



**PAN AFRICA CHRISTIAN UNIVERSITY**  
**SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY**  
**END OF SEMESTER EXAMINATION FOR THE DEGREE OF**  
**BACHELOR OF COMMERCE**  
**BACHELOR OF BUSINESS LEADERSHIP**  
**SEPTEMBER-DECEMBER 2017**

**CAMPUS: ROYSAMBU**

**DEPARTMENT: BUSINESS STUDIES**

**COURSE CODE: BUS3433**

**COURSE TITLE: CONTEMPORARY ISSUES IN HRM**

**EXAM DATE: 8<sup>th</sup> - 11<sup>th</sup> DECEMBER 2017**

**DURATION: 3 hours**

**INSTRUCTIONS**

- Read all questions carefully before attempting.
- Answer FOUR questions out of the SIX provided

### **QUESTION ONE**

Discuss the benefits of the following in business organizations

- a. HR analytics (5 marks)
- b. Corporate citizenship behaviour (5 marks)

### **QUESTION TWO**

Discuss FIVE strategies for successfully increasing diversity in a workforce (10 marks)

### **QUESTION THREE**

- a. Using relevant examples, explain TWO important issues influencing Human Resource Management today (4 marks)
- b. Discuss THREE reasons all supervisors and managers require an understanding and proficiency in HR Management concepts and techniques (6 marks)

### **QUESTION FOUR**

- a. Outline FIVE Human Resource challenges faced by an international business (5 marks)
- b. Explain FIVE actions managers can take in dealing with the trends and challenges affecting Human Resource Management (5 marks)

### **QUESTION FIVE**

- a. Describe TWO practical managerial actions that can foster employee engagement (4 marks).
- b. Discuss THREE competencies HR Managers need to deal with the current trends and challenges influencing Human Resource Management (6 marks)

### **QUESTION SIX**

Assume you are the manager in a small restaurant where you are responsible for hiring employees, supervising them, and recommending them for promotion. Discuss FIVE potentially discriminatory management practices you should avoid (10 marks)