

MAIN EXAMINATION

DIPLOMA IN BUSINESS ADMINISTRATION

YEAR 1 SEMESTER 2

PAPER CODE: CMHR 1101

SEPTEMBER-DECEMBER 2016

HUMAN RESOURCE MANAGEMENT

TIME: 2 HOURS

INSTRUCTIONS:

This examination paper is divided into two sections.

Section one is compulsory (*answer all questions*)

section two (*answer two questions only*)

SECTION ONE

1. a) Differentiate traditional personnel management and modern human resource management concept. (10 Marks)
- b) Discuss the different types of selection tests used during selection process? (10 Marks)
- c) Discuss the importance of human resources in the modern workplace.(10 marks)

SECTION TWO

2. a) Discuss the various methods of training used by organizations.(10 marks)
- b) Describe the qualities of a human resource manager in a modern organization. (10 marks)
3. a) Describe the advantages and disadvantages of internal recruitment sources. (10 marks)
- b) Explain the different stages of employee recruitment process conducted by organizations. (10 marks)
4. a) Explain the relationships between line managers and HRM specialist in an organization? (6 marks)
- b) An employee separation occurs when an employee ceases to be a member of an organization. Using various examples explain the guidelines for different types of employee separation in organizations? (14 Marks)
5. a) Discuss the Success factors for human resource department in an organisation? (10 Marks)
- b) State and explain at least five external environmental factors that affect a firm's human resources? (10 marks)