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University Examinations 2013/2014

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE/DIPLOMA IN BUSINESS ADMINISTRATION

HDC/CBA 0101: HUMAN RESOURCE MANAGEMENT

DATE: APRIL 2014   TIME: 2HOURS

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

QUESTION ONE – (30 MARKS)

a) Define the following functions of human resource management.   (10 marks)
   i.   Procurement
   ii.   Development
   iii. Recruitment
   iv.   Job analysis
   v.   Compensation

b) Explain the objectives of Human Resource planning.   (8 marks)

c) Discuss the characteristics of Human Resource Management.   (7 marks)

d) List five motivation theories in Human Resource Management.   (5 marks)

QUESTION TWO (20 MARKS)

a) Explain the requirements for successful Human Resource planning.   (10 marks)

b) Enumerate five causes of labour turnover and suggest the measures that can be taken to control it.   (10 marks)

QUESTION THREE (20 MARKS)

a) What is attitude and why is employee attitude important in an organization.(10 marks)

b) Briefly discuss the various communication networks used in the organization.(10 marks)

QUESTION FOUR (20 MARKS)

a) For effective and efficient operation of an organization, it needs to have qualified staff. Discuss the various sources of recruitment that can be adopted by an organization.

(10 marks)

b) Outline the various steps followed in the selection process.   (10 marks)

QUESTION FIVE (20 MARKS)

a) Discuss the essentials of a good orientation programme.   (10 marks)

b) Discuss any theory of motivation and its implications in modern day management of employees.   (10 marks)