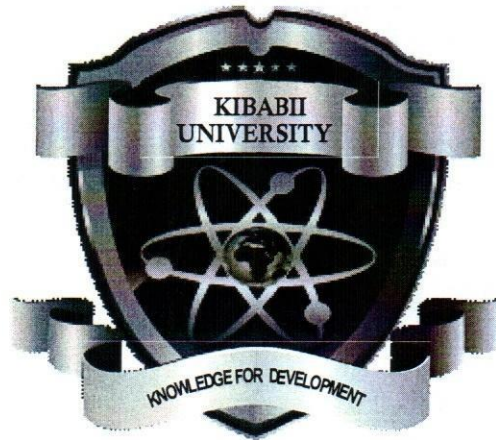


202

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2022/2023 ACADEMIC YEAR SECOND YEAR FIRST SEMESTER

MAIN EXAMINATION

**FOR THE DEGREE OF BACHELOR OF SCIENCE IN
COOPERATIVE AND ENTREPRENEURSHIP MANAGEMENT**

COURSE CODE: BCH 213

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 22 DEC 2022

TIME: 2:00-4:00 PM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

In as much as training costs money, it is an investment in the future of your business. Training and developing employees is critical to the future success of your company. Employees need to be productive, efficient and adaptable in several areas including communication, critical thinking and problem solving. Selection on the hand is as important as employee training. The importance of selection processes cannot be overstated: Rushing to hire someone just because a job position needs to be filled often results in a poor hiring decision. Human resource planning (HRP) normally precedes selection for it to be effective. Because conditions in either the external or internal environment of the organization keep on changing, the process of HRP has to be continuous. For managers to anticipate and prepare for changes such changes normally require modification in forecasting and planning.

- a) Justify why employee training is essential in the future of businesses operating in modern societies (12 marks)
- b) Since good hires don't happen by accident, suggest ways to improve selection and retention so that companies remain more successful (8 marks)
- c) An organization cannot function without people; thus the human resource planning activities become all the more important. What benefits derive from human resource planning activities?

(10 marks)

QUESTION TWO

- a) Both human resource management and personnel management are used often interchangeably in practitioner and academic circles. Explain similarities between human resource management and personnel management (12 marks)
- b) In as much as both the employer and the employee can terminate a contract of service, discuss factors to consider before dismissing or firing an employee (8 marks)

QUESTION THREE

- a) An analysis of the staffing requirements is always necessary for the organization to succeed in achieving its business objectives. What factors influence demand for labour in an organization

(8 marks)

- b) Job evaluation enables an organization to establish the relative value of positions so that the positions are ranked depending on their perceived level of importance to the organization. Explain the steps involved in job evaluation through points rating method. (12 marks)

QUESTION FOUR

a) The law gives an employee the right to join a trade union wherever he or she works and the employer cannot discriminate against the employee for being a union member. Clearly highlight functions of the most powerful trade union in Kenya (12 marks)

b) Performance management is the basic principle around which performance related pay is developed. Explain principles on which incentive pay which is performance related is based on. (8 marks)

QUESTION FIVE

a) What are the possible causes of poor industrial relations in an organization? (10 marks)

(b) The history of HRM can be traced to England. Discuss the development of HRM with the arrival of the industrial revolution (10 marks)