

CHUKA



UNIVERSITY

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EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 353: HUMAN RESOURCE PLANNING

STREAMS: BCOM (ODEL)

TIME: 2 HOURS

DAY/DATE: MONDAY 29/03/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question one and any other two questions.**

QUESTION ONE

- (a) Maxwel operates a chain of food stores across the country. Due to a disease outbreak his business was affected and hence profit level declined. However, after several months business volumes started increasing with more customers requiring hotel services;
- (i) Explain employee related methods that Maxwel ought to have used in the business cycle when profit volume had gone low. (10 marks)
- (ii) Suggest human resource related ways of dealing with the current situation when business volume has improved. (10 marks)
- (b) Explain the causes and solutions for labour turnover in organizations. (10 marks)

QUESTION TWO

- (a) It is at times argued that some countries have a population with higher skills level than others while operating in the same business environment. From different stakeholders perspective explain what may influence such conclusions. (12 marks)
- (b) Explain the challenges that an export agricultural based company may encounter during the process of human resource planning. (8 marks)

QUESTION THREE

- (a) Explain the factors that the government considers when sourcing for its employees and reasons for involvement in human resource planning. (10 marks)
- (b) Mary an assistance human resource manager concluded that her job description was missing some relevant information. Using examples justify what may have led to this conclusion. (10 marks)

QUESTION FOUR

- (a) Managers receive much employee information from different sources. Explain the sources of this information and suggest circumstances under which it may be viewed as unreliable. (12 marks)
 - (b) Explain the type of human resource considerations at the strategic level of an organization hierarchy and at the lower operational level. (8 marks)
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