

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA /EMBU /THARAKA**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE,
BACHELOR OF PROCUREMENT AND LOGISTICS AND BACHELOR OF
COOPERATIVE MANAGEMENT, ANIMAL SCIENCE**

BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAMS: BCOM Y2S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 4/12/2019

2.30 P.M – 4.30 P.M

INSTRUCTIONS

**Answer question one (compulsory) and any other two questions
Do not write on the question paper**

QUESTION ONE (COMPULSORY)

- (a) Your supervisor has invited you to be part of the panel interviewing candidates for the position of Assistant Procurement Officer. Advise the interview panel on the possible challenges that may affect the effectiveness of the interview process so that they may minimize them to get better candidates. [10 marks]
- (b) Discuss the strategic roles of a Human Resource manager on organization. [10 marks]
- (c) Discuss the main factors influencing employee pay in an organization.

QUESTION TWO

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

- (a) Explain the merits and demerits of on the job training approach to banking sector employees. [10 marks]
- (b) Explain the merits and demerits of employee turnover in an organization. [10 marks]

QUESTION THREE

The management of maridadi factory ltd, a company in your county, has resolved to conduct human resource planning as a strategic approach to management.

- (a) Explain the main action plans you would apply to deal with deficit or surplus employees in this company. [10 marks]
- (b) Discuss any five sources of information for carrying out job analysis exercise in this company. [10 marks]

QUESTION FOUR

- (a) Explain the objectives of trade unions in Kenya and indicate the factors inhibiting the achievement of such objectives. [10 marks]
 - (b) Describe the issues that may amount to gross misconduct and that may justify summary dismissal of an employee. [10 marks]
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