



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE
CERTIFICATE IN PUBLIC ADMINISTRATION
FIRST SEMESTER 2021/2022
[JUNE-SEPTEMBER, 2022]

CCPA 0026: ORGANIZATIONAL BEHAVIOUR

STREAM: Y1 S1

TIME: 2 HOURS

DAY: TUESDAY, 3:00 – 5:00 PM

DATE: 00/09/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer question ONE (Compulsory) and any other TWO questions.**

QUESTION ONE

a) Discuss the importance of HRM in an organization. **(10 marks)**

b) Explain how the following operative functions work in an organization. **(20 marks)**

- i. Training and development.
- ii. Performance appraisal
- iii. Job analysis and design
- iv. Labor relation
- v. Personal research

QUESTION TWO

Identify and discuss two HR theories you are familiar with. **(20 marks)**

QUESTION THREE

Explain how the following method of evaluation work in HRM. **(20 marks)**

- i. Point method
- ii. Ranking method
- iii. Grading method
- iv. Factor comparison method

QUESTION FOUR

Discuss the objectives/aims of HRM in an organization. **(10 marks)**

OR

As HR student why do you think internal recruitment is vital to the company.
(20 marks)

QUESTION FIVE

List and describe some of the barriers that affect Planning of HRM.
(20 marks)