



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

COURSE CODE: BCM209 HUMAN RESOURCE MANAGEMENT 1- **PHYSICAL**

QUESTION ONE (COMPULSORY)

{30MARKS}

1. Which of the following best describes Human Resource Management?

- A. A method which an organisation collects, maintains and reports information on people and jobs
- B. The process of bringing people and the organization together so that the goals of each are achieved
- C. The process of integrating the employees' needs and aspirations with organizational needs
- D. The efforts to make life worth living for workers

2. The origins of modern HRM can be traced primarily to:

- A. The Industrial Revolution
- B. The Information Age
- C. Ancient Greece
- D. The Agricultural Revolution

3. One of the following recent development has significantly influenced employment practices. Which one ?

- A. Decline of technology use
- B. Globalization and digital transformation
- C. Elimination of labor laws
- D. Reduction in workforce diversity

4. The Resource-Based View model argues that organizational success depends on:
- A. Government regulations
 - B. Market conditions only
 - C. Valuable, rare, and difficult-to-imitate resources
 - D. Financial capital alone
5. Which of the following is not an operative function of Human Resource management?
- A. Recruitment
 - B. Training and Development
 - C. Organizing
 - D. Performance Appraisal
6. In an organizational context, Human Resource strategy should:
- A. Operate independently of business strategy
 - B. Replace organizational strategy
 - C. Support and align with organizational goals
 - D. Focus only on employee welfare
7. Human Resource Planning involves:
- A. Determining future workforce requirements
 - B. Managing company finances
 - C. Developing marketing campaigns
 - D. Purchasing organizational assets
8. A job description mainly outlines:
- A. The qualifications required for a candidate
 - B. The duties, responsibilities, and tasks of a job
 - C. Employee compensation details only
 - D. Organizational goals and objectives
9. Which ethical issue is most relevant during employee selection?
- A. Favoring applicants based on personal relationships
 - B. Ensuring fairness and equal opportunity
 - C. Employee communication
 - D. All the above
10. What is the key role of Human resource during organizational change?
- A. Prevent change from occurring
 - B. Support employees and facilitate adaptation
 - C. Eliminate communication channels
 - D. Reduce employee participation

b) Discuss **four** recent changes in the employment field

(4mks)

- c) Citing relevant examples, explain **three** types of organizations (6mks)
- d) Explain **two** positive effects of implementing a Human resource plan (4mks)
- e) Discuss **three** factors you would consider when selecting the best Human resource model for your business (6mks)

**SECTION B: ANSWER THREE QUESTIONS ONLY
EACH}**

{10 MARKS}

**QUESTION TWO
{10MARKS}**

- a. Discuss **four** managerial functions of Human resource management (4mks)
- b) Tech Nova Tech Ltd is a fast-growing IT firm, is planning to hire 25 new software engineers to meet increasing client demand. The HR team has received over 500 applications. The company has historically faced high turnover in the first year of employment. The management wants to refine their recruitment and selection processes and change from external to internal recruitment. This is to ensure that they hire candidates who are not only technically proficient but also a good cultural fit.

Explain **three** advantages of the recruitment method they have settled in for the organization

(6mks).

**QUESTION THREE
{10MARKS}**

- a) ABC Manufacturing Ltd has experienced high employee turnover over the last two years. Employees complain about lack of training, poor communication from management, and limited career growth opportunities.
Other than personal objectives, discuss **two** other objectives of Human resource management in ABC Limited (4mks)
- b) Recommend **three** Human resource management strategies that management should implement to address the issues its employees' complaints (6mks)

**QUESTION FOUR
{10MARKS}**

- a) Discuss **two** reasons for studying management history as a Human Resource professional

(2mks)

- b) A technology company wants to attract and retain talented software engineers. Competitors are also offering attractive salaries and benefits. Suggest **two** Human resource practices that if implemented they would help retain employees

(4mks)

- c) Explain **two** consequences of an organization's failure to retain talented employees
(4mks)

QUESTION FIVE

{10MARKS}

- a) A large telecommunications company recruits graduates from universities every year. However, many leave after one year because they feel there are limited career opportunities. Suggest **two** Human Resource strategies which once implemented would improve retention

4mks)

- b) A manufacturing company has divided production work into highly specialized tasks. Employees perform the same task repeatedly throughout the day and report boredom and low motivation. Recommend **three** job design strategies which once implemented would improve the state of affairs in the organization **(6mks)**

END OF EXAM