

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**CHUKA, EMBU, THARAKA AND IGEMBE CAMPUSES**

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

**DHRM 0111/DIBM 0214: HUMAN RESOURCE MANAGEMENT**

**STREAMS: DIP. DIAC, DIBM, DPLM & DHRM**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 06/12/2019**

**11.30 A.M. – 1.30 P.M.**

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**INSTRUCTIONS:**

**Answer question ONE (compulsory) and any other TWO questions.  
Don't write on this question paper**

**QUESTION ONE**

- (a) In a tabular form, explain the extent to which human resource management is different from personnel management. (10 marks)
- (b) Maridadi Food and Beverage Production Ltd in your County has decided to develop job descriptions for her employees. Discuss the uses of such a document. (12 marks)
- (c) Explain merits and demerits of applying 360-degree performance appraisal system in public organizations in Kenya. (8 marks)

**QUESTION TWO**

Jasho Group of Hotels Ltd has made it mandatory to conduct Human Resource Planning as part of her strategic approach to management.

- (a) Explain what this firm aims to achieve by this approach. (10 marks)

- (b) As a newly employed Human Resource Manager of this company, Discuss the action plans you could use to deal with employee surplus or deficit. (10 marks)

**QUESTION THREE**

Mwajiri Company Ltd, an organization you work for as an Operating Manager, prefers internal to external resourcing of her workforce.

- (a) What are the likely reasons for the company's preference? (10 marks)
- (b) Elucidate the factors that this company could consider in setting salaries and wages for her employees. (10 marks)

**QUESTION FOUR**

Mr. Masomo who is a Training Manager of Ulizi Security Ltd prefers on-the-job training approach.

- (a) Explain the basis of Mr. Masomo's preference. (10 marks)
- (b) Describe the methods of training needs assessment applicable to this firm. (10 marks)
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