JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR <mark>DIPLOMA</mark> IN BUSINESS ADMINISTRATION

1ST YEAR 2ND SEMESTER 2024/2025 ACADEMIC YEAR

MAIN & KISUMU CAMPUS

COURSE CODE: BBM2127

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM VENUE: LR 6   **STREAM:**

DATE: 29/04/2024   **EXAM SESSION: 9.00 – 10.30 AM**

TIME: 1 ½ HOURS

Instructions:

   i.   This assessment requires you to demonstrate competence against unit of competency: Research Methods.
  ii.   Answer **all questions in section A** and any other **three questions in section B**.
 iii.   Candidates are advised not to write on the question paper.
 iv.   Ensure you write your Name, Registration Number, Date, booklet serial number and Signature on the attendance sheet
  v.   Candidates must hand in their answer booklets to the invigilator while in the examination room.

SECTION A

Question One

a) Distinguish between the following terms as used in human resource management;

      i)   Recruitment and selections.   [3 Marks]

      ii)   Job evaluation and job analysis   [3 Marks]

      iii)   On the job training and off the job training   [3 Marks]

b) Describe six measures that management can take taken to motivate employees.   [12 Marks]

c) With the help of relevant examples, describe the duties of Hr managers.   [9 Marks]

SECTION B

Question One

a) With the help of relevant examples, describe the selection process   [10 Marks]

b) Differentiate between internal and external recruitment   [10 Marks]

Question Two

a) Discuss the importance of collective bargaining for an organization.   [10 Marks]

b) With the help of relevant examples, explain 5 characteristics of human resource management.

                                    [10 Marks]

Question Three

An organization must invest in performance management

    a) What are the key steps in the performance management process.   [10 Marks]

    b) Discuss the importance of performance management for an organization. [10 Marks]

Question Four

a) Discuss 5 reasons why every employee must get a job description.   [10 Marks]

b) With the help of relevant examples, describe 5 training techniques that you have learnt.

                                    [10 Marks]