

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 251: HUMAN RESOURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 02/02/2021

11.30 A.M – 1.30 P.M.

INSTRUCTIONS

- **ANSWER QUESTION ONE AND ANY OTHER TWO**

Question One

In your search for employment opportunities, you have been invited for an interview for the post of Human Resource Manager of a company in the service sector. The company has no human resource department and that is why they are recruiting a manager to offer guidance and help set the department.

Required:

- a) Assist the panel to understand the people management issues by explaining the objectives of human Resource Management department and highlight five traits of a good human resource manager (15 marks)
- b) Differentiate between a job description and a job specification, justifying why the company should ensure every employee has an elaborate job description (15 marks)

Question Two

- a) Identify the factors that influence human resource forecasting. (10 marks)
- b) Explain five external methods of recruitment that an organization in the public sector may use and give a limitation of using each of the methods. (10 marks)

Question Three

- a) Human resource planning can be a difficult and often inaccurate. Identify the factors that limit this practice. (10 marks)
- b) Identify five types of transfers that an employee may be subjected to and give reasons by an employer may transfer an employee. (10 marks)

Question Four

- a) Explain the process that should be followed to effectively conduct performance appraisal of employees in the public sector. (10 marks)
 - b) Describe the characteristics of a good disciplinary system. (10 marks)
-