

CHUKA



UNIVERSITY

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**UNIVERSITY EXAMINATIONS  
ODEL**

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

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

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 6/12/2019**

**11.30 A.M. – 1.30 P.M**

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**INSTRUCTIONS**

**Question one is compulsory and any other two questions**

1. (a) Explain the importance of human resource management. [10 marks]  
(b) Explain the key distinguish features between human resource management and personnel management. [8 marks]  
(c) Assume you are a human resource manager in a medium size organization in the education sector. You are in the process of recruiting a person to work as a student advisor for the institution. Prepare a job specification and a job description and a job description for the ideal candidate. [12 marks]
  2. (a) Although human resource planning is an important function, it is usually a difficult and often an inaccurate exercise. Explain the reasons for this scenario. [10 marks]  
(b) Explain the various external methods of recruitment that an organization in the hospitality industry is likely to use. [10 marks]
  3. (a) Discuss the symptoms that may inform the human resource personnel that some form of training is required. [10 marks]  
(b) Explain the factors that limit the performance appraisal exercise. [10 marks]
  4. (a) Explain the key features of a good disciplinary system in an organization. [10 marks]  
(b) Explain why tan organizations management may have grievances about their employees. [10 marks]
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