



PAN AFRICA CHRISTIAN UNIVERSITY
BACHELORS OF BUSINESS LEADERSHIP
END TERM EXAMINATION-ONLINE

DEPARTMENT: BUSINESS

COURSE CODE: BCM209 HUMAN RESOURCE MANAGEMENT 1-ONLINE

QUESTION ONE (COMPULSORY) {30MARKS}

1. Which characteristic best describes the nature of Human resource management?
 - A. Employee-centered and strategic
 - B. Product-centered only
 - C. Finance-centered only
 - D. Technology-centered only

2. The Resource-Based View model suggests that organizations gain competitive advantage through:
 - A. Government regulations
 - B. Financial resources alone
 - C. Valuable and unique human resources
 - D. Marketing campaigns only

3. Which HRM model emphasizes the relationship between stakeholders and situational factors?
 - A. Harvard Model
 - B. Taylor Model
 - C. Bureaucratic Model
 - D. Systems Model

4. HRM frameworks are important because they:

- A. Eliminate the need for managers
- B. Provide guidance for managing people effectively
- C. Focus only on labor laws
- D. Replace organizational strategy

5. The interaction between Human resource and organizational strategy aims to:

- A. Increase employee turnover
- B. Align workforce capabilities with business objectives
- C. Reduce employee participation
- D. Eliminate workforce planning

6. Which of the following is not a managerial function of Human Resource management?

- A. Directing
- B. Training and development
- C. Controlling
- D. Staffing

7. Teamwork in organizations is important because it:

- A. Increases workplace conflict
- B. Reduces communication
- C. Enhances collaboration and performance
- D. Eliminates management roles

8. Which of the following is an ethical issue in Human Resource management?

- A. Fairness in recruitment and selection
- B. Increasing product prices
- C. Reducing market share
- D. Expanding production facilities

9. Labour market theories primarily examine:

- A. Product demand and supply
- B. Employee recreation activities
- C. Supply and demand of labor
- D. Financial market performance

10. The primary purpose of Human Resource management is?

- A. Managing organizational finances
- B. Managing organizational resources and employees effectively
- C. Managing production processes only
- D. Managing customer relations only

- b) Giving relevant examples, explain **two** levels of management (4mks)
- c. You've been asked to give a presentation on the consequences of not implementing a Human Resource plan in an organization. Discuss **two** of them (4mks)
- d) Describe the significance of internal labour market in an organization (4mks)
- e) Citing relevant examples, explain **two** types of organizational culture (4mks)
- f) Discuss **two** reasons why it is critical for a Human Resource professional to study management history (4mks)

SECTION B: ANSWER THREE QUESTIONS ONLY {10 MARKS EACH}

QUESTION TWO {10MARKS}

- a) Discuss **Two** operational functions of Human resource management (2mks)
- b) Kenyatta National Hospital has inspired many county hospitals to improve healthcare services. One county referral hospital in Kenya has experienced rapid growth in patient numbers due to the introduction of universal health coverage programs. However, the hospital faces a shortage of nurses, laboratory technicians, and pharmacists. Existing employees are working overtime, service delivery has slowed down, and patient complaints are increasing. The hospital management has asked the Human Resource Department to develop a human resource plan for the next five years.

Required;

Discuss **four** indicators that show the hospital needs Human Resource planning (4mks)

- c) Advise the hospital on **two** strategies which once effectively implemented would address the staffing shortage issue (4mks)

QUESTION THREE {10MARKS}

- a) Highlight **two** aspects of the nature of Human Resource management (2mks)

- b) A retail company has employees from different age groups, religions, and cultural backgrounds. Conflicts occasionally arise due to misunderstandings.

Discuss **two** Human resource interventions to address the major issue the company is facing

(4mks)

- c) Explain **two** benefits of effective Human Resource management when once implemented, would improve organizational performance **(4mks)**

QUESTION FOUR

{10MARKS}

- a) State the meaning of VRIN frame work under one of the models of Human Resource management **(4mks)**

- b) Explain any **three** existing personnel practices in Human resource management **(6mks)**

QUESTION FIVE

{10MARKS}

- a) A newly appointed CEO believes employees should be empowered to participate in decision-making instead of following strict managerial instructions.

Discuss **two** benefits of employee participation in an organization

(4mks)

- b) A manufacturing company plans to open two new branches within the one next year. The Human Resource Manager has discovered that there is a shortage of skilled technicians in the local labour market.

Suggest to the company management **three** strategies which once effectively implemented would help overcome the labour shortage challenge

(6mks)

END OF EXAM