



The Co-operative University College of Kenya
(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)

END OF SEMESTER EXAMINATIONS APRIL - 2015

EXAMINATIONS FOR DIPLOMA IN COMMUNITY DEVELOPMENT

UNIT CODE: COCD 1211

UNIT TITLE: HUMAN RESOURCE MANAGEMENT

DATE:

TIME:

INSTRUCTIONS:

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

QUESTION ONE

- a) Explain the reasons why human resource management has become of importance in modern organizations (10 Marks)
- b) Identify and explain why organizations recruit candidates (10 Marks)

QUESTION TWO

- a) Innovation and related technological advancements impact our activities in HRM. Give FIVE (5) examples as to how HRM has been impacted by this. (10 Marks)
- b) Identify and explain the FIVE (5) Maslow's needs hierarchy relating to aspects at work (10 Marks)

QUESTION THREE

- a) Distinguish and define
 - i. Job analysis (10 Marks)
 - ii. Job description (10 Marks)

QUESTION FOUR

- a) Identify and explain FIVE (5) types of strikes (10 Marks)
- b) Identify and explain FIVE (5) causes of strikes (10 Marks)

QUESTION FIVE

- a) Develop a job profile for the job of a waiter in a restaurant by using the critical incident technique (10 Marks)
- b) Identify and explain FIVE (5) methods of motivating employees (10 Marks)