



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES JANUARY – APRIL 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification Code : **041305T4BUS**

Qualification : **Business Management Level 5**

Code : **BUS/OS/BM/CR/01/5/A**

Unit of Competency : **COORDINATE HUMAN RESOURCE FUNCTIONS**

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

1. Read all the instructions carefully before attempting the questions.
2. You are allowed 2 Hours to Answer the questions.
3. Marks for each question are indicated in brackets.
4. Write your responses in the Separate Answer booklet provided.
5. Do not write anything on this question paper.
6. Attempt all questions in Section A and any Three questions in Section B.

SECTION A: 40 Marks
(Instructions: Attempt all questions in these section)

- 1) An organization is considering internal recruitment over external recruitment. Suggest **FOUR** advantages of internal recruitment. (4 Marks)
- 2) Identify **FOUR** elements of organization culture. (4 Marks)
- 3) Outline **FOUR** methods of carrying out employees' performance appraisal. (4 Marks)
- 4) Identify **FOUR** elements of organization culture. (4 Marks)
- 5) Highlight **FOUR** strategies that can be used by an organization to build an effective team. (4 Marks)
- 6) Propose **FOUR** challenges that an organization may face from operating without effective human resource policies. (4 Marks)
- 7) List **FOUR** types of strategic plan (4 Marks)
- 8) List **FOUR** major components of a job description (4 Marks)
- 9) Identify **FOUR** indicators of a demotivated employee (4 Marks)
- 10) State **FOUR** characteristics of good operational objectives (4 Marks)

SECTION B: 60 Marks
(Instructions: Attempt Any Three Questions)

- 11) A) Company X is a well-established organization known for its strong and vibrant organizational culture. Highlight **FIVE** strategies you would use to ensure the maintenance and preservation of the organizational culture during a period of rapid growth and expansion. (10 Marks)
B) A team leader has been tasked to explain the variances between the planned outcomes against the achieved outcomes. Analyse **FIVE** causes of such variances. (10 Marks)
- 12) A) A consultant has recommended for a training in your department. Suggest **FIVE** indicators that may have prompted the recommendation. (10 Marks)
B) An organization has decided to adopt non-monetary rewards to motivate its employees due to its current financial constraints. Suggest **FIVE** such rewards. (10 Marks)
- 13) A) In the organization you work for, it has been discovered that most of the workers do not meet the performance expectations. On carrying out an investigation it has been found out that this is due to lack of group cohesiveness. Explain **FIVE** factors that contribute to group cohesiveness (10 Marks)
B) One of the employees of Hyrum Limited has gone against the company policy, as the human resource manager of this company. Explain **FIVE** methods you would use to discipline the employee (10 Marks)
- 14) A) Motivation refers to external and internal factors that influence employees to perform a particular task or job well. Explain **FIVE** benefits of staff motivation in an organization. (10 Marks)
B) An organization have been experiencing a high employee turnover. Explain **FIVE** strategies that an organization may adopt to reduce the high labour turnover. (10 Marks)