BCM205|BUS2333|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.**

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QUESTION 1

Read the Case Study and answer the questions that follow

Rose, the chief executive officer of Jitambulishe Limited has hired you as the Human Resource Manager so as to focus on other areas of the business. The company employs 200 hundred full time employees and 300 casual labourers which you are expected to plan for. During your first two weeks, you find out that the company has been greatly affected by the impact of COVID-19 pandemic and revenue has greatly decrease by as high as 30 percent. The company is forced to lay off a number of employees because of the impact of the pandemic.

Further to these challenges and to reduce the rate of infection, the government through the ministry of health has ordered that people should work from home and meetings should be held virtually. As a human resource manager, you are worried about productivity of your employees working from home.

a) Explain two benefits of human resource planning to the CEO of Jitambulishe Limited (4 Marks).

b) Discuss three ways in which you will ensure that employees are still productive even as you embrace the new normal 'working from home' (6 Marks).

QUESTION 2

a) Most public service has been criticized for poor performance though every year they conduct a performance appraisal. Discuss two reasons why you think performance appraisal exercise has not been very effective in the public service **(4 mks)**

b) 360 degree has been recommended by your consultant as the outstanding performance appraisal method. Explain the arguments behind the 360 degree being one of the best appraisal methods **(6mks)**

QUESTION 3

a. As an employee of a reputable organization, you have been asked by your boss to explain two benefits of job design in an organization. **(4 mks)**
b. You are one of the facilitators in a Human resource training program. You have been asked to give a presentation on the need for employee training in the organization. Discuss three areas that you are likely to talk about **(6mks)**

QUESTION 4

a. As a human resource manager, describe two significance of good industrial relations to your unionizable employees **(4mks)**
b. Human resource department is considered one of the important departments in the modern organization. Discuss three roles of the human resource department in these organizations **(6 mks)**

QUESTION 5

a) Discuss any four macroenvironmental factors that have contextual influence on performance management in your organization **(4 mks).**

b) Employees have been complaining that their wage is not commensurate with the job. As a human resource manager, you are expected to hold a virtual meeting to explain the factors affecting the organizations wage and salary administration. Explain three points you are likely to include in your slide **(6 mks)**

QUESTION 6

a) COVID-19 pandemic has exposed a lot of human resource issues that needs to be addressed by most of the organizations. Giving examples, discuss the emerging human resource issues that needs to be addressed **(4 mks).**

b) Counselling is important not only to an individual, but also to the organization. Discuss THREE effects of counselling at the workplace **(6 mks).**