



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2025 SEMESTER

DIPLOMA IN MANAGEMENT

COURSE CODE: DBHR 020

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

DATE: APRIL 2025

TIME: 2 HOURS

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) The personnel manager of ABC Company Ltd intends to sponsor some employees for the job training. Highlight four advantages and four disadvantages of such methods. **[8 Marks]**
- b) Explain the four duties of personnel managers. **[8 Marks]**
- c) Discuss why effectiveness in human resource management is it critical for the success of modern organizations? **[6 Marks]**
- d) Analyze the impact of external factors such as economic conditions and technological advancements on human resource planning. **[8 Marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

- a) Explain FIVE managerial functions of Human Resource management. **[10 Marks]**
- b) Discuss the ethical and legal challenges organizations face when recruiting and selecting employees **[10 Marks]**

Question three

- a) Explain any four methods of training, pointing out at least one advantage and disadvantage of each method. **[12 Marks]**
- b) Explain any four types of communication in an organisation. **[10 Marks]**

Question Four

- a) Briefly discuss five problems in human resource planning **[10 Marks]**
- b) As a human resource manager, you have been asked by your CEO to conduct performance appraisal of employees in the organisation. Define performance appraisal and explain three performance appraisal methods. **[10 Marks]**

Question five

- a) Assess the role of mentoring and coaching in career development and how it impacts employee retention **[10 Marks]**
- b) Explain any five ways an employer can use to motivate an employee of an organisation **[10 Marks]**