

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA/THARAKA CAMPUS

**EXAMINATION FOR THE AWARD OF
DIPLOMA IN BUSINESS MANAGEMENT, DIPLOMA IN ACCOUNTANCY AND
DIPLOMA IN HOTEL AND TOURISM MANAGEMENT**

DIBM 0214: HUMAN RESOURCE MANAGEMENT

STREAMS: DIBM, DPLM Y2S1

TIME: 2 HOURS

DAY/DATE: MONDAY 05/08/2019

8.30 AM – 10.30 AM

INSTRUCTIONS:

Answer Question One and any other Two questions

QUESTION ONE

- (a) Identify the key features that distinguish the field of Human Resource Management from other disciplines. [10 marks]
- (b) Explain why a Human Resource Manager would prefer to use external sources of recruitment even when he has a choice to do it internally. [10 marks]
- (c) Differentiate between a job description and a job specification and show the problems that an organization may face if the employees possess less skills and abilities than required by their jobs. [10 marks]

QUESTION TWO

- (a) Discuss any four types of interviews that can be used to select suitable candidates to fill a job position in an education institution. [10 marks]
- (b) Explain the importance of employee orientation to the organization. [10 marks]

QUESTION THREE

- (a) Explain five reasons why organizations should invest in employee training. [10 marks]
- (b) Identify the five on-the-job training methods and give one advantage of each of them. [5 marks]

QUESTION FOUR

- (a) Explain the difference between paying employees on piece rate basis and on time rate system and spell out five advantages of time rate system of remunerating employees. [10 marks]
- (b) Good employee relations can be affected by various factors. Explain how the following can lead to employee grievances in the public sector.
- (i) Money related matters [5 marks]
- (ii) Supervisor-employee relationships [5 marks]
-