

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
RESIT/SPECIAL EXAMINATION**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT,
ACCOUNTING, TOURISM AND HOTEL MANAGEMENT**

DIBM 0214: HUMAN RESOURCE MANAGEMENT

STREAMS: DIBM

TIME: 2 HOURS

DAY/DATE: MONDAY 28/08/2023

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. (a) Differentiate between the following terms as used in Human Resource Management.

(i) Job analysis [2 marks]

(ii) Job description [2 marks]

(iii) Job specifications [2 marks]

(b) The Human Resource Manager has a direct impact on the company's profile as part of his strategic role. Explain ways in which he can improve the company's profits. [8 marks]

(c) Explain the importance of induction of new employees both to the employee and the organization. [8 marks]

- (d) Employee motivation is important as far as retaining a highly productive workforce is concerned. Discuss non-monetary incentives that a Human Resource Manager can use to motivate his employees. [8 marks]
2. (a) Performance appraisal is the process that involves determining and communicating to an employee how he/she is performing on the job and ideally establishing a plan of improvement. Based on this definition:
- (i) Explain the objectives for performance appraisal [4 marks]
- (ii) Discuss methods that can be used in performance appraisal. [6 marks]
- (b) Discuss the on-the-job training methods used by Human Resource Managers to train employees for better performance. [10 marks]
3. (a) Job analysis is a process that would yield very important results if it is taken seriously. However, it is faced with many potential problems. Discuss the potential problems of job analysis. [5 marks]
- (b) Discuss the limitations of Human Resource Planning. [5 marks]
- (c) Discuss any 5 methods of training need analysis. [10 marks]
4. (a) Explain the benefits of internal recruitment in an organization. [10marks]
- (b) Explain any four kinds of interview that can be used to identify the right candidate for a job position. [10 marks]
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