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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
CERTIFICATE IN BUSINESS ADMINISTRATION
CHR 107- INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

Date: 10th August 2018
Time: 2.30 Pm- 4.30 Pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Briefly explain the management and operative functions of Human Resource Management (10 Marks)
- b) Differentiate Personnel Management and Human Resource Management (8 Marks)
- c) List five sources of external recruitment (5 Marks)
- d) Explain the information a Human Resource Officer would collect through job analysis. (7 Marks)

QUESTION TWO (20 MARKS)

- a) Explain the reasons why an organization would recruit internally (8 Marks)
- b) Discuss the common mistakes interviewers make (8 Marks)
- c) Highlight the uses of job analysis information (4 Marks)

QUESTION THREE (20MARKS)

- a) Describe at least four training techniques (8 Marks)
- b) Discuss the advantages of using interview as a method of collecting data analysis method (8 Marks)
- c) Highlight the steps involved in recruitment and selection process (4 Marks)

QUESTION FOUR (20MARKS)

- a) Define performance appraisal bringing out its importance (8 Marks)
- b) Describe the benefits that would accrue to an organization from training its employees (6 Marks)
- a) Explain the advantages of external recruitment (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the various incentive programs that an organization can initiate to motivate its employees (10 Marks)
- b) Define succession planning and the steps in succession planning (10 Marks)