



BCM205|BUS2333|DSM205| DENT0215: HUMAN RESOURCE MANAGEMENT

ONLINE CLASS

Instructions

- i) This exam paper contains SIX questions containing 10 marks each.**
- ii) Answer Question 1 (COMPULSORY) and any other THREE questions**
- iii) Read each question carefully before attempting.**

QUESTION ONE

- a) Explain two approaches used by managers to reduce employees' resistance to change.
(2 Marks).
- b) Human resource management as a discipline has a very wide scope and its activities can be best explained through its functions. Discuss two operative functions of human resource management.
(4 Marks).
- c) Recruitment is a costly exercise.” In accordance to this statement, explain any two costs that a firm has to bear with during the recruitment process. (4 marks).

QUESTION TWO

- a) Using an illustration, distinguish between job description and job specification. (4 Marks).
- b) “Training programmes are helpful to avoid personnel obsolescence”. Discuss this statement highlighting two core objectives of employee training. (6 marks).

QUESTION THREE

- a) You are informed that Simba Limited Company has established a human resource department. Explain two importance of human resource planning to the management of Simba Limited (4 Marks).
- b) As a human resource manager, you are expected to come up with strategies that will ensure that employees enjoy their work. Discuss three methods that a human resource manager can explore to ensure that employees are motivated in the organization (6 Marks).

QUESTION FOUR

- a) The management of Ziwa Limited is in the process of reassessing its current reward system. Write short notes explaining the following terms to the management.
 - i. Financial rewards (2 Marks).
 - ii. Total rewards (2 Marks).
 - iii. Recognition schemes (2 Marks).
 - iv. Employee benefits (2 Marks).
- b) Describe the two broad purposes of performance appraisals for an organizations (2 Marks).

QUESTION FIVE

- a) Discuss two advantages that internal recruitment has over external recruitment method (4 Marks).
- b) As the chief executive officer of ABC Company, employees have been pressuring the management for salary increment. Explain the process of wage determination to employees of ABC Company. (6 Marks).

QUESTION SIX

- a) Briefly discuss four human resource challenges brought about by the impact of COVID-19 pandemic (4 Marks).

- b) Job enrichment and job enlargement are commonly used methods of job design that human resource managers can explore to influence on the productivity and job satisfaction of employees. Explain three differences between the two methods of job design (6 Marks).

End