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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 107- INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**

Date: 2<sup>ND</sup> AUGUST 2022  
Time: 8:30AM – 10:30AM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Highlight three main responsibilities that befalls the human resource management team of an enterprise. (3 Marks)
- b) Describe the current issues and trends being witnessed in human resource management. (6 Marks)
- c) State the various ways through which industrial disputes can manifest itself. (4 Marks)
- d) Identify the reasons why it is important for the human resource management to ensure there is counseling sessions at the place work. (6 Marks)
- e) You have noticed that the employees in your organization are not enthusiastic when working, list the ways through which the employees can be motivated. (5 Marks)
- f) As part of the human resource team, you are required to conduct human resource planning. Describe three factors that might affect the human resource planning outcome. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the various forms of penalties that human resource management can implement on an employee that is constantly in misconducts without firing the employee. (8 Marks)
- b) Demonstrate the various ways through which industrial disputes can be settled amicably. (6 Marks)
- c) Illustrate ways through which human resource management can ensure the employees of an organization attain job satisfaction. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Having an understanding of trade unions is important in human resource management, with that, discuss five types of Trade Unions. (10 Marks)
- b) The human resource management is responsible in ensuring existence of a healthy workplace culture, elaborate on the functions of an organization's culture. (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Expound on the benefits of using internal source of recruitment in an organization. (7 Marks)
- b) You have been invited to give a presentation during the annual human resource seminar. Explain to the audience the objectives of industrial relations. (6 Marks)
- c) The performance appraisal system is becoming increasingly famous in most organizations. Discuss the purpose that it plays in human resource management. (7 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explicate on the correct procedure the human resource management team need to follow when handling an employee's disciplinary case. (6 Marks)
- b) One function of human resource management is to motivate employees and ensure employees remain motivated. Exemplify four theories that guide human resource managers on how they can motivate employees. (8 Marks)
- c) Collective bargaining helps employers and employees through their representatives to negotiate on better deals. Discuss at least three types of collective bargaining that exist. (6 Marks)