

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PROCUREMENT AND LOGISTICS MANAGEMENT, BUSINESS MANAGEMENT AND TOURISM AND HOTEL MANAGEMENT

DIBM 0214/DTHM 0220: HUMAN RESOURCE MANAGEMENT

STREAMS: DIBM Y2S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 8/12/2017

8.30 A.M - 10.30 A.M.

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INSTRUCTIONS:

- Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- (a) Explain how human resource managers positively impact on the company's profits. [7 Marks]
- (b) Discuss the steps involved in forecasting human needs in an organization. [6 Marks]
- (c) A company wants to conduct job analysis. The CEO has approached you to advice on the methods that can be used to carry out job analysis. Discuss. [6 Marks]
- (d) Distinguish between equal employment opportunity and collective bargaining. [4 Marks]
- (e) Define orientation kit and state the materials included in the orientation kit. [6 Marks]

QUESTION TWO

- (a) Discuss the arrangement for and against internal sources of recruitment. [10 Marks]
- (b) Evaluation of training takes place in four areas. Briefly explain the areas. [4 Marks]
- (c) Explain the errors that occur when conducting performance appraisal. [6 Marks]

QUESTION THREE

- (a) Describe the methods that an organization can apply in developing employees. [8 Marks]
- (b) State the objectives of discipline. [5 Marks]

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(c) You have been hired as a consultant to explain to the company how safety can be promoted since majority of the employees have been involved in accident related cases. Explain what you would tell the Company. [5 Marks]

(d) Explain the term compensation. [2 Marks]

**QUESTION FOUR**

(a) Explain why an organization may adopt grievance handling procedures. [5 Marks]

(b) An organization was experiencing some problems, the employees effort to see their manager to address their problems were futile so they decided to join a union. Explain the reasons for this. [6 Marks]

(c) Discuss the steps that a company needs to follow when selecting his employees. [9 Marks]

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