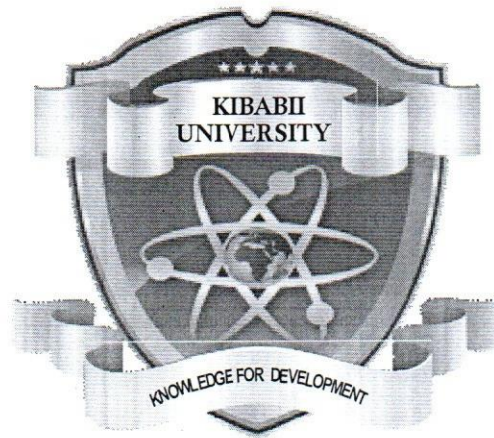


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS  
SPECIAL/SUPPLEMENTARY EXAMINATIONS  
2017/2018 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER  
FOR THE DEGREE OF BACHELOR OF BUSINESS  
MANAGEMENT**

**COURSE CODE: : BBH 211**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT**

**DATE: 04/10/18**

**TIME: 3 - 5PM**

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**INSTRUCTIONS TO CANDIDATES**

**Answer Question ONE (compulsory) and ANY OTHER TWO questions**

### QUESTION 1

- a. I. What is job analysis? **(2 marks)**  
II. What is the purpose of conducting job analysis in an organisation? **(8 marks)**
- b. I. Define Job description **(2 marks)**  
II. Enumerate the features of good job description **(10 marks)**
- c. Describe the factors affecting job design in an organisation? **(8 marks)**

### QUESTION 2

- a) I. What is job satisfaction? **(2 marks)**  
II. State and explain four components of job satisfaction **(8 marks)**
- b) Discuss why companies should carry out performance appraisals in their organisations **(10 marks)**

### QUESTION 3

- a) What are four differences between training and development? **(4 marks)**
- b) Describe the importance of training and development in Nzoia Sugar Company **(16 marks)**

### QUESTION 4

- a) What is the definition for: (i) induction and (ii) placement **(4 marks)**
- b) What are the two differences between induction and orientation? **(2 marks)**
- c) Explain any seven reasons for conducting induction and orientation **(14 marks)**

### QUESTION 5

Write brief notes on any **Five** of the following concepts: **(20 marks)**

- (a) On the Job Training Methods
- (b) Performance appraisal
- (c) Barriers to effective selection
- (d) Job design

- (e) Compensation
- (f) Career planning
- (g) Job analysis

**QUESTION 6**

According to professional organizations such as the Society for Human Resource Management (SHRM) and the Human Resource Planning Society (HRPS) that conduct ongoing studies of the most pressing competitive issues facing firms, have classified challenges that face organisations today into seven. Identify and explain any five of these challenges **(20 marks)**.