

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
ODEL**

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 251: HUMAN RESOSURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 4/12/2019

2.30 P.M – 4.30 P.M

INSTRUCTIONS

Answer question one and any other two

QUESTION ONE

In your search for employment opportunities, you have been invited for an interview for the post of human resource manager of a company in the service sector. The company has no human resource department and that is why they are recruiting a manager to offer guidance and help set the department.

Required :

- (a) Assist the panel to understand the people management issues by explaining the objectives of human resource Management department. [10 marks]
- (b) Explain the meaning of the concept 'job analysis' and give reasons why it would be of interest to the company. [10 marks]
- (c) Differentiate between a job description and a job specification, justify why the company should ensure every employee has an elaborate job description. [10 marks]

QUESTION TWO

- (a) Identify the factors that influence human resource demand forecasting and show what the organization can do to reconcile demand and supply for labour. [10 marks]

- (b) Explain five external methods of recruitment that an organization in the public sector may use and give a limitation of using each of the methods. [10 marks]

QUESTION THREE

- (a) Human Resource planning can be difficult and often inaccurate. Identify the factors that limit this practice. [10 marks]
- (b) Identify five types of transfers that an employee may be subjected to and give reasons by an employer may transfer an employee. [10 marks]

QUESTION FOUR

- (a) Explain the process that should be followed to effectively conduct performance appraisal of employees in the public sector. [10 marks]
- (b) Describe the characteristics of a good disciplinary system. [10 marks]
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