



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

**CHRM 008: HUMAN RESOURCE PLANNING**  
**STREAM: Y1 S1** **TIME: 2 HOURS**

**DAY: FRIDAY, 3.00 – 5.00 P.M.** **DATE: 01/12/2023**

**INSTRUCTIONS**

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

**Question one**

- a) Briefly describe the functions of human resource department (10marks)
- b) Describe the advantages of open office plan (10marks)
- c) State the advantages of closed office plan (5marks)

**Question two**

- a) With illustrations, discuss the following terms
  - i) job specifications (8marks)
  - ii) job description (7marks)

**Question three**

- a) Describe five external sources of recruitment (10marks)
- b) State the advantages of internal sources of recruitment (5marks)

**Question four**

- a) Explain selection process as human resource activity (10marks)
- b) State the objectives of health and safety as a function of human resource management (5marks)

**Question five**

- a) Explain the importance of training and development of employees (10marks)
- b) Highlight five methods of off-the-job training (5marks)