

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

KISUMU CAMPUS

BBM 3213/ABA 204- FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT

YEAR TWO SEMESTER ONE

MAY-AUGUST 2019

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (COMPLSORY)

- a) Describe the nature of HRM (10 marks)
- b) The Mabanga Company has decided to engage you as the manager in charge of personnel. What functions do you expect to perform?(10 marks)
- c) Storey (1989) elaborated on the Harvard and Michigan models on management (1960). Harvard and Michigan introduced theory 'X' soft HRM and theory 'Y' hard HRM to explain two different styles of HRM. Differentiate between the concepts of soft and hard HRM?(10 marks)

QUESTION TWO

Manpower planning is the process of estimating the optimum number of people required for completing a project, task or a goal within time

- a) Explain the importance of manpower planning(5 marks)
- b) Describe the steps involved during manpower planning(4 marks)
- c) Differentiate between recruitment and selection(3 marks)
- d) Your company has conducted recruitment and intends to select staff for the finance department. Explain the selection process. (8 marks)

QUESTION THREE

Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees.

- a) Explain the importance of training for an organization(5 marks)
- b) Describe the steps used for training and development processes(10 marks)
- c) Explain the objectives of executive development(5 marks)

QUESTION FOUR

- a) As a HR consultant you are expected to set salaries for various cadres of employees in an organization. What are the factors that you expected to influence pay decisions in the organization? (12 marks)
- b) Explain the methods used for motivating employees in organizations (8 marks)

QUESTION FIVE

- a) Explain the hierarchy of needs as demonstrated by Abraham Maslow.(5 marks)
- b) Describe causes of poor industrial relations(5 marks)
- c) Explain the importance of industrial relations(10 marks)