



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF DIPLOMA IN BUSINESS
ADMINISTRATION**

1ST YEAR 2ND SEMESTER 2017/2018 ACADEMIC YEAR

NAIROBI LEARNING CENTRE

COURSE CODE: BBM 2127

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM VENUE:

STREAM: (DIP. BUS. ADMIN.)

DATE:

EXAM SESSION:

TIME: 1.5 HOURS

Instructions:

- 1. Answer all questions in Section A and any other 2 questions in Section B.**
- 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**

SECTION A: ANSWER ALL QUESTIONS

1. Define the following terms:
 - i. Job design
 - ii. Recruitment
 - iii. Coordination

(3marks)
2. Identify **THREE** characteristics of management **(3marks)**
3. List **THREE** functions of middle level managers **(3marks)**
4. Outline **THREE** benefits of authoritarian leadership **(3marks)**
5. Name **THREE** ways in which personality impacts on performance **(3marks)**
6. Illustrate **THREE** roles of rater in appraising and managing performance **(3marks)**
7. State **THREE** reasons for giving retirement benefits **(3marks)**
8. List **THREE** challenges encountered in internal recruitment **(3marks)**
9. Identify **THREE** methods of motivation **(3marks)**
10. Highlight **THREE** impacts of deployment on employee behaviour **(3marks)**

SECTION B: ANSWER ANY TWO QUESTIONS

- 1a) Discuss major milestones of Human resource management in the U.S from 1935-2010 **(10marks)**
 - b) Analyze **FIVE** categories of external training **(10marks)**
- 2a) Examine **FIVE** advantages of giving individual rewards to employees **(10marks)**
 - b) Compare and contrast Management and Leadership **(10marks)**
- 3a) Elaborate on authoritative and democratic theories of leadership **(10marks)**
 - b) Analyze **FIVE** limitations of planning **(10marks)**
- 4a) Describe **FIVE** considerations to be made during recruitment **(10marks)**
 - b) Analyze **FIVE** important outcomes of performance appraisal **(10marks)**