



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO
SECOND SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 214

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 10/04/18

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of TWO (2) printed pages

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QUESTION ONE (COMPULSORY)

- (a) Describe five roles of Human resource manager [5 marks]
- (b) State the objectives of merit rating [5 marks]
- (c) Examine the basic features of human resource management. [5 marks]
- (d) Outline five key objectives of Human resource management in an organization [5 marks]
- (e) Describe the process of human resource planning [5 marks]

QUESTION TWO

- (a) Identify the traditional methods of performance appraisal [5 marks]
- (b) Evaluate the selection procedure as a function of human resource management [10 marks]

QUESTION THREE

- a) Highlight the first five steps of induction process [5 marks]
- b) Explain the difference between training and development [10 marks]

QUESTION FOUR

- (a) Give three sources in which internal recruitment can acquire the required manpower [3 marks]
- (b) State the six process of recruitment in an organization [6 marks]
- (c) Explain six advantages that comes with recruiting employees internally from the organization [6 marks]

QUESTION FIVE

- (a) Evaluate the essentials of a good grievance handling procedure [5 marks]
- (b) Explain the principles of wages and salary administration [10 marks]

QUESTION SIX

- (a) Establish the objectives of compensation planning to employers [5 marks]
- (b) Describe the procedure for disciplinary action in a work place [10 marks]

