



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS**

**MAY - AUGUST 2020**

**CERTIFICATE IN HUMAN RESOURCE MANAGEMENT/  
CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CIHR 001**

**COURSE TITLE: FUNDAMENTALS OF HUMAN RESOURCE  
MANAGEMENT**

**DATE: 4 JUNE 2018**

**TIME: 8.00 AM – 11.00 AM**

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**INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

## SECTION A: COMPULSORY

### Question One

- a. Describe **five** managerial functions of a human resource manager [10mar]
- b. Why should those working in human resource department should have knowledge in human resource management [10 marks]
- c. Recruitment is a process of attracting a large group of qualifies individuals in the larger market who can be able to carry out organizations tasks with maximum efficiency and effectiveness. highlight the importance's of recruitment to an organization [10marks]
- d. Firms can't always get the employees they need from their current staff, and sometimes
- e. they don't just want to. What 5 sources can a firm use to source outside candidates? [10marks]

## SECTION B: ANSWER ANY THREE QUESTIONS

### Question Two

- a) Highlight the steps in the performance appraisal process [10 marks]
- b) Discuss 5 important reasons for carrying out performance appraisals. (10 marks) [ 10 marks]
- a)

### Question three

- a) Describe 5 objectives of training and development in an organization [10 marks]
- b) Describe the various methods of **on -the -job** training [10 marks]

### Question Four

- a) Highlight the various steps involved in employees selection [20 marks]

### Question five

- a) Outline five importance of recruitment [10marks]

- b) Highlight the reasons that may make it necessary to conduct interviews on employees who shows an interest to join an organization [10 marks]

**Question six**

- a) Discuss sources of candidates for recruitment in an organization [10 marks]
- b) Policies serve as reference points when HR programs are being developed and decisions are being made about employees, outline the objectives of HR policies in an organisation [10 marks]