
CHUKA



UNIVERSITY

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CHUKA & EMBU CAMPUSES

SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN
PROCUREMENT AND LOGISTICS MANAGEMENT

DIBM 0214: HUMAN RESOURCE MANAGEMENT

STREAMS: DIP Y2S1

TIME: 2 HOURS

DAY/DATE: MONDAY 6/08/2018

8.30 A.M - 10.30 A.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO

QUESTION ONE

Your friend has opened a software development business in a busy town near your home area. He is in the process of recruiting personnel to work in the business. He has just discovered that you have just done a course in unit called human resource management, and so has approached you for advice.

- Advice him on the recruitment methods he can use to reach potential applicants for various positions in his business. [10 Marks]
- Develop a job description for the position of a procurement officer that he intends to employ. [10 Marks]
- Explain the key characteristics of effective human resource policies. [10 Marks]

QUESTION TWO

- Explain the meaning of the following methods of interviewing candidates and show the circumstances under which each would be appropriate;
 - Group interview [3 Marks]
 - Stress interview [3 Marks]
 - Informal interview [3 Marks]
- Explain the key areas that should be covered in an employee orientation programme.

[11 Marks]

QUESTION THREE

- (a) Differentiate between human resource management and human resource planning and show why the latter is an important function in every organization. [8 Marks]
- (b) Identify the symptoms which would indicate that some kind of training is required in an organization. [6 Marks]
- (c) Explain the challenges that may reduce the effectiveness of a performance appraisal exercise. [6 Marks]

QUESTION FOUR

- (a) Explain the different types of non-financial rewards that an organization in the service industry would apply in their compensation systems. [8 Marks]
- (b) Many labour unions advocate for the employee promotion based on seniority as opposed to a performance based promotion. Explain the meaning of each of these two approaches and give two advantages of applying each of them. [6 Marks]
- (c) Differentiate between summary dismissal and retrenchment and show the circumstances under which each could be applied. [6 Marks]

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