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ALUPE UNIVERSITY COLLEGE
...Bastion of Knowledge...
P.O.Box 845-50400 Busia(K)
principal@auc.ac.ke
Tel: +254 741 217 185
+254 736 044 469
off Busia-Malaba road

OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2017 /2018 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

FOR THE DEGREE OF BACHELOR OF HOTEL & HOSPITALITY

COURSE CODE: **BHM 114**

COURSE TITLE: **INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**

DATE: 26TH APRIL, 2018 **TIME: 2 PM – 5 PM**

INSTRUCTION TO CANDIDATES

- **SEE INSIDE**

THIS PAPER CONSISTS OF 3 PRINTED PAGES **PLEASE TURN OVER**

BHM 114: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAM: BEcon **DURATION: 3 Hours**

INSTRUCTIONS TO CANDIDATES

i. *Answer Question **ONE** and any other **TWO** questions*

ii. *Question ONE carries 30 marks*

iii. *Do not write on the question paper*

Question One

As a human resource specialist you are recommended Wazito Care Limited HR department to address a number of industrial relation issues.

(a) (i) Differentiate employee relations from industrial relations to members of HR department (2 Marks)

(ii) Since the firm is yet to set up a good employee relations policy, state any four specific areas covered by employee relations policies (4Marks)

(b) Explain any four causes of poor industrial relations to HR department members (8 Marks)

(c) Good industrial relations depend on a great variety of factors. Describe any four factors to HR members that influence good industrial relations. (8 Marks)

(d) A grievance procedure is a step-by-step problem solving machinery, usually set up jointly by management and a union or workers representatives. Discuss the stages that may be followed in laying down a grievance procedure in the firm. (8 Marks)

Question Two

Playwell is a company that produces a range of games. The company's best-selling products are computer games. For many years Playwell only sold games to the domestic market but they are now trying to export to other countries as well. However domestic sales have been disappointing and the business has recently had financial problems. The Human Resource Manager thinks they must recruit additional personnel to their sales force to improve their returns.

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(a) Assuming you are the Human Resources Manager of Playwell Limited and have convinced the top management to recruit additional sales force members, describe to the management any five factors that need to be considered before recruiting new sales force members. (10 Marks)

(b) Explain to the management any five external sources of recruitment that you may use. (5 Marks)

(c) State any five advantages are you likely to gain from recruiting from external sources. (5 Marks)

Question Three

Busia Shoes Limited is a Kenyan based multinational that has commissioned a human resource expert to develop a human resource plan for the organization.

(a) (i) State any four objectives of Human Resource plan (4 Marks)

(ii) Describe any four common pitfalls of human resource planning to management of Busia Shoes Ltd. (4 Marks)

(b) Describe the process of human resource planning that Busia Shoe Ltd may have to go through (8 Marks)

(c) Briefly explain to management of Mtandao Dot.com any four factors influencing supply of labour on the Kenyan national market. (4 Marks)

Question Four

Henry Fayol (1841-1925) is often regarded as the father of modern management theory. On the basis of his personal experience, he developed fourteen (14) principles of management.

(a) Explain ten Henry Fayol's principles of human resource management (10 Marks)

(b) Explain any five ways these Fayol's principles are applicable in organization's management today. (10 Marks)

Question Five

Mobile furniture is a private limited company with a large workshop manufacturing furniture for both local and export markets. The business has recently had human resource management problems as a result of changes in technology that made some staff redundant. The management thinks that it is ideal to retrain and address career development issues seriously. You are brought in as an expert to advice section heads in the workshop.

(a) (i) In your preliminary interactions you realize that employees' current qualifications may necessitate different approaches to training. Differentiate On-the Job training from Off-the Job training to the section heads. (2 Marks)

(ii) Describe any four On-the Job training methods to the section heads. (4 Marks)

(b) Discuss any four need analysis that can help the section heads determine appropriate employee training in Mobile furniture. (8 Marks)

(c) State any six widely used career development interventions to the section heads that can be used in Mobile furniture (6 Marks)

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