

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

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

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

**STREAMS: Y2S1 ODEL**

**TIME: 2 HOURS**

**DAY/DATE : WEDNESDAY 21 /07/ 2021**

**8.30 AM – 10.30 AM**

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**INSTRUCTIONS:**

- Answer Question one (Compulsory) and any other Two Questions.

**QUESTION ONE (COMPULSORY)**

- (a) Your supervisor has invited you to be part of the panel interviewing candidates for the position of Finance Officer. Advise the interview panel on the possible challenges that may affect the effectiveness of the interview process. [10 Marks]
- (b) As the Training Officer, you prefer using on-the-job training approach to employees. Explain the basis of this preference. [10 Marks]
- (c) Explain the possible merits and demerits of employee turnover. [10 Marks]

**QUESTION TWO**

- (a) The Chief Executive Officer of a rapidly growing Bank in Nairobi has requested you to make a presentation on reward Management to a Team of Operating Managers. In your presentation, discuss the main factors influencing employee pay in banking and service sector in Kenya. [10 Marks]
- (b) Analyze the extent to which human resource management is different from personnel management. [10 Marks]

**QUESTION THREE**

The Marketing Association of Kenya has invited you to make a presentation on human resource management functions and activities during their annual symposium. Discuss the main points in your presentation. [20 Marks]

**QUESTION FOUR**

- (a) Jasho Group of Hotels Ltd had made it mandatory to conduct Human Resource Planning as part of strategic approach to management. Explain the steps you may use to conduct this planning exercise successfully. [12 Marks]
  - (b) Describe the importance of performance appraisal to employees and to the organization.
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