



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE – DLM 110

COURSE TITLE – HUMAN RESOURCE MANAGEMENT

EXAM DATE.....

TIME.....

Duration - 3 hours

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section **A** and any other **TWO** questions in Section **B**.

Final exam [Total Marks – 40]

SECTION A – COMPULSORY (20 Marks)

Question 1

- a) Define Human Resource Management (**2 Marks**)
- b) Define Personnel Management (**2 Marks**)
- c) While giving examples, identify three (3) functional categories of Human Resource Management (**3 Marks**)

d) Explain three (3) reasons why Human Resource Management is important to organization, employees and society (3 **Marks**)

Question 2

a) What is Human Resource Planning (HRP)? (2 **Marks**)

b) What is the importance of Human Resource Planning for organizational leaders? (6 **Marks**)

c) List the steps involved in an HRP process? (2 **Marks**)

SECTION B – ANSWER ANY TWO QUESTIONS (10 Marks Each)

Question 3

You have been selected to advise the management of ABC Company Ltd on how they can manage to recruit for the new role of Chief Accountant. Highlight at least 5 key stages of the process and the benefits associated with each stage. (10 Marks)

Question 4

a) Differentiate between Employee training and Induction. (4 **marks**)

b) Explain three reasons why employee induction is important in organizations. (6 **marks**)

Question 5

Employees of Lake Manufacturers Ltd have been on strike more often of late. They have decided to join the Manufacturers and Allied Workers Union (MAWU) to air their grievances to the management. As a qualified consultant on employee relations matters, the management has reached out to you for a discussion on the best practices that will bring about harmonious working relations between management and employees.

a) Highlight any five possible causes of bad relations between employees and management (5 **Marks**)

b) Briefly explain any 5 benefits of good employment relations (5 **Marks**)

Question 6

Performance appraisals are conducted in various organizations for various reasons.

a) Briefly explain any two of the reasons. (4 **Marks**)

b) State any 6 benefits of performance appraisal to an employee. (6 **Marks**)

Questions 7

Human Resource Planning is one of the most important activities organizational leaders engage in. Briefly explain the stages organizational leaders have to follow for a successful human resource plan. (10 **Marks**)