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**University Examinations 2015/2016**

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION, BACHELOR OF COMMERCE

AND

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BFB 3200: HUMAN RESOURCE MANAGEMENT**

**DATE: NOVEMBER 2015 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. You were appointed has appointed a human resource manager in ABC organization. Elucidate the development functions of human resource management that you would apply in the organization in order to achieve organizational goals. (10 Marks)
2. Examine the challenges that human resource managers are facing in the contemporary world

(10 Marks)

1. Evaluate the role played by trade unions in organizations (10 Marks)

**QUESTION TWO (20 MARKS)**

1. You have been invited to give a public lecture on methods and techniques of training used by companies in Kenya and their impact on organization performance, Briefly discuss what should

be compile in your unite-up. (12 Marks)

1. Elucidate the working conditions that would affect health of workers in an organization (8 Marks)

**QUESTION THREE (20 MARKS)**

1. Compare and contract Abraham Maslow’s hierarchy of needs Henry and Clayton Alderfers

ERG theory and explain how you would use ERG theory to motivate workers. (12 Marks)

1. With use of examples discuss the causes of indiscipline in organizations (8 Marks)

**QUESTION FOUR (20 MARKS)**

1. Monentary compensation package of employees generally consist of many components.

In view of this statement discuss components of compensation. (10 Marks)

1. Evaluate the significance of performance appraisal in an organization (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Departmentation is vital in an organization. Discuss (10 Marks)
2. Explain the following concepts used in Human Resource Management (10 Marks)
3. Job analysis
4. Job specification
5. Job description
6. Placement
7. Recruitment