

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA AND EMBU CAMPUS**

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0214: HUMAN RESOURCE MANAGEMENT

STREAMS: DIBM

TIME:2 HOURS

DAY/DATE: FRIDAY 20/12/2024

2.30 P.M. –4.30 P.M.

INSTRUCTIONS:

- **QUESTION ONE IS COMPULSORY**
- **ANSWER ANY OTHER TWO QUESTIONS**

QUESTION ONE (30 marks) (COMPULSORY)

- a. Discuss different strategies that a human resource manager can apply to motivate employees in the organization (10 marks)
- b. Discuss Five benefits that an organization will attain from adequately compensating its employees well. (10 marks)
- c. Discuss Five Human Resource Management functions that you will perform in your capacity as the Head Human Resource using an organization of your choice. (10 marks)

QUESTION TWO (20 MARKS)

- a. Discuss Five leadership qualities that the Human Resource Manager should possess in order to influence employees into action. (10 marks)

- b. A grievance refers to a work-related complain showing that something in management behavior has negatively affected on the employees' rights in the workplace. Discuss Five causes of grievances in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a. Explain Five advantages that an individual or an organization will attain from adequately training its employees well . (10 marks)
- b. As the Human Resource manager of Keroche Breweries Limited, you are expected to use a variety of recruitment methods to select the best candidate from a shortlist of ten applicants who had applied for the post of a Chief Accountant. Explain Five selection methods that you will use to get a suitable candidate who possesses the relevant knowledge, abilities & skills.
(10 marks)

QUESTION FOUR (20 MARKS)

- a. Discuss the selection process that the Human Resource Officer of Kirinyaga University will adopt in order to fill up the vacant positions in one of its departments (10 marks)
- b. Performance Appraisal refers to the systematic evaluation of an employee in respect to performance on the job and the individuals' potential for growth and development. However, during these evaluation period, performance appraisal errors may occur. Discuss Five performance appraisal biases (10 marks)
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