



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

ODEL PROGRAMME

CMH 311: HUMAN RESOURCE MANAGEMENT

Date: JULY 2016

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Discuss how you would conduct recruitment and selection of a systems analyst in your organization. Explain how you would ensure that the selected candidate is recruited in your organization. **(15 marks)**
- b) Discuss the process of training clearly showing how you would make each of the steps successful in your organization. **(15 marks)**
- Q2. a) Discuss the concept of trade unionism clearly showing the reasons why employees join or form trade unions in Kenya. **(14 marks)**
- b) Why do you think that there is a decline in the number of trade unions in Kenya. **(6 marks)**
- Q3. a) Discuss the major factors that have been influencing human resources management over the last decade. **(10 marks)**
- b) Discuss how you would manage the performance of teachers in your school. Give examples of key performance indicators that you can use in evaluating the performance of teachers. **(10 marks)**
- Q4. a) Discuss the concept of employee welfare clearly showing how you would improve employee welfare in your organization. **(10 marks)**

- b) Compare and contrast personnel management and human resources management. **(10 marks)**

END