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CHUKA/EMBU

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
ENTREPRENEURSHIP AND ENTERPRISE MANAGEMENT, AGRIBUSINESS
MANAGEMENT, PROCUREMENT MANAGEMENT AND ANIMAL SCIENCE**

BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAMS: BSC(BEEM,AGBM,PROCUREMENT,ANSC)

TIME: 2 HOURS

DAY/DATE: THURSDAY 08/07/2021

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer question ONE and any other TWO questions

Do not write anything on the on paper

QUESTION ONE

STAFFING A RETAIL STORE

(a) “Staffing stores is our most challenging issue as we plan our expansion across North America”, exclaimed Nkere Udofia, vice chairman of montreal –based blinds TO GO (BTG) . ‘There are locations now where we’ve got physical store buildings that are sitting unstaffed. How are we going to recruit and develop enough people to meet our growth objectives? What changes should our company make?’. It was August 2, 2000, and Udofia knew that if Blinds to go was to continue to grow 50% sales stores per year, the issue of staffing would be front and centre.

Adopted from Ken Mark under supervision of professors Fernando Olivera and Ann Frost

Required :

- (i) Basing your argument on role of employees in organizations explain what may have prompted Nkere Udofia to exclaim that staffing is the most challenging issue.

[10

- marks]
- (ii) Advise the vice chairman of montreal based Blinds TO GO (BTG) on to how recruit and develop people that will meet the organizations objectives. [10 marks]
 - (iii) Explain human resource related methods that the company should adopt in order to sustain the growth strategy. [10 marks]

QUESTION TWO

- (a) Jafferson a supervisor has come to you as the chief executive officer accusing Mcleans an employee of failing to accomplish tasks assigned to him as scheduled. Explain the way in which you will deal with this accusation. [8 marks]
- (b) Differentiate between the following;
 - (i) Termination and dismissal [4 marks]
 - (ii) Layoff and resignation [4 marks]
- (c) Explain the types of costs that are associated with separating an employee from an organization. [4 marks]

QUESTION THREE

- (a) Explain the methods that are used in gathering data during job analysis. [10 marks]
- (b) Explain the performance appraisal process and indicate appraiser and appraise related problems that may arise during this exercise. [10 marks]

QUESTION FOUR

- (a) Human Resource policies guide an organization in its operations. Describe types of human resource policies that may be developed by organizations and indicate their relevance in attainment of organizations objectives. [12 marks]
- (b) Explain the factors that determine the type of training method that may be provided to employees working in a manufacturing enterprise. [8 marks]

