



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF

COMMERCE

BHM 308: HUMAN RESOURCE MANAGEMENT II

DATE: Thursday 21st June 2018-----**TIME 8.00a.m – 10.00a.m.**

INSTRUCTIONS:

Answer Questions ONE and any other TWO

QUESTION ONE

- (a) How does performance management contribute to the performance of an organization? (10 marks)
- (b) Explain the problems associated with performance appraisal.(10 marks)
- (c) In what ways does the management of an organization avoid role conflict?(10 marks)

QUESTION TWO

Describe the various methods of performance appraisal(20 marks)

QUESTION THREE

- (a) Explain the various uses of job evaluation (10 marks)
- (b) What are the possible reasons for promoting employees? (10 marks)

QUESTION FOUR

- (a) What are the causes of high labour turnover in organisations? (10 marks)
- (b) Explain the various methods that can be used to compute wages.(10 marks)

QUESTION FIVE

- (a) Explain the factors that govern the effectiveness of supervision (10 marks)

(b) What are the objectives of trade unions?(10 marks)