BCOM 360

CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD
OF DEGREE OF BACHELOR OF COMMERCE

BCOM 360: HUMAN RESOURCE MANAGEMENT

STREAMS: BCOM (Y3S1)   **TIME: 2 HOURS**

DAY/DATE: WEDNESDAY 06/12/2017   **11.30 A.M. – 1.30 P.M.**

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

(a)   Describe the steps involved in forecasting human resource needs in an organization.

[6 marks]

(b)   Explain the human resource wheel.   [6 marks]

(c)   Discuss the problems involved in determining and reporting pertinent information

relating to the nature of specific job.   [6 marks]

(d)   Explain the advantages and disadvantages of external sources of recruitment.[10 marks]

(e)   Define the term equal employment opportunity.   [2 marks]

QUESTION TWO

(a)   Briefly discuss the steps involved in choosing from among applicants the individuals who

are most likely to perform in a job.   [9 marks]

(b)   Describe the orientation kit and state the materials included in it.   [7 marks]

(c)   The process of negotiation, drafting, administration and interpretation of a written

agreement between an employer and union involves basic components. Discuss

[4 marks]

QUESTION THREE

(a)   Briefly explain the training process.   [9 marks]

(b)   Outline the prerequisite of a good appraisal system.   [5 marks]

(c)   Describe the hot stove rule and the guidelines in hot stove rule.   [6 marks]

QUESTION FOUR

(a)   Paul a student in Chuka University was caught using a "Mwakenya" in exam and the university found the action to be inappropriate. A committee was formed to handle the disciplinary action but they are guidelines to be followed. Discuss.   [7 marks]

(b)   Despite the union creating a good relation between the employer and employees and ensuring the employee are well paid, employees are still hesitant to join unions. Describe why.   [5 marks]

(c)   Briefly discus the equity theory of motivation.   [3 marks]

(d)   Explain the term employee safety and discuss the causes of accidents in an organization.
                                                                                                             [5 marks]