



*Quality Education for the Real World*

# **GRE TSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY- APRIL 2025 SEMESTER**

### **DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBHR 031**

**COURSE TITLE: PERSONELL PROCUREMENT**

**DATE:**

**TIME:**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** 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) Discuss the key reasons why organizations prioritize employee retention and the impact of high turnover on business performance. **[8 Marks]**
- b) Explain how an inclusive and diverse hiring process can contribute to organizational success. **[7 Marks]**
- c) Outline three best practices that organizations should adopt to enhance diversity and fairness in employee selection. **[5 Marks]**
- d) Managers play critical roles in coordinating and directing organizational activities. Discuss five essential functions of management. **[10 Marks]**

## **SECTION B: ANSWER ANY TWO QUESTIONS**

### **QUESTION TWO**

- a) Describe the systematic steps involved in the personnel procurement process. **[10 Marks]**
- b) Organizations categorize management levels based on authority and responsibilities. Explain the three major levels of management and their distinct roles. **[10 Marks]**

### **QUESTION THREE**

- a) Outline the differences between internal and external recruitment, highlighting their respective advantages and limitations. **[10 Marks]**
- b) Human resource managers play a crucial role in ensuring workforce efficiency. Discuss five critical responsibilities of a human resource manager. **[10 Marks]**

### **QUESTION FOUR**

- a) Induction and orientation programs are essential in helping new employees settle into their roles. Discuss their significance and key components. **[10 Marks]**
- b) Organizations need effective succession planning to ensure leadership continuity. Explain three fundamental aspects of a strong succession planning strategy. **[10 Marks]**

### **QUESTION FIVE**

- a. Explain five key strategies that organizations can implement to improve employee retention **[10 Marks]**
- b. Identify and discuss five essential managerial skills necessary for fostering employee commitment and reducing turnover. **[8 Marks]**