

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
RESIT/SPECIAL EXAMINATIONS**

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0214: HUMAN RESOURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: MONDAY 23/07/2018

8.30 A.M – 10.30 A.M

INSTRUCTION:

- **Answer question one and any other two questions**

1. (a) Explain the benefits of internal recruitment in an organization. [10marks]
(b) Explain any four kinds of interview that can be used to identify the right candidate for a job position. [10marks]
(c) Explain the importance of human resource planning to an organization. [10marks]
2. (a) Every organization strives to employ the right people for the right jobs. Explain the challenges that an organization is likely to face where employees competencies are below the required levels needed for effective performance. [10marks]
(b) Explain the challenges that an organization is likely to experience due to high labour turnover. [10marks]
3. (a) Discuss the ways in which an organization can identify training needs of employees. [10marks]
(b) Explain the areas that should be of interest when conducting orientation to a new employee. [10marks]
4. (a) Explain the non-financial incentives that employees may receive in an organization. [10marks]

(b) Identify five types of misconduct that may result to summary dismissal in an organization. [10marks]
