



**COURSE CODE: BCM205|BIT312|BUS2333|DSM205|DBM0115|DENT0215**

**COURSE NAME: 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**

**MULTIPLE CHOICE QUESTIONS- ANSWER ALL QUESTIONS**

1. In \_\_\_\_\_ training, a training center is set-up and actual job conditions are duplicated or simulated in it
  - A. Classroom
  - B. Apprenticeship
  - C. Internship
  - D. Vestibule
  
2. Relative worth of a job is known by \_\_\_\_\_.
  - A. Job design
  - B. Job analysis
  - C. Job evaluation
  - D. Job rotation

3. Personnel activities associated with human resource management most likely include all of the following EXCEPT \_\_\_\_\_.
- A. orienting and training new employees
  - B. developing customer relationships
  - C. appraising employee performance
  - D. building employee commitment
4. \_\_\_\_\_ is a factual statement of tasks & duties involved in a job.
- A. Job description
  - B. Job specification
  - C. Job Analysis
  - D. Job evaluation
5. \_\_\_\_\_ a predetermined groups or classes are established and jobs are assigned to each classification.
- A. Ranking method
  - B. Grading method
  - C. Point rating method
  - D. Factor comparison method
6. Which of these activities are not included in the scope of human resource management?
- A. Job analysis and design
  - B. Motivation and communication
  - C. Safety and health
  - D. Organizational structure and design
7. According to experts, the primary hindrance to a firm's productivity is its inability to \_\_\_\_\_.
- A. Establish effective manufacturing facilities
  - B. Acquire and maintain human capital
  - C. Use advanced accounting controls

D. Attain adequate cash and credit

8. Match the following objectives and functions:

I. Functional \_\_\_\_\_ A. Union - Management Relations

II. Organisational \_\_\_\_\_ B. Compensation

III. Societal \_\_\_\_\_ C. Employee Relations

IV. Personal \_\_\_\_\_ D. Assessment

A. I-D, II-C, III-A, IV-B

B. I-C, II-B, III-D, IV-A

C. I-B, II-C, III-A, IV-D

D. I-A, II-B, III-C, IV-D

9. Organizations need to evolve HR policies as they ensure \_\_\_\_\_ and \_\_\_\_\_ in treating people.

A. Constancy and similarity

B. Intention and safety

C. Consistency and uniformity

D. Integrity and fairness

10. Which of the following includes five basic functions such as planning, organizing, staffing, leading, and controlling?

A. Job analysis

B. Strategic management

C. Management process

D. Adaptability screening

## QUESTION 2

- a. Most public service has been criticized for poor performance though every year they conduct a performance appraisal. Discuss two reasons for the poor performance exhibited by the public service officers (4 Marks).
- b. The desire for a better pay has become a contentious issue that most managers must constantly address with their employees. Most of the times, employees demand are always beyond the management ability to fulfil. Discuss three factors that help in the determination of wage and salary administration adopted by the organization. (6Marks).

## QUESTION 3

- a. You are a customs officer with Kenya Revenue Authority, briefly explain two ways that the state corporation can employ to increase revenue collection and employee productivity (2 Marks).
- b. You have been appointed as the human resource manager in a newly established company, as you settle in to ensure that the firm has the optimum number of staff at all times. Discuss four reasons that needs to be taken into consideration for proper human resource demand forecasting ( 8 Marks).

## QUESTION 4

- a. Briefly explain the following concept of human resource as used in the organization
- i. Secondment (1 Mark).
  - ii. Job sharing (1 Mark).
  - iii. Apprenticeship (1 Mark).
  - iv. Labour turnover (1 Mark).

- b. You have been invited to give a presentation on the need for recruitment to employees of Mumias Sugar Company. Given the fact that Mumias has been operating under very low capacity, explain three factors that determine whether Mumias will recruit additional employees or not (6 Marks).

### QUESTION 5

- a) Your organization is in the process of recruiting a data analyst. Instead of advertising, they have decided to head hunt for the suitable employee. Explain two reasons why an organization may decide to head hunt instead of advertising (4 Marks).
- b) Discuss three ways in which manpower flows in the organization (6 Marks).

### QUESTION 6

- a) Mental health is on the rise in most of the students of institutions of higher learning. Explain two ways to mitigate the issue of mental health in these institutions (4 Marks).
- b) The past years we have seen employees in the health sector engaging in industrial relations disputes. As a student of human resource management, discuss three ways in which the ministry of health can adopt so as to enhance good industrial relations with the health workers (6 Marks).