

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUK, EMBU & THARAKA

SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF COMMERCE

BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAMS: BCOM (Y2S1)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/8/2019

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE (Compulsory) and any other two. Don't write on the question paper

QUESTION ONE (COMPULSORY)

The Chief Executive Officer of a rapidly growing Bank in Nairobi has requested you to make presentation on the concept of Human Resource Management to a team of operating managers.

In your presentation:

- (a) Analyze the extent to which human resource management is different from personnel management [10 marks]
- (b) Discuss the merits and demerits of on-the-job training approach to employees [10 marks]
- (c) Elucidate the reasons why performance appraisals are carried out in public organizations in Kenya [10 marks]

QUESTION TWO

- (a) The management of Maridadi factory ltd, a manufacturing company in your county, has decided to develop job descriptions for all her employees. Describe the uses of such a document. [10 marks]
- (b) Explain the main features of human resource planning in large diversified organizations. [10 marks]

QUESTION THREE

- (a) Mwajiri company ltd, an organization you work for as an operations manager, prefers internal to external resourcing of her workforce. Discuss the likely reasons for the company's preference [10 marks]
- (b) Explain the main factors influencing employee pay in private sector in Kenya [10 marks]

QUESTION FOUR

- (a) Set out the objectives of trade unions and show practically the factors inhabiting the achievement of such objectives [10 marks]
 - (b) Describe the issues that may amount to gross misconduct so as to justify summary dismissal of an employee for lawful cause [10 marks]
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