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UNIVERSITY

UNIVERSITY EXAMINATIONS

SUPPLEMENTARY/ SPECIAL EXAMINATION

EXAMINATIONS FOR THE AWARD OF BACHELOR OF COMMERCE

**BCOM 360/BCOM 251/BUST 324: INTRODUCTION TO HUMAN RESOURCE
MANAGEMENT**

STREAMS: BCOM

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 12/9/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO

1. a) Explain the key challenges that an organization is likely to face from a workforce with less competences than is required. (10 marks)
- b) Discuss the functions of Human Resources Management (12 marks)
- c) As a human resource manager in your organization, explain the ways in which you would utilize information derived from a job analysis exercise. (8 marks)
2. a) Explain the importance of Human Resource Planning to an organization (10 marks)
- b) Using examples, explain the symptoms that would inform an organization that employees require some training. (10 marks)
3. a) Explain the common mistakes that may limit the effectiveness of interviews of potential employees. (10 marks)
- b) Explain the cause of employee grievances in an organization (10 marks)
4. a) Explain the challenges facing trade union movement in Kenya today (10 marks)

b) Explain the key internal employee recruitment methods

(10 marks)
