



PAN AFRICA CHRISTIAN UNIVERSITY

END OF SEMESTER EXAMINATION

**DEPARTMENT
LEADERSHIP**

**COURSE CODE
DLM 110**

**COURSE TITLE
HUMAN RESOURCE MANAGEMENT**

**EXAM DATE
APRIL 2019**

**TIME
Duration
3 hours**

INSTRUCTIONS

- Read all questions carefully
- ANSWER all questions in Section A (30) Marks) and TWO questions in Section B (10 Marks)

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. a) Define the concept “Human Resource Management” (5 Marks)
b) Explain “Human Resource Development” (5 Marks)
2. a) Embracing Emotional Intelligence (EI) at the workplace can have significant benefits such as better collaboration among employees and happier workplace. Explain the following **five** components of Emotional Intelligence:
 - i) Self-Awareness (1 Mark)
 - ii) Self-Regulation (1 Mark)
 - iii) Motivation (1 Mark)
 - iv) Empathy (1 Mark)
 - v) Social Skills (1 Mark)
- b) Explain any **five** functions of Human Resource Management (5 Marks)
3. a) Define the concept diversity in the context of today’s organizations (2marks)
b) Identify and explain any **four** duties of an employer at the workplace (8 Marks)

SECTION B: ANSWER ONE QUESTION ONLY FROM THIS SECTION

4. Give a detailed description of human resource planning and explain any **five** benefits of effective human resource planning in today’s organizations (10 Marks)
5. Describe **five** ways a leader can use in compensating the work done by employees within an organization (10 Marks)
6. Identify and explain any **five** objectives of human resource auditing (10 Marks)

END