



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR DIPLOMA IN BUSINESS ADMINISTRATION
1ST YEAR 1ST SEMESTER 2024/2025 ACADEIC YEAR

MAIN CAMPUS

COURSE CODE: BBM 2127

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM VENUE: BH 1-2

STREAM:

DATE: 24/04/2025

EXAM SESSION: 3.00 – 4.30 PM

TIME: 1 ½ 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 (COMPULSORY): (30 MARKS)

- (a) State FIVE major functions of management (5 marks)
- (b) List THREE ways of inducting employees to a company and helping them adjust to their new roles. (3 marks)
- (c) Give THREE importance of Human Resource management to all managers. (3 marks)
- (d) Highlight THREE challenges human resource managers face in executing their duties. (3 marks)
- (e) State THREE ways in which an organization can enhance learning ability. (3marks)
- (f) Mention THREE roles of human resource managers. (3marks)
- (g) List THREE factors to consider in selecting the right tools during recruitment Process. (3 marks)
- (h) State THREE reasons for rewarding employees in an organization (3 marks)
- (i) Name FOUR external sources of recruiting candidates in an organization to fill vacant positions. (4 marks)

QUESTION TWO

- (a) You have been appointed as the Human Resource manager of Company XYZ. During your interaction with employees at the company, you have noticed that their morale is low which is evident with the low production and service delivery. Explain FIVE ways in which you will motivate your employees so that you increase production in your company. (10 marks)
- (b) Explain FIVE processes involved in recruitment and selection of candidates when hiring right candidates for a job. (10 marks)

QUESTION THREE

- (a) Communication is the process of exchanging information, ideas or thoughts between individuals or groups with the expectation of receiving feedback. Describe FIVE reasons why you think communication is important to any organization. (10 marks)
- (b) Employees are appraised by both their employers and peers annually for performance feedback by analyzing areas of weakness for improvement. Describe FIVE methods commonly used in appraising employees who have shown greater performance. (10 marks)

QUESTION FOUR

- (a) Attitude is a person's feelings or beliefs and behavioral tendencies towards a particular person or object. Explain FIVE importance of attitude among employees at the workplace. (10 marks)
- (b) You are the human resource manager at Ubora Company. The Management has requested you to prepare a report on the importance of enhancing learning ability in the organization. Discuss what you will include in the report. (10 marks)