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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO**

**THIRD SEMESTER 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: 09/08/18 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 TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Discuss any five factors that should be considered by a human resource manager when establishing wages and salaries system for employees. **[10 marks]**
2. Describe five specific competencies which international human resource managers serving in global environment should posses **[10 marks]**
3. Identify any five roles of a human resource manager in an organization **[5 marks]**

**QUESTION TWO**

1. Describe five characteristics of a good performance management within an organization **[10 marks]**
2. Establish the main causes of indiscipline among employees in an organization **[5 marks]**

**QUESTION THREE**

1. Describe the methods organizations use to recruit employees from outside their organization **[10 marks]**
2. Highlight the importance of safety, health and welfare programs at the work Place **[5 marks]**

**QUESTION FOUR**

1. Human resource management and personnel management are used interchangeably; kindly differentiate between the two concepts. **[10 marks]**
2. Identify some of the future challenges that human resource managers are likely to face in future in their day to day operations. **[5 marks]**

**QUESTION FIVE**

1. Describe the steps involved in human resource planning  **[10 marks]**
2. Identify the methods of job evaluation **[5 marks]**

**QUESTION SIX**

1. Merit rating is a process through the ability; efficiency and the potentiality of employee are evaluated. Explain the objectives of merit rating **[10 marks]**
2. Highlight on the advantages of job evaluation in an organization **[5 marks]**