



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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SEPTEMBER –DECEMBER 2021

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF DEVELOPMENT & SOCIAL STUDIES

REGULAR/ODEL PROGRAMME

SSW 307: PERSONNEL MANAGEMENT IN HUMAN AGENCIES

Date: DECEMBER 2021	Duration: 2 Hours
INSTRUCTIONS: Answer Question ONE and any TWO Questions	

Q1.

- a) Discuss the role of personnel management in human service organization
(10marks)
- b) Describe five differences between personnel management and human resource
(10marks)
- c) Describe five essential skills of a personnel manager in an organization
(10marks)

Q2.

- a) Define the following terms (6marks)
 - i. Personnel management
 - ii. Human resource management
 - iii. Personnel manager
- b). Discuss the Importance of human resource management in social work profession
(14marks)

Q3.

- a) Discuss the Nature of Personnel Management in an organization (10marks)
- b) Discuss various types of compensations and benefits for employees in an organization (10marks)

Q4.

- a) Describe the methods for identifying and hiring the best staff in an organization (10marks)
- b) Explain the role of Social workers in the corporate environment (10marks)

Q5. With examples, discuss **three** main models of personnel management (20marks)

END