

JARAMOGI ODINGA OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT

YEAR 2 SEMESTER 1 2018/2019 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BLM 3213

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM VENUE: STREAM: (BLSM)

DATE: EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

- 1. Answer question one (1) (Compulsory) and any other 2 questions
- 2. Candidates are advised not to write on the question paper.
- 3. Candidates must hand in their answer booklets to the invigilator while in the exam room.

Question 1

- i. The role of the HR practitioner can either be proactive or reactive or a mixture of both. Discuss their basic roles. (16 marks)
- ii. Define Human Resource Policy and state its importance in HRM (4 marks)
- iii. Differentiate between a policy and a procedure (2 marks)
- iv. Explain the term Overall Policy and give a list of what it entails. (8 marks)

Question 2

- a) Human Resource Planning is a process of forecasting a firm's future demand for and supply of the right type of people in the right number. Explain the factors affecting man power planning. (14 marks)
 - b) Citing examples, list the interview rating aspects of personality. (6 marks)

Question 3

- a) Distinguish between Job Specification and Job Description. (4 marks)
- b) Briefly state the significance of Job Description in Personnel Management. (6 marks)
- c) Discuss the contents of a Job Specification. (10 marks)

Question 4

- i. Highlight the factors to consider in determining and adjusting of wages and salary. (12 marks)
- ii. Discuss the following terminologies as used in compensation;
 - a. Pay
 - b. Incentives
 - c. Benefits
 - d. Wages and salaries

(8 marks)

Question 5

- i. Briefly explain the following Performance Appraisal methods;
 - a. Critical incident method and its advantages
 - b. Alteration ranking method
 - c. Paired comparison method
- ii. Performance Appraisal Problems;
 - a. Personal Bias
 - b. Hallo effect
 - c. Central tendency
 - d. Constraint Error
 - e. Regency effect
 - f. Negative approach

(20 marks)