



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018

**FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE**

BHM 301: HUMAN RESOURCE MANAGEMENT

DATE: WEDNESDAY 22ND NOVEMBER 2017

TIME: 4.30 P.M. - 6.30 P.M.

INSTRUCTIONS: Answer question 1 and any other two questions.

Question 1

- (a) Explain the significance of Human Resource planning in an organization. (10 marks)
- (b) Define recruitment and explain two merits and two demerits of internal sources of recruitment. (10 marks)
- (c) Define performance appraisal. Explain the factors that distort performance appraisal. (10 marks)

Question 2

- (a) Differentiate between
 - (i) Job enrichment and job enlargement (4 marks)
 - (ii) Job analysis and job evaluation (4 marks)
- (b) Explain the contents of a job description (12 marks)

Question 3

- (a) "A well thought out orientation programme is essential for all new employees, whether they have experience or not". Explain why you agree or disagree with the statement. (10 marks)
- (b) Describe any five methods of training employees in an organization. (10 marks)

Question 4

- (a) Why is it important for an organization to invest in a good communication process? (10 marks)
- (b) Describe two need based theories of motivation. (10 marks)
