

University Examinations 2011/2012

**FIRST YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE/DIPLOMA IN
BUSINESS ADMINISTRATION**

HDC 0101: INTRODUCTION TO HRM

DATE: APRIL 2012

TIME: 1½HOURS

INSTRUCTIONS: *Answer question **one** and any other **two** questions*

QUESTION ONE – (30 MARKS)

- a) Explain the determinants of an individual personality. (5 Marks)
- b) Give five qualities of a good personnel manager. (5 Marks)
- c) Distinguish between operant conditioning and social learning. (5 Marks)
- d) Explain the importance of motivation of employees in an organization. (5 Marks)
- e) Explain the reasons why an organization would prefer to adopt, on the job training rather than off job training. (6 Marks)
- f) List the four techniques employed in Job analysis. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Mrs Mutegi is a human resource manager in one of the Steel industries in Kenya. The organization has allocated funds for training programmes for its employees since she has not identified who needs to be trained first. Explain to her how to identify the training needs of the workers. (10 Marks)
- b) Discuss any five selection methods that can be used in the selection of suitable candidates. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Define the following terms
 - i. Recruitment (2 Marks)

- ii. Selection (2 Marks)
 - iii. Living wage (2 Marks)
 - iv. Statutory wage (2 Marks)
 - v. Training (2 Marks)
- b) Distinguish between job description and job specification. What is their importance in Human Resource Development? (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Outline the activities that are involved in Human resource Planning. (10 Marks)
- b) Explain the reasons why organizations find it necessary to conduct performance appraisals for their employees. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Give the distinction between recruitment and selection as the processes necessary in Human Resource Management. (10 Marks)
- b) Explain the main disadvantages of internal and external sources of recruitment. (10 Marks)