

CHUKA



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**EXAMINATION FOR THE AWARD OF DIPLOMA IN PROJECT PLANNING AND
MANAGEMENT**

PPMA 0125: HUMAN RESOURCE MANAGEMENT

STREAMS: DIP. PPMA Y1S2

TIME: 2 HOURS

DAY/DATE: FRIDAY 06/12/2019

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

SECTION A

QUESTION ONE (30 MARKS)

- (a) Human resource management operates through human resource systems. Explain FIVE components that make up the human resource systems. (10 marks)
- (b) State and explain the characteristics of human resource management. (10 marks)
- (c) Using appropriate examples, explain key challenges to human resource management. (10 marks)

SECTION B

QUESTION TWO (20 MARKS)

- (a) Explain THREE operative functions and TWO managerial functions of human resource management. (10 marks)
- (b) State and explain employees rights in Kenya. (10 marks)

QUESTION THREE (20 MARKS)

- (a) For an organization to perform effectively there are some key competencies required by human resource professionals. State and explain FIVE of them. (10 marks)

- (b) Using examples, explain the aim of reward management. (10 marks)

QUESTION FOUR (20 MARKS)

- (a) Using a diagram, discuss the performance management cycle. (12 marks)
- (b) Explain the techniques of job design and suggest the most appropriate technique. (8 marks)

QUESTION FIVE (20 MARKS)

- (a) Use appropriate examples to explain the role of human resource practitioner and frontline manager. (12 marks)
- (b) Define what is emotional intelligence and explain FOUR components of emotional intelligence. (8 marks)
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