

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE  
OF BACHELOR IN COMMERCE, BACHELOR OF PROCUREMENT &  
LOGISTICS MANAGEMENT, BACHELOR OF COOPERATIVE  
MANAGEMENT AND BACHELOR OF SCIENCE IN ANIMAL SCIENCE**

**BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**

**STREAMS: BCOM, BPLM, BCOP (Y2S1) & BSc. ANSC (Y4S1)      TIME: 2 HOURS**

**DAY/DATE: THURSDAY 25/03/2021**

**11.30 A.M. – 1.30 P.M.**

**INSTRUCTIONS:**

- **Answer question one and any other two questions**
- **Do not write anything on the question paper**

**QUESTION ONE**

(a) Mapato is a self help group engaging in making hand woven products for the local and foreign market. Every year the group elects a new chair person among them to coordinate activities of the members. The previous chairperson was rumored to be inhuman for not taking into consideration contributions of each person. The self help group intends to organize in terms of products they produce and again based on the quantity of products that a member avails for final sale. It has also been resolved that a training on conflict management be organized for the whole group. A consultant has advised that a person with human resource management orientation should head the group.

- (i) Explain the qualities that members of Mapato self help group should consider when deciding on who to elect for leadership position. (10 marks)

- (ii) Explain the benefits that Mapato is likely to enjoy by using an external consultant as a trainer as opposed to one from among the members. (10 marks)
- (b) Explain the factors that influence employee compensation decisions in an organization. (10 marks)

**QUESTION TWO**

- (a) During epidemics organizations face challenges on how to deal with employees since sales volume and hence profits are normally very low. Suggest methods that manufacturing firms should use in order to deal with employee related challenges in such situations (10 marks)
- (b) Maxwell the human resource manager recommended that a training needs analysis be done before any training in the organization. Explain the reasons that may have influenced this decision clearly showing the symptoms that may indicate the need for training in an organization (10 marks)

**QUESTION THREE**

- (a) Human resources are assets to an organization whose value ought to be upheld. Basing your argument on this statement discuss the relevance of human resources to an organization (10 marks)
- (b) You have been invited to organize and participate in an interview process to fill a vacant position. Explain the ways in which you will prepare for the interview and the factors that may limit effectiveness of the process. (10 marks)

**QUESTION FOUR**

- (a) Explain the importance of performance appraisal in a public institution (10 marks)
- (b) Explain the factors that an organization may consider before deciding on whether to terminate the services of an employee. (10 marks)
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