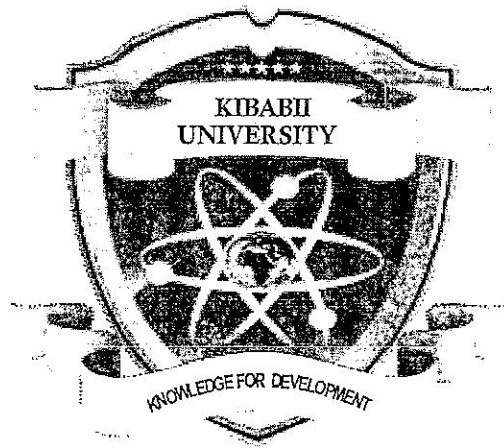


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

MAIN EXAMINATION

2019/2020 ACADEMIC YEAR
SECOND YEAR FIRST SEMESTER

FOR THE DEGREE OF BACHELOR OF
COMMERCE

COURSE CODE: BCH 211

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 09/12/2019

TIME: 8.00 – 10.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

- a) Define the following terminologies citing relevant examples:
- (i) Performance Management (3 marks)
 - (ii) Personnel Management (3 marks)
 - (iii) Human Resource Planning (3 marks)
 - (iv) Training and Development (3 marks)
- b) Managing diversity is a challenging issue today in our organisations in Kenya and globally. It is about ensuring that all people maximize their potential and their contribution to the organization. It means valuing the differences between people and the different qualities they bring to their jobs which can lead to the development of a more rewarding and productive environment. Explain how a Human Resource Manager in Coca Cola company can handle diversity to ensure organisational, personal and societal objectives are achieved (18 marks)

QUESTION TWO

Employees are allowed to form unions within organizations and yet each organization has a Human Resource Department. Explain the impact of unions in organizations. (20 marks)

QUESTION THREE

Using an organization of your choice, discuss the challenges facing HR practice in organizations today. (20 marks)

QUESTION FOUR

Explain the relevance of studying Human Resource Management in your degree programme. (20 marks)

QUESTION FIVE

HRM is a series of integrated decisions that form the employment relationships; their quality contributes to the ability of the organizations and the employees to achieve their objectives. Discuss the core elements of Human Resource Management. (20 marks)