



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE & TECHNOLOGY**

UNIVERSITY EXAMINATIONS 2012/2013

**1ST YEAR 1ST SEMESTER EXAMINATION FOR THE DEGREE
OF BACHELOR OF BUSINESS ADMINISTRATION WITH IT
(KISUMU L.CENTRE)**

COURSE CODE:

COURSE TITLE:

DATE: 12/8/2013

TIME: 9.00-11.00 AM

DURATION: 2 HOURS

INSTRUCTIONS

- 1. This paper consists of 5 Questions.**
- 2. Answer Question 1 (Compulsory) and any other 2 questions.**
- 3. Write your answers on the answer booklet provided.**

Question 1

You are the Human Resources Manager of an organization

- a. Outline what you would regard as your key functions? (10 marks)
- b. Organization policy would be critical for your work, with examples explain how. (10 marks)
- c. Why would job analysis be crucial for your performance? Give three reasons. (10 marks)

Question 2

- a. Distinguish between job description and job specification. How do the two inter-relate (4 marks)
- b. Why do organizations set minimum requirement when recruiting. (6marks)
- c. Why is performance appraisal important to organizations? (10 marks)

Question 3

- a. Distinguish between employee training and employee development. (4 marks)
- b. Why is a proper training design important? (6marks)
- c. Explain citing **three** reasons why organizations are keen in minimizing labor turn-over rate. Why is zero turn-over rates undesirable? (10 marks)

Question 4

- a. What is discipline? (4 marks)
- b. Outline the difference positive discipline and negative discipline. (10 marks)
- c. What are the proper disciplinary procedures? (6 marks)

Question 5

- a. What is collective bargaining? (5 marks)
- b. Cite and explain at least 4 approaches through which a trade dispute can be resolved.

(15 marks)