



MOI UNIVERSITY

OFFICE OF THE DVC ACADEMIC AFFAIRS, RESEARCH AND EXTENSION

UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

SECOND YEAR END OF SEMESTER EXAMINATIONS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

EXAM CODE: BBM 214

EXAM TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 23RD AUGUST, 2016 TIME: 9.00 A.M. – 12.00 NOON

INSTRUCTION TO CANDIDATES

➤ SEE INSIDE

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PLEASE TURN OVER

The proprietor is now concerned about the staff situation. He has consequently engaged a Human Resource Consultant to study the situation and make appropriate recommendations. The consultant has completed the task and has given the following recommendations:

- i) Job analysis be conducted to streamline the firm's job situation.
- ii) Current reward system be reviewed to make it more equitable so as to retain talented employees.
- iii) Post of secretary to be renamed "Office Manager" and a suitable person be employed to replace the existing secretary.

QUESTIONS

- a) From the above case, prepare the following for the Office Manager's job.
 - i) Job description (5 marks)
 - ii) Personnel specification (5 marks)
- b) Suggest any **five** appropriate methods of employee recruitment which can be used in filling the position of office manager. (5marks)
- c) Explain measures which may be taken to harmonize the disparity in employee compensation within the firm. (10 marks)

PART B: Answer any **THREE** questions

QUESTION TWO

- a) Dundori Canners Ltd has never been concerned about the health and the safety of its employees until a recent major industrial accident which claimed two lives of employees in the machine operation room. As a newly recruited Human Resource Specialist, advise top management on the need to have a Health and Safety Policy at work place. (9 marks)
- b) "Although labor statistics are important element in human resource planning, Human Resource Planning is not a number games". Explain the objectives of Human Resource Planning which underpin the fundamental roles of human resources management. (7marks)

QUESTION THREE

- a) In what ways do Human Resource Management practices assist business enterprises to respond to challenges and opportunities in modern business environment **(9 marks)**.
- b) Justify the importance of Human Resource Information System in management of HR in organization. **(7marks)**

QUESTION FOUR

Discuss how the following five contemporary issues influence management of Human Resources in most organizations in the 21st century.

- i) Performance contracting
- ii) Workforce diversity
- iii) Gender imbalance
- iv) Globalization
- v) Information Communication Technology **(15 marks)**

QUESTION FIVE

An industrial grievance refers to the disagreement between an employee and employer at work environment and if not settled immediately, it leads to industrial dispute. Critically analyze sources of industrial disputes and their effects on an industry of your choice. **(15 marks)**

QUESTION SIX

Most performance management systems in organizations seem to focus on individual efforts rather than team contribution. Discuss the strengths and weaknesses for this approach.

(15 marks)