



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF ARTS (PUBLIC ADMINISTRATION)

BBA 301: HUMAN RESOURCE MANAGEMENT

DATE: 29/8/2022

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question ONE (Compulsory) and any other THREE

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) There are several characteristics of Human Resource Management. Describe any **five** of them. (10 marks)
- b) An interview is one of the various methods commonly used for collecting job related data. However, this method has both benefits and limitations to the user. Discuss the benefits that a human resource manager would get by using this tool. (8 marks)
- c) The main objectives of job design are to integrate the needs of the individuals and the requirements of the organisation. Distinguish between the following methods of job design and give examples to illustrate your answers.
 - i. Job enrichment and Job enlargement (4 marks)
 - ii. Job rotation and Job simplification (4 marks)
 - iii. Job sharing and Job rotation (4 marks)

QUESTION TWO (20 MARKS)

- a) Explain the purposes served by job descriptions in an organization's HR department. (10 marks)
- b) Given the dynamic and competitive nature of the current business environment, HRM is currently affected by a number of trends and challenges. Explain 5 of the challenges. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain the role played by employee induction programmes in organizations. (10 marks)
- b) The process of job analysis helps in identifying the worth of specific job and enhances the setting of realistic performance measurement standards in an organization. Explain the process of job analysis. (10 marks)

QUESTION FOUR (20 MARKS)

- a) As a business owner, you need to understand the barriers that prevent planning from being implemented successfully. Discuss barriers to effective planning. (10 marks)
- b) An effective training program is built by following a systematic, step-by step process. Highlight the **five** necessary steps to creating an effective program. (10 marks)

QUESTION FIVE (20 MARKS)

- a) You are the Human Resouce Manager of Twende Mbele Enterprise. You prefer internal to external recruitment to fill in the vacant position of Administrative Assistant. What benefits would accrue to the enterprise from this action? (10 marks)
- b) Performance Appraisals are subject to a variety of inaccuracies and biases referred to as ‘*rating errors*’. Explain any **five** rating errors. (10 marks)