Mount Kenya **University**

UNIVERSITY EXAMINATIONS 2011/2012

SCHOOL OF APPLIED SOCIAL SCIENCES

DEPARTMENT OF BUSINESS STUDIES

SPECIAL/SUPPLEMENTARY

DBM: 132: HUMAN RESOURCE MANAGEMENT

<u>**DATE: NOVEMBER 2011**</u>   <u>**TIME: 2 HOURS**</u>

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. a. Define the following terms as used in HR Management;

   (i)   Policy

   (ii)   Strategy   (6marks)

 b. Discuss 6 policies that the HR department can adopt in an organization. (12marks)

 c. Highlight 6 examples of HR strategies that help in the achievement of an organization's objectives.   (12marks)

2. Discuss 4 methods an organization can use to predict employment needs citing relevant examples to explain your points.   (20marks)

3. a. Explain 5 techniques the HR department can use to train employees in an organization.   (10marks)

   b. Explain 5 purposes of training in an organization.   (10marks)

4. a. Discuss the concept of the underpaid employee and the overpaid employee.
                                                                        (10marks)

   b. Explain the major types of benefit programs found in the benefit package.
                                                                        (10marks)

5. Discuss 5 types of incentive programs an organization can use to motivate its employees.   (20marks)