



KIBABII UNIVERSITY COLLEGE

(A Constituent College of Masinde Muliro University of Science Technology)

P.O. Box 1699-50200 Bungoma, Kenya

Tel. 020-2028660/0708-085934/0734-831729

E-mail: enquiries@kibabiiuniversity.ac.ke

UNIVERSITY EXAMINATIONS

2012 /2013 ACADEMIC YEAR

**FOR THE DEGREE OF
BUSINESS MANAGEMENT**

COURSE CODE: BBM 203

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 21st August, 2013

TIME: 2.00pm – 5.00pm

Instructions to Candidates

- Answer Question One (Compulsory) and any other Two Questions

QUESTION ONE

- a) Define and analyze the definition of human resource management (4 marks)
- b) What are the characteristics of Human Resource Management (8 marks)
- c) Discuss the models of Human Resource Management (7 marks)
- d) Define recruitment and give two main sources of recruitment open to a human resource firm (3 marks)
- e) Give at least two advantages and two disadvantages of the sources of recruitment in (d) above (8 marks)

QUESTION TWO

- a) Kitole Katama is the Human Resource Manager at Kitolenda Enterprises based in Mtwapa, Kenya. Kitolenda Enterprises deals with events organizing, music production, marketing and graphics designing. Explain the Human Resource challenges Mr. Kitole is facing in the organization (12 marks)
- b) Discuss the function and objectives of the induction process in the organization (8 marks)

QUESTION THREE

- a) Training is an integral part of HRM. Discuss the objective of training in any organization (10 marks)
- b) With relevant examples in Kenya and beyond, explain the reasons of a high labor turnover in any organization (10 marks)

QUESTION FOUR

- a) Define the following terms
 - i. Job design (1 mark)
 - ii. Job specification (2 marks)
 - iii. Job description (2 marks)
- b) Discuss the steps in the selection process for a company that require 20 new employees in the human resources department and had recruited 100 applicants (15 marks)

QUESTION FIVE

- a) Define the term leadership clearly differentiating between unofficial and official leaders (5 marks)
- b) Explain at least five factors that can affect the compensation policy of any organization (10 marks)
- c) Briefly explain types of employee “Separation” in an organization (5 marks)