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**University Examinations 2016/2017**

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN BUSINESS ADMINISTRATION

**BFE 1101: HUMAN RESOURCE MANAGEMENT**

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

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

**QUESTION ONE (30 MARKS)**

1. What is human resource management? (2 Marks)
2. Highlight four characteristics of human resource management. (4 Marks)
3. Attitude is made of three related psychological factors. Briefly explain these components of attitude. (10 Marks)
4. Discuss any five selection tools that can be used in the selection of suitable candidate in an organization. (10 Marks)
5. Discuss giving an example of each; distinguish between extrinsic and intrinsic rewards.

(4 Marks)

**QUESTION TWO (20 MARKS)**

1. Define motivation. (2 Marks)
2. Explain any five ways an employer can use to motivate employee in an organization.

(8 Marks)

1. Discuss the non-financial ways of motivating employees. (10 Marks)

**QUESTION THREE (20 MARKS)**

In an organization structure, the decision making power can either be centralized or decentralized.

1. State the arguments of centralized. (10 Marks)
2. State the arguments of decentralized. (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Explain the three level of management and functions performed at each level.(10 Marks)
2. State five grounds that warrant the dismissal of an employee by his or her employer.

 (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Distinguish between recruitment and selection. (10 Marks)
2. Enumerate five causes of labour turnover and suggest the measures that can be taken to control it. (10 Marks)