



**PAN AFRICA CHRISTIAN UNIVERSITY**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF  
BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT**

**SEPTEMBER-DECEMBER 2019**

**CAMPUS: ROYSAMBU**

**DEPARTMENT: COMMUNITY DEVELOPMENT**

**COURSE CODE: CDC412**

**COURSE TITLE: HUMAN RESOURCE IN COMMUNITY DEVELOPMENT**

**EXAM DATE: MONDAY 2<sup>ND</sup> DECEMBER 2019**

**DURATION: 2 HOURS**

**TIME: 9:00AM-11:00AM**

**INSTRUCTIONS**

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This exam paper contains TWO sections.
- Answer **ALL questions in Section A** and **any THREE** questions in section B.
- *ALL PAC University's examination rules and regulations apply*

**Section A: is compulsory Answer all**

**Question one**

- a) Identify **five** reasons that may lead an employee to encounter disciplinary action. (5 marks)
- b) Highlight **five** ways that are used to evaluate employee performance in an organization (5 marks)
- c) Explore **five** activities that an organization can engage in to improve employee morale in the work place (5 marks)
- d) Explain why it is becoming mandatory for volunteers and interns to be interviewed (5 marks)
- e) Describe **five** Training programs for staff that you would recommend them to be trained in to make them effective to reach out to the youths. (10 marks)

**Section B: answer any three questions**

- Q2. Discuss **five** importance of work place policies within an organization. (10 marks)
- Q3. Discuss **five** reasons why it would be important for HR managers to consider the Emotional intelligence (EI) of the prospective team leader their organization. (10 marks)
- Q 4. One of the challenges of HR in the NGO field is high turnover of employees as they move to seek greener pastures. Money is a dissatisfying rather than a satisfying factor. Discuss this statement in regard to high turnover of employees in NGO ( 10 marks)

Q 5. Discuss how you would train the newly recruited interns to adopt to work procedures within your organization (10 marks)

Q 6. Discuss **five** challenges of performance appraisals (10 marks)