



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P. O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)**

Date: 18th December, 2020

Time: 8.30am – 10.30am

KHR 001 - INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

TUNA Ltd is a newly created private limited company. The CEO of TUNA Ltd believes that without investing in his employees he is bound to fail in his business. He has therefore decided to empower his employees through various ways like training and executive development.

- a) Advise the management of TUNA Ltd on four basic grounds on which training can be done. (4 Marks)
- b) Briefly explain four techniques for on the job development of the executive and junior employees to the management of TUNA Ltd. (4 Marks)
- c) “The program of executive development aims at achieving various purposes”. Explain this statement to the management of TUNA Ltd in reference to executive development as a Human resource management practice. (8 Marks)
- d) “Performance is always measured in terms of outcome and not efforts”. Explain the need and importance of performance appraisals to the management of TUNA Ltd. (6 Marks)
- e) With an aid of a diagram, briefly explain the career management process to the management of TUNA Ltd. (6 Marks)

QUESTION TWO (20 MARKS)

- a) With an aid of a diagram, discuss the procedure of sensitivity training in any modern organization. (10 Marks)
- b) Discuss the objectives of performance appraisal in organizations in Kenya. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Assess the primary responsibilities of Human Resource Managers in modern organizations. (10 Marks)
- b) Discuss the role of human resource managers in present times. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Analyze the differences between Personnel Management and Human Resource Management, (10 Marks)
- b) “The Human Resource Managers of today may find it difficult because of the rapidly changing business environment and therefore they should update their knowledge and skills by looking at the organization’s need and objectives”. Briefly explain the challenges of HRM in reference to the above statement. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Assess the advantages of on-the-job training method in organizations. (10 Marks)
- b) Discuss the process of executive development in an organization of your choice. (10 Marks)