

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/EMBU**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT,
DIPLOMA IN PROCUREMENT & LOGISTICS MANAGEMENT AND DIPLOMA IN
TOURISM AND HOTEL MANAGEMENT AND DIPLOMA IN ACCOUNTANCY**

DIBM 214: HUMAN RESOURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: THURSDAY 13/12/2018

8.30 A.M – 10 .30 A.M

INSTRUCTIONS

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

1. (a) In a tabular form, explain the extent to which human resource management is different from personnel management. [10 marks]
(b) Maridadi food supplies company in your county has decided to develop job descriptions for her employees. Discuss the uses of such a document. [12 marks]
(c) Outline the problems and errors associated with performance appraisal in profit making organizations in Kenya. [8 marks]
2. (a) Jasho Group of hotels has made it mandatory to conduct human resource planning as part of her strategic approach to management. Highlight the possible obstacles to human resource planning in this company. [10 marks]
(b) Explain the determinants of employees pay in the hospitality industry in Kenya. [10 marks]
3. (a) The management of Matangazo public service organization (MPSO) is considering implementing a group-wide incentive scheme for her employees. Discuss the merits and demerits of this scheme. [10 marks]

(b) Explain skills required to conduct employee interview and selection exercise successfully. [10 marks]

4. Mr. Masomo who is a Training Manager of Ulizi Security Ltd prefers on the job training approach to company employees.

(a) Explain the basis of Mr. Masom's preference. [10 marks]

(b) Describe the methods of training needs assessment applicable to this firm.

[10 marks]
