



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2016/2017

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

BBA 308: HUMAN RESOURCE MANAGEMENT I

DATE: Thursday, 18th May 2017

TIME: 11.00 a.m. - 1.00p.m.

INSTRUCTIONS:

1. a) Training is a major aspect in Human Resource Management". Discuss how you go about designing a training program. (15 Marks)
b) Discuss the various roles of Human Resource Management. (15 Marks)
2. a) Discuss the reasons why performance appraisal is important to organizations. (8 Marks)
b) Discuss three methods parties that could perform performance appraisal. (12 Marks)
3. a) discuss the process of instituting change at the work place. (10 Marks)
b) Describe how a manager can manage change in an organization. (10 Marks)
4. a) Discuss the importance of staff reward and compensation. (10 Marks)
b) Explain how managers can minimize grievances in the organization. (10 Marks)