

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
RESIT/SPECIAL EXAMINATION**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE
BCOM 251: HUMAN RESOURCE MANAGEMENT**

STREAMS: BCOM

TIME: 2 HOURS

DAY/DATE: FRIDAY 01/09/2023

2.30 P.M – 4.30 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 a an elaborate job description (8 marks)
- c) The company seems to struggle with the challenge of excess labour which is way above demand. Suggest the strategies that the company can take to address the problem. (7 marks)

Question Two

- a) Explain the preparation that a candidate should make before attending a job interview
(10 marks)
- b) Describe any five external methods of recruitment that an on organization in the private sector may use and offer five reasons that make external sources of recruitment more popular than internal sources.
(10 marks)

Question Three

- a) Discuss the factors that should guide an employer in determining an employee remuneration package
(10 marks)
- b) Explain five reasons why performance appraisal is done and cite the factors that limit its effectiveness
(10 marks)

Question Four

- a) Explain the importance of conducting training needs assessment before implementation of any training program
(10 marks)
 - b) Employee grievances emanate from various source. Discuss the kind of grievances that relate to the following areas;
 - i) Supervision
 - ii) Money
(10 marks)
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