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**University Examinations 2015/2016**

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE CERTIFICATE IN BUSINESS ADMINISTRATION.

**BFE 1101: HUMAN RESOURCE MANAGEMENT.**

**DATE: AUGUST 2016 TIME: 11/2 HOURS**

**INSTRUCTIONS: -** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. What is Human Resource Management? (2 marks)
2. State and explain the characteristics of personnel management. (12 marks)
3. Explain the importance of motivation of employees in an organization. (6 marks)
4. The human resource manager of XYZ company Ltd intends to sponsor some employees for off the job training. Highlight five advantages and five disadvantages of such a method. (10 marks)

**QUESTION TWO (20 MARKS)**

1. Distinguish between recruitment and selection. (10 marks)
2. Give five internal and external sources of recruitment. (10 marks)

**QUESTION THREE (20 MARKS)**

1. Define the following terms as used in Human Resource Management. (10 marks)
2. Human resource planning
3. Placement
4. Leadership
5. Motivation
6. Planning
7. List any five motivation theories explaining their effect in human resource management. (10 marks)

**QUESTION FOUR (20 MARKS)**

Write short notes on;

1. Job description (4 marks)
2. Job specification (4 marks)
3. Induction (4 marks)
4. Carrier planning (4 marks)
5. Performance appraisal (4 marks)

**QUESTION FIVE (20 MARKS)**

1. Communication involves the process of telling, listening and understanding. Discus its importance in the organization of your choice. (10 marks)
2. Critically distinguish between leadership and management. (6 marks)
3. Discuss four features of a sound motivational system. (4 marks)