



solve disputes amicably. Explain the tactics which trade unions can employ to compel management to negotiate and methods which management can use to counter the union's tactics. (10 Marks)

**Question 2**

- a) What are the major sources of human resource for organizations in Kenya (8 marks)
- b) Discuss the major factors that determine salaries and wages paid to employees in organizations (12Marks)

**Question 3**

- a) Organizations carry out staff appraisals for their employees from time to time. Why is it important to carry out these appraisals? (10 Marks)
- b) Describe five methods used to train employees in managerial position on the job. (10 Marks)

**Question 4**

- a) Identify and briefly explain five methods by which a contract of employment can be terminated (5 Marks)
- b) Explain five major external challenges of Human Resources management (5 Marks)
- c) What are the alternatives to recruitment (5 marks)
- d) What are the disadvantages of using alternatives to recruitment as a way of getting labour for an organization (5 marks)

**Question 5**

- a) Identify six typical Human Resources management Policies (6 marks)
- b) What is the significance of having Human Resource management Policies in place for an organization? (14 marks)