



KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

PART – TIME EXAMINATIONS

EXAMINATION FOR THE AWARD OF THE DEGREE OF BACHELOR OF EDUCATION (ARTS)

LEVEL 1 BLOCK 2

SESSION EXAMINATION 2021/2022

[JULY, 2022]

BUST 324: MANAGEMENT OF HUMAN RESOURCES

STREAM: L2 B2

TIME: 2 HOURS

DAY: TUESDAY 8.30 AM – 10.30 AM

DATE: 5/07/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer question ONE [COMPULSORY] and any other THREE questions.***

QUESTION ONE

- In job evaluation, distinguish between job ranking and job grading. (4marks)
- Mention six factors to take into account when forecasting personal needs within an organization. (6marks)
- When recruiting candidates which are the sources that an organization can use to identify suitable for jobs. (5marks)
- Describe the performance appraisal review process involved in developing employees in an organization. (5marks)
- Explain three methods of dispute resolution that involves the use third parties. (4marks)
- Describe four important features of collective bargaining. (6marks)

QUESTION TWO

- Explain five objectives of training and development in an organization. (10marks)
- Discuss five important reasons for carrying out performance appraisals.

(10marks)

QUESTION THREE

- a) Define the term job design? (5marks)
- b) Distinguish between job enlargement and job enrichment.(5marks)
- c) Discuss the merits and demerits of information technology in human resource management.

QUESTION FOUR

- a) Discuss five elements of employee relations. (10marks)
- b) Describe five areas covered by employee relations policies when addressing labour related issues in an organization. (10marks)

QUESTION FIVE

- a) Firms can't always get the employees they need from their current staff, and sometimes they don't just want to. What five sources can a firm use to source outside candidates? (10mks)
- b) Explain five skills involved in selection interviewing? (10marks)