



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE – DLM 110

COURSE TITLE – HUMAN RESOURCE MANAGEMENT

EXAM DATE - August 2020

TIME – 11.00 – 13.00 HOURS

Duration – 2 hours (Online Class)

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and any other **TWO** questions in Section B.

Total Marks – 40

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. a) Define the following terms as used in human resource management.
 - i) Induction (2 marks)
 - ii) Motivation (2 marks)
 - iii) Employee Engagement (2 marks)
- b) Name and explain two reasons for employee training (4 marks)
2. (a) List four ways you can use to motivate employees in your organizations (4 marks)
- (b) Identify and briefly explain three benefits of measuring performance in organizations (6 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

4. Explain four differences between coaching and mentoring (10 marks)
5. a) Define succession planning (2 marks)
- b) Employee retention (2 marks)
- c) Explain three reasons why succession planning is important in organizations (6 marks)
6. Name and explain five processes of employee recruitment (10 marks)
8. Identify and explain five areas you should focus on when inducting employees in your organization (10 marks)
9. Name and explain five characteristics of human resource leaders (10 marks)

END