



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
2ND YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR
KISUMU CAMPUS

COURSE CODE: ABA 204

COURSE TITLE: INTRODUCTION TO HUMAN RESOURCES MANAGEMENT

EXAM VENUE: STREAM: (BBA)

DATE: EXAM SESSION:

TIME: 2 HOURS

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 ONE:

- (a) Establish the relationship between personnel management and human resources management. (8 marks)
- (b) Describe the recruitment options available to the human resources manager. (8 Marks)
- (c) Examine the methods that may be adopted to improve employee motivation. (7 Marks)
- (d) Assess the role of HRM in industrial relations. (7 Marks)

QUESTION TWO:

- (a) Explain the responsibilities of the employer and employee towards maintaining health and safety at work place (10 Marks)
- (b) Describe the features of an appropriate wage and salary administration systems. (10 Marks)

QUESTION THREE:

Training and Development (T & D) is a fundamental function of human resources management.

- a.) Examine the benefits of each of these functions. (6 Marks)
- b.) Describe how training and development needs may be identified (6 Marks)
- c.) Explain the characteristics of an effective training, and development programme (8 Marks)

QUESTION FOUR:

- (a) Describe the corrective measures that may be adopted to manage indiscipline of employees. (10 marks)
- (b) Discuss the techniques of employee performance appraisal. (10 marks)

QUESTION FIVE:

- (a) Human resources planning play an important role in management strategy.
 - i.) Describe the process of human resources planning. (6 Marks)
 - ii.) Examine the challenges of human resources planning. (7 Marks)
- (b) Explain the role of human resource manager. (7 Marks)