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**University Examinations 2016/2017**

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR

OF COMMERCE AND BACHELOR OF BUSINESS ADMINISTRATION

**BFB 3200: HUMAN RESOURCE MANAGEMENT**

**DATE: DECEMBER 2016 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Differentiate human resource from any other resources in an organization (2 marks)
2. Outline and explain 4 key objectives of HRM (4 marks)
3. Describe conventional processes of HRP in an organization (9 marks)
4. Discuss the internal and external sources of recruitment indicating the advantages and disadvantages of each. (10 marks)
5. With use of appropriate example explain types of welfare services available to employees in an organization (5 marks)

**QUESTION TWO (20 MARKS)**

1. Why do HR managers carry out job evaluation before determine any compensation for employees (6marks)
2. As a consultant in the area of Human Resource, explain types of training you would recommend to a company that does not take training seriously while advising on how to identify training needs (14 marks)

**QUESTION THREE (20 MARKS)**

1. You are working as a human resource manager in a reputable textile industry in which you are required to undertake job analysis within the company. Explain all the information/ aspects that should be captured/ included in job analysis (10 marks)
2. With use of appropriate examples discuss the importance of conducting performance appraisal in an organization (10 marks)

**QUESTION FOUR (20 MARKS)**

1. Discuss five approaches to industrial relations (15 marks)
2. Explain the causes of poor industrial relations in Kenya today (5 marks)

**QUESTION FIVE (20 MARKS)**

1. What do you understand by wage and salary administration? Discuss the essentials of a sound wage and salary structure (10 marks)
2. Explain the significance of industrial health and safety in effective management of human resources (10 marks)