****

**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**FIRST 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: 2 HOURS**

**DATE: TIME:**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) 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 *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Define the term Human Resource Management **[2 marks]**
2. Explain what Human Resource Planning entails **[3 marks]**
3. Mention three uses of job analysis in organizations **[ 3marks]**
4. Describe two administrative roles of a Human Resource Manager **[4marks]**
5. Explain two methods of external sourcing of employees **[4marks]**
6. Differentiate between training and development **[ 4marks]**
7. Explain two advantages of using interviews to collect job analysis data **[ 4marks]**
8. Highlight on three training methods used in organizations  **[ 6 marks]**

**QUESTION TWO**

1. Evaluate thekey Differences between Personnel Management and Human Resource Management. **[10 marks]**
2. Describe three steps of the training process **[ 6 marks]**
3. State four reasons for motivating employees **[ 4 marks]**

**QUESTION THREE**

1. Describe the following methods of performance appraisal
2. 360 degree or multi-rater performance appraisal **[3 mark**s]
3. Behaviourally Anchored Rating (BARS**) [3 Marks**]
4. Ranking **[2 marks]**
5. Critical incident method **[2 Marks]**
6. Explain five benefits of Human Resource Planning to organisations in the contemporary world. **[10 marks]**

**QUESTION FOUR**

1. Explain any types of incentives that a Human resource manager can use to motivate staff in an organization . **[10 marks]**
2. Explain three operative functions of Human Resource in organisations **[6marks]**
3. Explain on-the job training and off-the job training techniques utilized in training. **[4marks]**

**QUESTION FIVE**

1. Explain three methods that organisations may utilize to identify suitable candidates for the vacancies in their organisations. **[6 marks]**
2. Briefly explain two importance of the performance appraisal process in organisations.  **[4 marks]**
3. Define what Human Resource Strategy entails. **[2 marks]**
4. Explain four strategic characteristics that are exhibited in all best run organizations **[8 marks]**