

PAN AFRICAN CHRISTIAN UNIVERSITY (PAC)
EXAMINATION 2020/2021
BACHELOR IN BUSINESS INFORMATION TECHNOLOGY
BCM 209: SPECIAL HUMAN RESOURCE MANAGEMENT 1 -
ROYSAMBU DAY

DATE: AUGUST 2020

TIME: 2 HOURS

SECTION A: COMPULSORY

QUESTION ONE (10mks)

- (a) XYZ, one of the region's leading suppliers of portable power solutions has had many of its products such as the dry cell batteries as household names and more-so in the Kenyan Market. However technological dynamics and market dynamics coupled by competitor actions has seen its market share drop-in recent times. Using strategic human resource management process, advice the company
(5 Marks)
- (b) Explain FIVE major roles of HRM (5 Marks)

QUESTION TWO

- a. Discuss FIVE emerging trends in HRM (10 Marks)

QUESTION THREE

- a. Explain TWO main techniques used in employment planning and forecasting (4 Marks)
- b. Explain THREE test you would use in employee selection (6 Marks)

QUESTION FOUR

- a. Differentiate between career development and organizational development in HRM (4 Marks)
- b. Discuss THREE types of interviews undertaken by an HRM personnel (6 Marks)

QUESTION FIVE

- a. Discuss TWO factors to consider as an HRM in the career development of your staff (4 Marks)
- b. Explain THREE performance appraisal tools (6 Marks)

QUESTION SIX

- a. Explain TWO pay for time not worked benefits (4 Marks)
- b. Discuss THREE basic factors in determining pay rates (6 Marks)