

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
DEGREE OF BACHELOR OF COMMERCE**

BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAMS: Y2S1

TIME: 2 HOURS

DAY/DATE : WEDNESDAY 22 /09/ 2021

11.30 AM – 1.30 PM

INSTRUCTIONS TO CANDIDATES:

- Answer Question One and any other Two Questions.
- DO NOT WRITE ANYTHING on the question paper.

QUESTION ONE (30 MARKS) COMPULSORY

- a. Discuss Five roles that the Human Resource Manager performs in maintaining health and safety programs in the organization. [10 Marks]
- b. Nzuve (2010) defines leadership as an act of inspiring subordinate's or followers into action in order to attain a desired goal. In lieu to the above statement, discuss Five leadership styles that Human Resource Manager can adopt in order to influence employees into action. [10 Marks]
- c. Discuss the applicability of the Maslow Hierarchy of needs theory and how it is relevant in the modern business world. [10 Marks]

QUESTION TWO (20 MARKS]

- a. Discuss Five benefits that a n organization will attain from adequately compensating its employees well. [10 Marks]

- b. Discuss the recruitment process / activities that the Human Resource Officer of Chuka University will adopt in order to fill up the vacant positions in one of the departments. [10 Marks]

QUESTION THREE (20 MARKS)

- a. Performance Appraisal refers to the systematic evaluation of an employee in respect to performance on the job & the individuals' potential for growth and development. However, during these evaluation period, performance appraisal biases may occur. Discuss Five performance appraisal biases. [10 Marks]
- b. You have been appointed as the Human Resource Manager of Equity Bank Limited, discuss Five functions that you will perform in your capacity as the Head Human Resource of the bank. [10 Marks]

QUESTION FOUR (20 MARKS)

- a. A grievance refers to a work-related complain showing that something in management behavior has infringed upon employees' rights in the workplace. Discuss Five causes of grievances in an organization. [10 Marks]
- b. Define a trade union & Discuss Five functions of a trade union. [10 Marks]

QUESTION FIVE (20 MARKS)

- a. Explain Five benefits that an individual or an organization will attain from a comprehensive training program. [10 Marks]
- b. As the Human Resource manager of East Africa Breweries Limited (EABL), you are expected to use a variety of selection methods to select the best candidate from a shortlist of ten applicants who had applied for the Accountants Assistant position. Explain Five selection methods that you will choose to get a suitable candidate who possesses the relevant knowledge, abilities & skills. [10 Marks]
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