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**University Examinations 2016/2017**

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT

**BFD 2208: PRINCIPLES AND PRACTICE OF HUMAN RESOURCE**

**DATE: DECEMBER, 2016 TIME: 1½ HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Explain the importance of human resource in the organization. (10 Marks)
2. Highlight the benefit of motivation of workers in an organization. (10 Marks)
3. Describe the advantages of internal recruitment as opposed to external recruitment.

(10 Marks)

**QUESTION TWO (20 MARKS)**

1. Describe the functions of human resource manager in the organization. (10 Marks)
2. Discuss five forms of non-financial ways of motivating employees. (10 Marks)

**QUESTION THREE (20 MARKS)**

1. Illustrate the five methods of communication that can be used to communicate decisions to employees. (10 Marks)
2. Describe factors which contribute to an effective communication. (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Diagrammatically illustrate the Maslow’s Hierarchy of needs. (10 Marks)
2. Highlight the stages of recruitment and selection. (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss the advantages and disadvantages of centralization. (10 Marks)
2. Illustrate five causes of employee indiscipline in the organization. (10 Marks)