

**CO-OPERATIVE UNIVERSITY COLLEGE OF KENYA**  
**BACHELOR OF CO-OPERATIVE BUSINESS/ COMMERCE/FINANCE**  
**HCOB 2111: HUMAN RESOURCE MANAGEMENT- E-LEARNING**  
**YEAR I SEMESTER 1**  
**JANUARY-APRIL 2016 SEMESTER**  
**APRIL 2016 EXAMINATIONS**

**INSTRUCTIONS**

1. Answer Question One and any other Two Questions
2. Time: 2 Hours

**QUESTION ONE**

- a) Write short notes on the following terms; (i) Job description (ii) Job specification (iii) Performance appraisal (iv) Selection (v) Job analysis  
( 10 Marks)
- b) Explain FIVE advantages of recruitment from within the organization. ( 10 Marks)
- c) Clearly explain FIVE objectives of training in an organization ( 10 Marks)

**QUESTION TWO**

- a) Define performance appraisal and explain seven problems encountered in performance appraisal ( 16 Marks)
- b) Highlight the importance of career development in an organization. ( 4 Marks)

**QUESTION THREE**

- a) Explain the importance of Human resource planning? ( 10 marks)
- b) Organizational policies are important for the daily functioning of organizations for a number of reasons. Explain clearly these reasons. ( 10 Marks)

**QUESTION FOUR**

- a) Define employees turn over and explain the costs associated with it. ( 10 Marks)
- b) Explain FIVE factors influencing wages and salaries in an organization. (10 Marks)

**QUESTION FIVE**

- a) Describe Maslow`s hierarchy of needs theory and show how it can be applied to human resource management. Use relevant examples. (10 Marks)
- b) There are many issues handled by the parties involved in industrial relations. In brief discuss any five of these issues. (10 Marks)