



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS  
ADMINISTRATION WITH I.T**

**2<sup>ND</sup> YEAR 1<sup>ST</sup> SEMESTER 2017/2018 ACADEMIC YEAR**

**NAIROBI CITY LEARNING CENTRE**

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**COURSE CODE: ABA 204**

**COURSE TITLE: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT**

**EXAM VENUE: 12<sup>TH</sup> FL RM 1**

**STREAM: (BLSCM)**

**DATE:03/12/2018**

**EXAM SESSION: 2PM-4PM**

**TIME: 2.00 HOURS**

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**INSTRUCTIONS:**

- 1. Answer Question ONE (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 examination room.**

## QUESTION 1

- (a) (i) Define Personnel Management (2 marks)
- (ii) State and explain the Principles of Personnel Management (10 marks)
- (b) (i) What is the meaning of Recruitment (2 marks)
- (ii) Discuss the purposes and importance of effective recruitment (16 marks)

## QUESTION 2

- (a) Describe the various problems the Human Resource Personnel faces during orientation (10 marks)
- (b) Explain the FIVE core steps used in Collective bargaining (10 marks)

## QUESTION 3

- (a) State and explain the various training methods (10 marks)
- (b) Which are the basic requirements of effective mentoring (10 marks)

## QUESTION 4

- (a) Briefly explain the reasons for Performance Appraisal (10 marks)
- (b) Which are the factors that should be considered when designing a reward policy for a company (10 marks)

## QUESTION 5

- (a) State and explain the purpose of Manpower planning (10 marks)
- (b) Discuss the selection process as a source of competitive advantage (10 marks)