

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE,
BACHELOR OF PROCUREMENT MANAGEMENT AND BACHELOR OF
ENTREPRENEURSHIP AND SMALL MANAGEMENT**

BCOM 251: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

8.30 A.M – 10.30 A.M

INSTRUCTION:

- **Answer question one and any other two questions**
1. (a) Explain the importance of the human resource department to an organization. [10marks]
 - (b) The sales of Mitmax Ltd have been declining for the last three years. The company intends to centralize its operations by closing regional business units. Explain human resource management strategies that the company may adopt in order to manage the current situation. [10marks]
 - (c) Health and safety practice is an essential ingredients to a company's success. Explain negative consequences of unsafe work environment. [10marks]
 2. (a) Explain the types of information provided to externally recruited employees during induction by the top management and at the departmental level. [10marks]
 - (b) Explain the reasons that make employees join trade . Discuss . [10marks]
 3. (a) Five employees resumed work after one year off-the job training. Explain the reasons that made the chief human resource officer conclude that the entire training was a waste of time for both the trainees and the organization. [10marks]
 - (b) Discuss the effects of conflict to the employer and to the employee. [10marks]

4. (a) Explain the factors that influence the compensation paid to employees by an organization. [8marks]
- (b) The management of Booklink stationeries has hired the services of a human resource consultant to undertake human resource planning for the company.
- (i) Explain the benefits that the organization will derive from a human resource plan. [6marks]
- (ii) Describe the challenges that the consultant may face during the human resource planning process. [6marks]
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