



The Co-operative University of Kenya

END OF SEMESTER EXAMINATION NOVEMBER-2019

EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
(YR II SEM I)

UNIT CODE: DMMF 1201

UNIT TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 26TH NOVEMBER, 2019

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

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

QUESTION ONE

- a) Define the following terms used in Human Resource Management (6 marks)
- Job Design
 - Personnel Management
 - Human Resource Management
- b) Human resource planning (HRP) is one of the important functions of the Human Resource Department in an organization. State and explain any **five** significance of this process to an organization. (10 marks)
- c) Explain five importance of a sound employee reward system in an organization. (10 marks)
- d) State the main difference between induction and orientation. (4 marks)

QUESTION TWO

- a) Name and explain the main laws governing labour and employment matters in Kenya. (12 marks)
- b) Explain why staff development is important in an organization (8 marks)

QUESTION THREE

- a) State the main components of a job analysis and the contents of each components. (8 marks)
- b) Explain the main approaches of Job Design. (12 marks)

QUESTION FOUR

- a) Explain any **Six roles** of the Human Resource Department in an organization. (12 marks)
- b) State and explain any four benefits of recruiting employees from within an organization instead of recruiting them externally. (8 marks)

QUESTION FIVE

- a) Employee performance appraisal is one good way of determining the level of performance of employees in an organization. State the importance of this process in people' management. (8 marks)

b) Training plays a very important role in the success of any organization .State and explain any six reasons why an organization may consider training its employees.

(12 marks)