



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).