



GARISSA UNIVERSITY COLLEGE

(A Constituent College of Moi University)

**UNIVERSITY EXAMINATION 2016/2017 ACADEMIC YEAR ONE
SECOND SEMESTER EXAMINATION**

SUPPLEMENTARY/SPECIAL EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 214

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 25/09/17

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of THREE (3) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Describe three administrative roles of Human resource manager [4 marks]
- (b) Explain two importance of interpersonal relations in organizations [4 marks]
- (c) Explain three methods of external sourcing of employees [4 marks]
- (d) Define the following terms in relation to manpower sourcing
 - i. Internal recruitment [2 marks]
 - ii. External recruitment [2 marks]
- (e) Bring out the difference between succession planning and career planning [4 marks]
- (f) Describe ways of attracting and retaining human resource in organization [5 marks]

QUESTION TWO

- (a) Discuss main importance of embracing information technology in managing employees of the organization [9 marks]
- (b) Explain on-the job training and off- training techniques utilized in training and development. [6 marks]

QUESTION THREE

- (a) Define manpower planning in relation to human resource management. [2 marks]
- (b) Explain how to deal with shortages and surplus in manpower planning [7 marks]
- (c) Describe three importance of manpower planning [6 marks]

QUESTION FOUR

- (a) Briefly explain what is performance appraisal [3 marks]
- (b) Write short notes on
 - i. 360 degrees performance appraisal systems [4 marks]
 - ii. Management by objectives (MBO) [4 marks]
 - iii. Behaviorally anchored rating scale techniques(BARS) [4 marks]



QUESTION FIVE

- (a) Bring out the main differences between training and development **[5 marks]**
- (b) What are major steps involved in management by objectives (MBO) **[5 marks]**
- (c) Mention different types of interviews **[5 marks]**

QUESTION SIX

- (a) Discuss advantages and disadvantages of internal recruitment and external recruitment of human resource **[7 marks]**
- (b) Assume you are a HR manager of a very big organization how will you motivate employees who are dedicated to organizational activities and can work under minimal supervision **[8 marks]**

