



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 2016/2017 ACADEMIC YEAR
KISII CAMPUS-PART TIME

COURSE CODE: ABA 204

COURSE TITLE: HUMAN RESOURCE 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) The process of procurement involves human resource management policy formulation. Explain the characteristics of a good human resource management policy (10marks)

b) Training and developing managers are an open secret of success in a turbulent environment. Explain the advantages of training and development of managers in a changing and competitive global world. (10 marks)

c) Highlight any the factors affecting recruitment (10 marks)

Question two**20marks**

- a) Salaries and wages should be reviewed within a stated time span in view of inflation cost of living merit among others. Discuss the procedure for salaries and wages review (8marks)
- b) Explain any six situations when overtime payments are used in an organization (12marks)

Question three**20marks**

- (a) Discuss the prerequisites for effective collective bargaining in an organization (10 marks).
- (b) Explain any five features of collective bargaining agreement. (10marks)

Question four**20marks**

- (a) As safety programme should be deployed by the employer. Such a programme should be formulated to run side by side with the functional business policies. Explain the aims of such programmes. (10 marks)
- (b) Explain the role of the employer on employee safety, hygiene and welfare (10 marks)

Question five**20marks**

It is noted that well motivated workers seem to have some job satisfaction. Explain the factors that affect job satisfaction. (20marks).