALL questions in this section)

QUESTION 1

Read the case below and answer question 1a:

To avoid making customers wait, it is important for employees to arrive on time. Susan has been with the company for four years, and she has excellent customer service skills. However, in the last three weeks, you noticed she had arrived late several times. She was late four times last week by more than 25 minutes. As the supervisor of Susan, you decide to talk with her.

a) Conduct an appraisal for Susan using the following guidelines

- | | |
|------------------|----------|
| i. Behaviour | (2marks) |
| ii. Effect | (2marks) |
| iii. Expectation | (2marks) |
| iv. Results | (2marks) |

b) Explain **Two of each** benefit of performance management to

- | | |
|----------------------|----------|
| i. The supervisor | (1 mark) |
| ii. The Organization | (1 mark) |

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

a) Discuss Five conditions that makes it feasible for an organization to outsource its training department. **(5 Marks)**

b) Explain the steps a trainer should follow when identifying the training needs in an organization. **(5 Marks)**

QUESTION 3

You are the Human Resource Development practitioner of a large company. Feedback suggests many of the workers are unhappy and are looking for new jobs. Recent figures show that productivity has reduced. You know that the managing director has said there will be no wage increase this year. Using examples, discuss FIVE ways which would increase motivation and productivity.

(10 Marks)

QUESTION 4

- a) Explain FOUR ways an organization can support an employees' career development. **(4 Marks)**
- b) Using the knowledge of the stages of life and career development, explain how the career issues of a twenty-seven-year-old differ from those of a forty-five-year-old. **(6 Marks)**

QUESTION 5

- a) Using examples, discuss TWO of each type of employee benefits below
 - i. Health Care Benefits **(2 Marks)**
 - ii. Time-off Benefits **(2 Marks)**
- b) You are a small-scale employer wishing to establish a benefits program for your employees. Explain THREE factors you should consider to ensure that the program is a success. **(6 Marks)**

QUESTION 6

- a) Explain FIVE reasons why it is important for the Human resource to consider employee health and safety in the organization. **(5 Marks)**
- b) Describe Five measures to maintain safety and avoid accidents in the industrial establishments. **(5 Marks)**

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