



**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 FIRST SEMESTER REGULAR EXAMINATION

FOR THE DIPLOMA IN BUSINESS MANAGEMENT AND HOTEL & HOSPITALITY

COURSE CODE: DBM 05

COURSE TITLE: PERSONNEL MANAGEMENT

DATE: 3RD MAY 2018

TIME: 2.00 PM – 4.00 PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE



THIS PAPER CONSISTS OF 4 PRINTED PAGES

PLEASE TURN OVER

DBM 05: PERSONNEL MANAGEMENT**STREAM: DIP. DBM****DURATION: 3 HOURS****INSTRUCTIONS TO CANDIDATES**

- Answer Question **ONE** and any other **THREE** questions
- Question **ONE** carries 25 marks
- Do not write on the question paper

Question One**(25 Marks)**

It is important that an organization obtain, use and maintain a satisfied workforce. Management must be concerned with employees at work and with their relationship within the organization. In view of this;

- | | |
|--|-------------------|
| (a) (i) define personnel management | (2 marks) |
| (ii) List any four objectives of personnel management. | (4 marks) |
| (b) State any four roles of personnel management. | (4 marks) |
| (c) Outline any five functions of personnel management. | (5 marks) |
| (d) Describe any five qualities of a personnel manager. | (10 marks) |

Question Two**(15 Marks)**

As a company grows, the impact on the structure of the organization is significant especially when the organization begins to expand to other geographic regions and there is an increase in activities. This may need to redesign the organization structure in order to meet the needs of the organization efficiently and effectively.

- | | |
|---|------------------|
| (a) State at least three purposes of an organization structure. | (3 marks) |
| (b) State any four elements of an organization structure. | (4 marks) |
| (c) Describe at least four factors to consider when designing an organization structure. | (8 marks) |

Question Three**(15 Marks)**

You are invited to a Sweetbread supervisors' workshop in Busia town. They have been struggling with unrests in the firm and feel they need to address this. You decide to make a presentation to the supervisors.

- (a) (i) Define an industrial action to the supervisors. **(1 marks)**
 (ii) Mention any **three** forms of strikes to the supervisors **(3 marks)**
- (b) (i) State any **three** desirable features of grievance procedure to the supervisors **(3 marks)**
 (ii) Discuss any **four** benefits of grievance system. **(4 marks)**
- (c) State any **four** economic impact of industrial disputes to the supervisors. **(4 marks)**

Question Four**(15 Marks)**

- (a) (i) Define recruitment of employees **(2 marks)**
 (ii) State **five** internal factors affecting recruitment of employees **(5 marks)**
- (b) State any **three** specialized test which can be used to select employees during recruitment. **(3 marks)**
- (c) Describe any **five** external sources of recruitment **(5 marks)**

Question Five**(15 Marks)**

- (a) List **two** encoding skills that are necessary in communication **(2 marks)**
- (b) (i) Name any **three** type of noise that may interfere with a message being communicated. **(3 marks)**
 (ii) Describe any **four** semantic barriers that can impede communication in an organization. **(4 marks)**
- (c) Explain any six ways one may communicate effectively at work place. **(6 marks)**



Question Six

(15 Marks)

(a) (i) Differentiate employee training from employee development.

(2 marks)

(ii) State any **five** needs for training.

(5 marks)

(b) Explain any four importance of employee training to the organization

(8 marks)
