

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



PAN AFRICA CHRISTIAN UNIVERSITY

**BACHELOR OF BUSINESS INFORMATION TECHNOLOGY AND BACHELOR
OF SCIENCE IN INFORMATION TECHNOLOGY**

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY

COURSE CODE: BIT312 | BUS2333 | BCM205

CAMPUS: ONLINE

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM DATE: TUESDAY, XXXX, DECEMBER, 2024

TIME: 2.00-5.00PM

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A
(Answer ALL questions in this section)

QUESTION 1

Read the above case and answer the following questions.

Safety Limited is a passenger transport company plying more than 500 passenger buses in Bangalore of different routes. There are more than 5,000 employees working in the company. Out of these about 300 crewmen, (drivers and conducts) are working on the routes.

The behaviour of these crewmen while dealing with public and daily commuters in not satisfactory. So far as salary structure of these crewmen is concerned, they are paid reasonably well. In spite of it they have become lethargic, lazy and careless. Their productivity level is also very low as compared to the crewmen of other transport company. After having surveyed their behavioural pattern it came to light that they are little interested in their job and job has lost it's meaning to them.

- a) As the HR Manager of Safety Limited, discuss THREE types of job design you can suggest for these crewmen and why. **(6 Marks)**
- b) Explain how training can modify the behaviour of the crewmen at Safety Limited. **(2 Marks)**
- c) State TWO non-monetary incentives you, as the HR manager, can offer to the crewmen. **(2 Marks)**

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SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

- a) Social media can be destructive in the work place. With appropriate illustrations, justify this statement. **(5 Marks)**
- b) Identify five general responsibilities of the employer as stipulated by Occupational Safety and Health Act (OSHA 2007). **(5 Marks)**

QUESTION 3

The Human Resources department of XYZ company are demand forecasting for their upcoming year 2023-2024 using the trend analysis method. Using the information provided below, answer the following:

2021-22	Production of Units : 8000
2021-22	No. of Workers : 200
	Ratio : 200:8000
2023-24	Estimated Production : 12,000

- a) Calculate the number of workers required for the year 2023-2024. **(3 Marks)**
- b) If supervisors have a span of control of 20 workers, Calculate the number of supervisors needed. **(3 Marks)**
- c) Discuss FOUR ways Manpower planning is advantageous to XYZ company.

(4 Marks)

QUESTION 4

a) You have been invited by Human Resource Department of Nzoia Sugar Company Limited to help the management in justifying the investments made in their employees. Explain to the management THREE reasons in understanding the rationale of investing in their employees. **(6 Marks)**

b) Identify FOUR ways of giving negative feedback to employees regarding their performance. **(4 Marks)**

QUESTION 5

You are the HR Manager of a large company that is struggling. Presently there are 5000 employees. However, 1000 employees need to be laid-off. Discuss the downsizing plan you would employ as the HR Manager. **(10 Marks)**

QUESTION 6

VACANCY

COURIER BUSINESS EXECUTIVE JOB REF: HR-CBE-10-2021

Nation Media Group seeks to recruit experienced and self-motivated individuals to fill the position of Courier Business Executive in the Nation Carriers Department. We invite applicants who are result oriented, dynamic and self-driven with proven track records and attributes to excel in a highly competitive environment. The vacancies are available in Nairobi, Nakuru and Eldoret.

Reporting to the Courier Supervisor, the job holders will be responsible for selling, planning and coordinating courier services as well as supervising courier riders and agents in their areas, meet agreed individual courier revenue targets and ensure prompt debt collection.

Key responsibilities

- Sourcing of courier business in line with the courier sales strategy;
- Maximizing volume and revenue in cash sales and credit sales for increased profitability;
- Maintaining good customer relations through regular customer visits and prompt resolution of customer queries;
- Ensuring prompt debt collection within the agreed credit period;
- Identifying and sourcing Courier Sales Agents;
- Providing relevant market intelligence; and
- Compiling and forwarding the daily, weekly and monthly sales and collection reports to the Courier Supervisor.

Qualifications, Experience & skills

- Diploma in Sales and Marketing or its equivalent from a recognized institution;
- Three (3) years' experience in sales and marketing;
- Experience in courier sales and operations will be an added advantage;
- Report writing skills.

If you meet the above criteria, apply online at <https://www.nationmedia.com/careers/> on or before **October 10, 2021**.

Note: We shall only contact the shortlisted applicants.



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a) Using the above advertisement, discuss the following components

- Job description **(3 Marks)**
- Person specification **(3 Marks)**

b) As the HR manager, describe TWO selection tests you would conduct for the above position when recruiting. **(4 Marks)**

End of Exam