(The University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

MAIN CAMPUS, BUNGOMA, WEBUYE

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR THE BACHELOR OF COMMERCE DEGREE

COURSE CODE: BCB 203

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: TUESDAY 9TH APRIL 2024 TIME: 11.30- 1.30 PM

INSTRUCTIONS TO CANDIDATES

- **Answer Question ONE (Compulsory) and any other TWO Questions.**
- **Do not write anything on the question paper.**
- **Duration 2 hours**
- MMUST observes ZERO tolerance to examination cheating
- This Paper Consists of 3 Printed Pages. Please Turn Over.

Question One

Jitegemee Limited has been in existence since the year 2000. It has well developed databank on job descriptions and trains its staff on a continues basis. The company has five Departments i.e. Finance, Marketing, Production, Procurement and Human Resource Management. The Human Resources Manager, Dr. Ben has been a line manager in the production department before proceeding for further studies in Human Resource Management.

Dr. Ben is required to carry out a job analysis in the Production Department to be used in the recruitment of new staff in the production section.

(a) Explain how Dr. Ben should collect information for job analysis in the given circumstances. (12 marks)

(b) Explain the methods he may use to recruit staff. (10 marks)

(c) Explain the likely source of errors in the process of obtaining information for job analysis that may affect the validity of the information obtained in organization.

(8 marks).

Question Two

(a) ''Human Resource Planning is a prerequisite for effective management of human resources of an organization''. In the light of this statement, explain the purpose of conducting such an exercise (10 marks).

(b) One of the responsibilities of Human Resource Department is to design Job Analysis for various categories of staff in the organization. Prepare an advertisement for position of a Human Resource Officer in the Organization (10 marks)

Question Three

(a) You are appointed as a Human Resource Manager in charge of training for a Multi-National Company. One of your tasks is to train staff. Explain the various methods that you may apply during that exercise (12 marks).

(b) Mr. Juma has been conducting orientation of staff for many years. Explain why such an exercise is necessary for all new employees in the organization (8 marks).

Question Four

MMUST Enterprises Ltd have employed you as a Human Resource Manager in their firm.

(a) Explain the role that you may play in that organization (12 marks).

(b) One of your responsibilities as manager is to employ staff in your organization. Explain the procedure you may employ to select staff (10 marks).

Question Five

(a) Telephony Ltd, a communication service provider in Kakamega has been experiencing high labour turnover in the last three years. A preliminary investigation reveal that there were complaints of poor remuneration. The company has now contracted you to conduct a job evaluation for them. Explain the purpose for such exercise (10 marks).

(b) The Human Resource Manager of Sony Sugar Mills Ltd intends to recruit additional staff in their firm due to its expansion policy. Discuss the merits of recruiting externally (10 marks).