# The Co-operative University of Kenya

## SUPPLEMENTARY/SPECIAL EXAMINATION AUGUST-2019

## EXAMINATION FOR THE DIPLOMA IN CO-OPERATIVE MANAGMENT

## UNIT CODE: COCM 1204

### UNIT TITLE:  HUMAN RESOURCE MANAGEMENT

**DATE: 27<sup>TH</sup> AUGUST, 2019**        **TIME: 9:00 AM – 11:00 AM**

**INSTRUCTIONS:**
- Answer question **ONE (compulsory)** and any other **TWO** questions

**QUESTION ONE**
a) Briefly highlight the current trends and development of human resource in Kenya.
(10 marks)
b) Explain any five functions of human resource management (10 marks)
c) Explain five ways in which an employee can be separated from an organization in which he/she is working. (5 marks)
d) As the human resource manager at Kenya Airways, you realize that employees are increasingly not getting motivated by financial incentives. Explain five non-financial techniques that you can use to motivate your employees. (5 marks)

**QUESTION TWO**
a) Explain five objectives of human resource planning. (20 marks)
b) Explain five causes of poor employer- employee relations (10 marks)

**QUESTION THREE**
a) Selection of candidates involves carefully screening & testing the candidates. State and explain two main reasons for selection. (6 marks)
b) Discuss the process followed when inducting a new employee in the organization.
(8 marks)
c) Explain the importance of compensating employees (6 marks)

**QUESTION FOUR**
a) Differentiate between training and development as used in human resource management. (10 marks)
b) A new position has been created in the organization you work for. Consequently, your organization is in the process of hiring a new employee to fill in the position. In light of this information and as an administrative assistant in the organization. Advice the human resource manager on three advantages or recruiting from within the organization. (10 marks)

**QUESTION FIVE**
a) Explain four sources of job analysis information (8 marks)
b) You have been appointed by Umoja Enterprises to help them recruit a human resource manager, draft a suitable job description and person specification for the position.
(12 marks)