



# The Co-operative University of Kenya

**END OF SEMESTER EXAMINATION DECEMBER -2018**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE  
BUSINESS / BACHELOR OF COMMERCE  
(YR I SEM II)**

**UNIT CODE: HCOB 2111**

**UNIT TITLE: INTRODUCTION TO HUMAN RESOURCES MANAGEMENT I**

**DATE: 17<sup>TH</sup> DECEMBER, 2018**

**TIME: 9:00 AM – 11:00 AM**

## **INSTRUCTIONS:**

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

## **QUESTION ONE**

- (a) Provide brief descriptions of the following terms used in Human Resources Management. (10 marks)
- Training
  - Development
  - Education
  - Organizational structure
  - Job Design
- (b) Learning is relatively permanent change in behaviour resulting from training exposure and not necessarily from chronological change. It is also referred to as change in content, organization and storage of information thus change in cognition resulting from training experience. Expound on some of the factors necessary for effective learning to take place. (10 Marks)
- (c) Training and development can be expensive activities for an organization especially in the current competitive environment. Explain why it is necessary for companies to spend time and money to train and develop employees. (10 Marks)

## **QUESTION TWO**

- (a) Human resource planning is a process that identifies current and future human resources needs for an organization to achieve its goals. Describe methods organization can use for HR **demand** and **supply** forecasting. (10 Marks)
- (b) Employee satisfaction is one of the pre-conditions for effective productivity. Describe some of the sources of employee dissatisfaction. (10 Marks)

## **QUESTION THREE**

- (a) Occupational safety and health is important for the moral, legal, economic and psychological reasons. Give a brief of each reason. (6 Marks)
- (b) Due to various work activities employee's health might be adversely affected. Define what is meant by the terms health and safety and then describe some of the principles of Organization Health and Safety (OHS). (14 Marks)

## **QUESTION FOUR**

- (a) Explain the principles of justice in employment relations including fairness, procedural and interactional justice in employee separation. (4 Marks)
- (b) Explain the members of Organizational Health and Safety and the specific role each category plays. (10 Marks)
- (c) Describe the issues dealt with in industrial relations. (6 Marks)

