

CO-OPERATIVE UNIVERSITY COLLEGE OF KENYA
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
CMHR 1101: PRINCIPLES OF 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) Define the term Human Resource Management (2 Marks)
- b) Highlight the underlying principles of Human Resource Management. (8 Marks)
- c) State and explain briefly Five functional areas of Human Resources Management. (10 Marks)
- d) Explain the advantages of succession planning (10 Marks)

QUESTION TWO

- a) State and explain the common raters' errors in the use of performance appraisal methods. (16 Marks)
- b) You have been contracted by EABL to advise the HR department on the importance of HR planning. What is your advise? (4 Marks)

QUESTION THREE

- a) Outline any Five sources of external recruitment of employees available for an organization (10 Marks)
- b) Describe any Five methods used in selection process of employees. (10 Marks)

QUESTION FOUR

- a) Describe Abraham Maslow`s Hierarchy of needs theory of motivation. (10 Marks)
- b) Highlight ten ways of motivating workers in an organization. (10 Marks)

QUESTION FIVE

- a) Discuss the benefits of training and development programme in an organisation. (10 marks)
- b) Explain the challenges of human resource management in the 21st century (10 marks)