



UNIVERSITY EXAMINATIONS
FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN HUMAN RESOURCE MANAGEMENT /BUSINESS
ADMINISTRATION
FIRST SEMESTER 2023/2024
[AUGUST-DECEMBER, 2023]

CHRM 002: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT
STREAM: Y1 S1 **TIME: 2 HOURS**

DAY: THURSDAY, 3.00 – 5.00 P.M. **DATE: 30/11/2023**

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer Questions ONE and any other THREE Questions.***

SECTION A (COMPULSORY 25 MARKS)

- 1.(a) Explain the term communication. (5 marks)
- (b) What are the advantages of verbal communication? (10marks)
- (c) Explain the objectives of communication. (5 marks)
- (d) Briefly explain five circumstances of non-verbal communication. (5 marks)

SECTION B (45 MARKS)

2. (a) State the factors which help to decide which kind of communication channel to use. (10 marks)
- (b) State five (5) negative consequences of grapevine communication to an organization. (5 marks)
3. (a) Describe the communication process. (5 marks)
- (b) Explain the main barriers to effective communication in an organization. (10marks)
1. Explain the six C's of effective communication in an organization of your choice. (15marks)
5. (a) Explain the importance of business communication. (6 marks)
- (b) Explain the advantages of written communication in an organization. (9 marks)